TECHNICAL RESPONSE PACKET
710-25-048

RESPONSE SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION				
Company:				
Address:				
City:		State:		Zip Code:
Business Designation:	☐ Individual ☐ Partnership	☐ Sole Proprietorship ☐ Corporation		☐ Public Service Corp ☐ Nonprofit
Minority and Women Owned Designation*:	☐ Not Applicable ☐ American Indian ☐ Service Disabled Veteran ☐ African American ☐ Hispanic American ☐ Women-Owned ☐ Asian American ☐ Pacific Islander American			
	AR Certification #: _____ * See *Minority and Women-Owned Business Policy*			

PROSPECTIVE CONTRACTOR CONTACT INFORMATION			
Provide contact information to be used for solicitation related matters.			
Contact Person:		Title:	
Phone:		Alternate Phone:	
Email:			

CONFIRMATION OF REDACTED COPY

☐ YES, a redacted copy of submission documents is enclosed.

☐ NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested.

Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's Response Packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See Solicitation Terms and Conditions for additional information.

COMBINED CERTIFICATIONS FORM

Prospective Contractor has included, in this submission packet, the signed *Attachment H: Combined Certifications for Contracting with the State of Arkansas*.

An official authorized to bind the Prospective Contractor to a resultant contract shall sign below.

The signature below signifies agreement that any exception that conflicts with a Requirement of this *Solicitation* **may cause the Prospective Contractor's response to be rejected.**

Authorized Signature: _____   **Title:** _____

Printed/Typed Name: _____   **Date:** _____

PROPOSED SUBCONTRACTORS FORM

• **_Do not_** _include additional information relating to subcontractors on this form or as an attachment to this form._

PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.

Type or Print the following information

Subcontractor's Company Name	Street Address	City, State, ZIP

☐ **PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE SUBCONTRACTORS TO PERFORM SERVICES.**

SECTIONS 1 – 5: VENDOR AGREEMENT AND COMPLIANCE

- *Any requested exceptions to items in this section which are <u>NON-mandatory</u> **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception and should label the request to reference the specific solicitation item number to which the exception applies.*

- *Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.*

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation.

Authorized Signature: _____

Printed/Typed Name: _____ **Date:** _____

INFORMATION FOR EVALUATION

- *Provide a response to each item/question in this section. Prospective Contractor may expand the space under each item/question to provide a complete response. Attachment I: Client History Form and Attachment O: Standard IT Requirements may be considered by evaluators in relevant categories in evaluation.*

- **Do not** *include additional information if not pertinent to the itemized request.*

	Maximum RAW Score Available
E.1 General Requirements	**25 points**
A. Provide Prospective Contractor's company history including the number of years and experience in developing, implementing, and managing financial systems such as EBT, Electronic Funds Transfer (EFT), financial network services, and transaction processing.	5 points
B. Describe Prospective Contractor's experience as it pertains to the developing, implementing, and managing financial systems such as EBTs, EFTs, financial network services and transaction processing including utilization of pre-existing commercial networks, ATMs, and POS terminals.	5 points
C. Describe Prospective Contractor's experience concerning USDA Federal regulations pertaining to the EBT System.	5 points
D. Describe Prospective Contractor's existing commercial networks, ATMs, and POS terminals.	5 points
E. Provide a short, concise synopsis outlining transaction processing, retailer management, and customer service including all services, supplies and functions for the EBT System as outlined in this RFP.	5 points
E.2 Design Phase	**10 points**
A. Provide a current listing of FNS approved retailer and Third-Party Processors that will be utilized with DHS.	5 points
B. Describe the design of Prospective Contractor's system including a description of the operating environment, procedures, and workflow.	5 points
E.3 Transition In Requirements	**20 points**
A. Describe the processes to be used for the migration of the client and retailer database from the current Contractor's EBT/EFT system to the new system.	5 points
B. Describe Prospective Contractor's contingency plan for problems and issues that may occur during migration.	5 points
C. Provide a schedule of high-level milestones for the transition in phase.	5 points
D. Provide Prospective Contractor's bank account structure.	5 points
E.4 EBT System Functionality	**40 points**
A. Describe Prospective Contractor's contingency plan for circumventing communication outages of longer than five (5) minutes.	5 points

B. Describe Prospective Contractor's process of eliminating unauthorized access.	5 points
C. Describe the plan to ensure that all transmitted data will be accurately and completely received to prevent incomplete and/or duplicate data?	5 points
D. Describe Prospective Contractor's card inventory control system.	5 points
E. Describe the capability to process and accept out-of-state card transactions.	5 points
F. How does Prospective Contractor's system facilitate tracking and retaining individual benefits?	5 points
G. Describe Prospective Contractor's solution process in steps from receiving our input file through the posting of a benefit and issuance of a card including any error report handling.	5 points
H. Describe how the Prospective Contractor will provide online access to FNS.	5 points
E.5 EBT Card Requirements and Issuance	**40 points**
A. Describe the distribution process for EBT cards and packets for both mailing and over the counter cards.	5 points
B. Describe in detail Prospective Contractor's capabilities to design and/or manufacture EBT cards. Identify any third party or subcontractor (if applicable) involvement in the process.	5 points
C. Describe Prospective Contractor's process for replacing lost, damaged, or stolen cards for both mailing and over the counter cards.	5 points
D. Describe the proposed EBT card design and requirements including security features that meet or exceed FNS standards and QOR.	5 points
E. Describe Prospective Contractor's approach to issuing new and replacement cards for both mailing and over the counter cards.	5 points
F. Describe Prospective Contractor's approach to mass reissuance of EBT cards and EMV card transition.	5 points
G. Describe enhanced security measures and features to minimize stolen card information.	5 points
H. Describe how Prospective Contractor would support DHS to issue new and replacement cards for Expedited SNAP households through a state-run processing center(s) including but not limited to training for state staff, card stock supply and replenishment, provision of equipment, backup procedures for Contractor to assist/take over this process in the event of equipment failure or disaster, troubleshooting and technical assistance.	5 points
E.6 Customer Service Requirements	**65 points**
A. Describe Prospective Contractor's Customer Service Call Center (CSCC) including staff, availability, support from Interactive Voice Response System (IVRS) and Help Desk, and performance standards including statistics.	5 points
B. Provide the physical location(s) and describe all technical and support services, i.e., CSCC, Retailer Help Desk, state support Help Desk, and card production facility	5 points
C. Describe how the Data Processing Technical Support Help Desk will monitor the system and transmission line?	5 points

D. Describe in detail how cardholders access ATMs and POS terminals to obtain cash.	5 points
E. Describe Prospective Contractor's plan to ensure that all data and information housed by the various data centers are fully protected against unauthorized access?	5 points
F. Describe employee support Prospective Contractor will provide CSCC employees once the system is activated.	5 points
G. Explain what Prospective Contractor would do to gather transaction history if the agency requested.	5 points
H. Describe Prospective Contractor's IVRS.	5 points
I. Describe how cardholder complaints and disputes are resolved and the timeframes associated with the process.	5 points
J. Describe the process for educating cardholders on accessing the Cardholder Portal and how cardholders will navigate through the portal.	5 points
K. Explain how cardholders are notified of changes or adjustments that affect them.	5 points
L. Describe the standard procedures employed to verify the identity of the cardholder using the Help Desk, web portal, and mobile applications.	5 points
M. Describe enhanced security procedures, options, or features available to verify the identity of cardholders using the help desk, web portal, and mobile applications.	5 points
E.7 Training	**20 points**
A. Describe in detail the following training information for staff, cardholders, & retailers:	
1. Training options such as hands-on, initial, on-going, etc.	5 points
2. Training materials and resources	5 points
3. Training programs	5 points
B. Describe how much training will be provided, the number of trainers, and whether training will be provided by Prospective Contractor or subcontractor(s).	5 points
E.8 POS Terminals	**20 points**
A. Describe the method used to block access to TANF benefits at POS terminals.	5 points
B. Provide an overview of POS transaction types and functions.	5 points
C. Describe the plan for supplying POS equipment to the exempt locations maintained by USDA requesting vendor supplied Terminals.	5 points
D. Describe the process to capture both on- and off-line transactions including on-line EBT System initiated, on-line processing interactions, off-line processing manual vouchers, on-line transactions processing related to cardholder, retailer, and financial institution accounts, initiated at access terminals.	5 points
E.9 Financial Transaction/Transmission Requirements, Financial Adjustment Processing	**35 points**
A. Describe in detail how the proposed system will support financial transaction processing including the following:	

1. Identify networks included in the EBT system	5 points
2. On-line and off-line financial transactions	5 points
3. Retailer and financial institution account processing	5 points
4. ATM Networks and provide the total number of Network ATM locations	5 points
B. How does the proposed system support reporting of benefit access?	5 points
C. Describe when cardholders would be notified of adjustments to their EBT accounts.	5 points
D. How does the proposed system support and maintain written adjustment letters sent to participants.	5 points
E.10 Maintenance & Change Request Processes & Procedures	**20 points**
A. Provide Prospective Contractor's plan for processing change order requests.	5 points
B. Provide Prospective Contractor's contingency plan for unprocessed change order requests.	5 points
C. Describe the EBT System's integration process for TPPs.	5 points
D. Describe the process and procedures for scheduled and unscheduled system downtime.	5 points
E.11 Problem Management, Contract Monitoring & Problem Resolution	**25 points**
A. Describe Prospective Contractor's specific strategy for problem management controls.	5 points
B. Provide an overview explaining how Prospective Contractor will monitor the contract and the steps for problem resolution.	5 points
C. Describe the precautions Prospective Contractor will take to ensure an EBT SNAP benefit account is not closed when a SNAP case closes.	5 points
D. Explain the steps Prospective Contractor will take to ensure that open accounts remain open during account close outs.	5 points
E. Describe how the proposed system will recognize and reject requests for duplicate account assignments based on matching SSN, date of birth, and name. Include the process of how DHS will be notified.	5 points
E.12 System Performance, System Security Plan, Fraud Prevention Analysis	**40 points**
A. Describe how Prospective Contractor will provide card security.	5 points
B. Describe how Prospective Contractor will monitor ATM accessibility.	5 points
C. Describe Prospective Contractor's Security Plan for the EBT System.	5 points
D. Describe the proposed system's data security controls and indicate whether they meet or exceed FNS thresholds.	5 points
E. Describe how effective Prospective Contractor's Fraud Prevention Plan has been with other EBT Systems.	5 points

F. Provide Prospective Contractor's procedures for incident management.	5 points
G. Describe available options for federally and state required blocking of EBT transactions for prohibited card use and terminals.	5 points
H. Describe features including adaptive fraud solution to prevent/minimize theft of EBT benefits.	5 points
E.13 Independent Audit/Certification	**5 points**
A. Provide copies of independent audit and all certifications required.	5 points
E.14 Project Management	**10 points**
A. Provide Prospective Contractor's staffing plan that includes the following: • An organizational chart • List of key personnel by position, title, and function including a description of all resource requirements, roles, and responsibilities • Resumes of key personnel	5 points
B. Provide a list of Project Management tasks that encompass all duties for managing staff. The list should include key personnel roles and responsibilities.	5 points
E.15 Reporting	**10 points**
A. Describe the proposed system's reporting capabilities and features for the following: • Financial • Batch Processing • Card • Billing Security • Program Management • System Performance	5 points
B. Describe Prospective Contractor's process to incorporate an ad hoc report into a systematic report.	5 points
E.16 Transition-Out Requirements	**5 points**
A. Describe Prospective Contractor's complete transition-out plan.	5 points
E.17 Value Added Services	**15 points**
A. Describe benefits available to the cardholder (such as free ATM transactions) and cardholder convenience functionality included in Prospective Contractor's proposal.	5 points
B. Describe the enhanced security options, features, or protocols providing additional security and assisting with fraud mitigation included in Prospective Contractor's Proposal.	5 points
C. Describe proposed data warehouse reporting and ad hoc reporting functionality included in Prospective Contractor's Proposal.	5 points