

ADDENDA 9

REPORTS

General categories of State reports currently being received have been identified and are described below. Although it is not expected that the formatting of the reports be duplicated, it is expected and required that the new Contractor duplicate the data currently provided. Additional reports will be defined during the Design Phase.

The Bidder will demonstrate its ability to generate management, statistical and support reports to the State by providing sample summary and detailed reports. Individual and aggregate reporting by program is required.

The Contractor will be responsible for distributing appropriate daily, weekly and monthly reports to FNS and the State. All daily reports shall be due by 6:00 am CST for the previous day's activity. All weekly reports shall be due by close of business on Mondays. All monthly reports shall be due by the 10th of the following month and all quarterly reports shall be due by the 10th of month following the end of the quarter.

The Contractor shall accommodate the informational needs of the State and FNS in its reporting package. This information shall be provided electronically (via web-based administrative terminals and electronic files transmitted to the State) or through other media that is mutually agreed upon and will be finalized during the design phase. The Contractor shall provide the capability for most reports to be available on-line and in exportable formats.

The Bidder in its response to this RFP shall state its preferred method for distributing reports. The recommended file format shall be developed in collaboration with the State

The Contractor shall also be able to support the retransmission of previously produced reports to the State on request, at no additional cost. The Contractor shall support at a minimum the requests for two previous generations for monthly reports (e.g., last two months), and at a minimum of 30 calendar days for daily reports.

Reports provided to the State in a file transmission shall use standard ANSI carriage control for controlling the formatting of reports being printed.

The reporting system shall produce information at the program and local office (e.g., county) summary level. Settlement and reconciliation reports shall be consolidated at the state level by program.

Use Cases will be required for all reports

COMMON REPORT FOR ALL PROGRAMS

(1) Project Design/Conversion Development Reports

This weekly report is a summary by task of completed major activities during reporting period.

The report shall include problem identification, required corrective action and timeframe for resolution. The report will also include tasks required by federal and State agencies, as well as reports of delayed tasks, reason and revised completion date(s), and the scheduled activities for the next reporting period. In addition, this report shall include a summary of major tasks to be completed in the month ahead.

(2) Project Implementation/Conversion Reports

This weekly report is also a summary by task of major completed and scheduled activities during reporting period for the conversion activities such as the status of:

- POS software conversion;
- Training (State, Federal and county staff, retailers and providers);
- Site acquisitions for conversion;
- Retailer, Child Care Providers, third party processor agreements and switch agreements;
- Call Center staffing levels, training and IVR script approvals;
- Design, Operations and Use Cases development;
- Interface Control Document;
- Training and Security manuals;
- Business Continuity and Disaster Planning documents
- System programming;
- Interface connections;
- Embosser deployment;
- Settlement functions;
- Test documents;
- Call Center staffing;
- Debit card issuance;
- Collaterals

The report shall include problem identification, required corrective action and timeframe for resolution. The report will also include tasks required by federal and state agencies, as well as reports of delayed tasks, reason and revised completion date(s), and the scheduled activities for the next reporting period.

(3) Project Status Report

This monthly report is a summary of significant events/accomplishments during the month, as well as outstanding issues and problems. Following the conversion to the Contractor's EPS system, the Contractor shall include in the Project Status Report the detail data that documents the performance of the EPS system over the last month. Specifically, the Project Status Report shall detail the performance of the system against the following minimum processing requirements:

- EPS central computer shall be available 99.9% of scheduled up time;

- The total system under the Contractor's control, either directly or contractually, including central computer, any network, intermediate facilities, or processor, shall be available 99.9% of scheduled up time;
- The host computer shall permit no more than two (2) inaccurate transactions per 50,000 transactions processed for SNAP;
- The host computer shall pay at 100% accuracy against the data transmitted for Time & Attendance system.
- Benefit authorizations to EBT accounts and ACH settlement shall occur accurately and on schedule 100% of the time.
- Monthly childcare authorization updates shall occur within 8 hours of transmission.
- Debit cards shall be mailed in accordance with the requirements outlined in Section C of the RFP.
- Cash deposits shall be made in accordance with the requirements outlined in Section C of the RFP.
- Expungement shall occur in accordance with the requirements outlined in Section C of the RFP.
- Call Center response times.

(4) Incident Reports

Incident reports shall be produced by the Contractor and shall provide to the State an explanation of outages within the EPS system. Incident reports will include the following information:

- EPS Program affected;
- Date of Problem;
- Start time;
- End time;
- Other States impacted, if any;
- Problem Type;
- Detailed Problem Description;
- Detailed Problem Resolution;
- Prevention of future occurrences
- Name of individual completing report

Initial incident reports are due within 24 hours of problem identification. Final incident reports are due within 96 hours of problem identification. Liquidation damages will apply for missing timeline.

(5) Batch Processing Reports

The Contractor shall propose a standard set of daily batch processing reports to be used by the Contractor and the State to ensure the complete and accurate transfer of data during nightly batch processing. The reports shall include a Summary Report by file transmission that provides a confirmation for the processing of the batch file(s). The Summary Report shall contain summary verification data, including the total number of records received in the batch and the number of records by record type (e.g., number of add, change, and delete records). The report shall contain a summary of the processing of the transmission (i.e., number of records accepted and number of records rejected).

(6) **Batch Exception Reports (Daily)**

This report will contain a listing of all records received within a batch, which were **not** processed by the Contractor. Each record included on the exception report will have a corresponding reason code indicating the cause of the rejection. In particular, Contractor shall clearly identify duplicate case exceptions.

(7) Card Issuance/Re-issuance Reports

These reports shall provide daily audit and statistical reports of cards being issued and reissued to clients. Audit reports shall provide detail data by county of cards issued, reason for issuance (i.e., initial issuance or replacement for lost/stolen card) and number of replacements by recipient. Statistical reports shall provide data needed to manage the EBT program, such as the card reissue rate, the reasons for re-issuance, etc. The Contractor shall also provide a monthly audit report, by county and case number of all clients issued replacement cards in excess of one per quarter (3 months) over a one-year period. The Contractor should suggest the statistical reports that will best help the State manage the card issuance process.

(8) Transaction Denial Summary Reports (Monthly)

This report is a monthly statistical report that provides the number and percentage of client transactions denied and the reason for the denials (i.e., invalid authorization, invalid PIN, etc.)

(9) System Availability Report

The Contractor shall provide a monthly report of the host systems up and down time.

(10) Monthly Utilization Reports

This report detailing the number and type of transactions performed from each terminal provided.

(11) Network Statistics Report (Monthly)

This report will provide a summary of transactions by time of day and day of month. The purpose of the report is to show the peak processing time for the EBT system.

(12) Management Statistics Report (Monthly)

This is a report of transaction activity on the EBT system at a county and state level. Statistics provided should include, at a minimum, benefits authorized for the previous month,

transactions performed, the number of active cases on the system, number of active cards on the system, and the number of cards issued during the month.

(13) Access Definition Report (Monthly)

This report provides detailing each currently authorized administrative terminal user with the ability to access the EBT data including identifying users with multiple profiles. The report shall also detail the level of access afforded the user through the EBT administrative terminal.

(14) Failed Logon Report (Daily)

This is a report of users that have failed in their attempt to logon to the EBT administrative terminal.

(15) User Session Activity Report (monthly)

This is an audit report by User ID of all actions taken by the user on the EBT system from the administrative terminal.

(16) Customer Service Statistics Reports (Monthly)

The Contractor shall provide on a monthly basis statistical reports that report on the statistics and effectiveness of the customer service functions for both the client customer service and retailer help lines. Statistics for both the ARU and Customer Service Representatives (CSR) shall be reported. The Contractor shall deliver the following reports:

(17) Client Help Desk Statistics

A summary of the number of calls received on the client hotline by reason (hot card, balance inquiry, transaction history, etc.) for both ARU and CSR. Daily statistics regarding the Help Desk performance (i.e., number of calls, number of rings before answered, number of abandoned calls, number of busy signals received and length of time calls are placed on hold shall be collected and reported).

(18) Ad-Hoc Reports

Although requests for ad-hoc reports will not be frequent, there are times when additional reporting regarding data on the EBT system is required. The Contractor shall support these requests for ad-hoc reports on a timely basis. Reports required to resolve issues surrounding transaction, payment or system failures will be the responsibility of the Contractor. The Bidder shall provide in its response the process to be used to request ad-hoc reports and the expected timeframe in which requests will be satisfied. Costs for retrieval shall be outlined in the Bidder's Cost Proposal.

SNAP REPORTS

(1) Account Activity Reports (Daily)

A report that reflecting all account actions received from the State via batch or on-line during an EBT processing day, or taken on behalf of the State by the Contractor (i.e., account expungements). The reports shall provide detail on every transaction that impacts an EBT account balance. The reports shall show the amount of the transaction (i.e., account action),

type of transaction, date and time of transaction, and who originated the transaction (batch or online).

(2) Terminal Activity Reports (Daily)

This report show all transactions that will result in funds being moved (i.e., settled) to a retailer, or third party processor. The report shall list at a minimum the transaction type, amount, transaction date and type, settlement date, merchant and terminal identifier, and benefits impacted. The report shall provide settlement totals for each entity for which funds will be moved, as well as suspense totals, if any, for transactions that will not be settled until the next processing day

(3) Clearing Report (Daily)

This report shall provide at a summary level the total funds that are being settled for the processing day and requiring funding. This report shall balance to the totals from the terminal activity reports.

(4) Unsettled Funds Report (Daily)

This daily report will show funds returned from a retailer that could not be settled to the retailer. At a minimum the transaction type, amount, transaction date and type, funds returned, FNS retailer number, merchant and terminal identifier, benefits impacted, and the client's case number. The report shall provide totals for each entity.

(5) Database Value Report (Daily)

This report shall provide the value of the outstanding liability for unused benefits residing on the EBT system at the end of the processing day. Totals shall be maintained by benefit type, and roll-up to program type. The ending balance for the previous day shall become the beginning balance for the current processing day. The ending balance for the current processing day shall be reconciled by taking into account the beginning balance for the processing day (which is the ending balance from the previous day) and adding or subtracting as appropriate the account activity detailed from both the Terminal Activity and Account Activity Reports.

(6) Administrative Action Reports (Daily)

This report lists all administrative actions attempted and completed either by the system or users logged onto the EBT system. Each user will only be reported once. The Report shall identify the transaction type and the EBT account affected. Administrative actions include changes to client, case, or account data (e.g., client name or address), account closure, and benefit expungements.

(7) Administrative Terminal Benefit Authorization Report (Daily)

This report shows all benefit authorizations that are added or cancelled to the EBT system through the administrative terminal functionality. This audit report shall include at a minimum the benefit amount, benefit type, and the User ID of the administrative terminal operator responsible for the benefit activity.

(8) Merchant Back-up Purchasing Procedures Report (Daily)

This report shows all voice authorizations of SNAP transactions performed by retailers. The Report shall contain, at a minimum, the merchant name and FNS number, the transaction amount and type, the date and time, the PAN, the client performing the transactions, and whether the merchant is a traditional or non-traditional merchant. The report should also include the authorization data established by the back-up purchase procedures and whether the transaction is cleared, opened or expired.

(9) Monthly Out-of-State Activity Report

This report shows all Oklahoma client transactions occurring outside of the State. This report shall include case name (last name, first name), case number, PAN, transaction date/time, post date, terminal ID, store name, store address including City and State, transaction type, response code, reversal code, state, FNS number, benefit type, authorization number, balance/requested amount and completed amount.

(10) Report Unauthorized Card Use (Daily)

A daily report by case name (last name, first name) and case number of the caller reporting the unauthorized use.

(11) Benefit Aqing Reports (Monthly)

This report provides a list of clients who have not accessed their benefits 330 calendar days.

(12) Fraud Reports

The Contractor shall recommend a set of fraud reports that will help the State manage and detect fraud within the SNAP Program. Examples of such reports the State is anticipating are Even Dollar Transactions, Excessive Large Dollar Transactions by USDA store code, and multiple reversals over \$50.00 by same client, Multiple Withdrawals/Same Day, Multiple Transactions within 5 Minutes, and manual (Key-entered) Card Entry Reports. The Contractor may also recommend other fraud reports that it anticipates the State would find valuable.

(13) Retailer Management Report (monthly)

The Contractor shall provide a monthly report that lists all new FNS-authorized retailers and provides the following information:

FNS number, site name and address;
FNS approval date;
Date the retailer agreement was mailed;
Subsequent contacts (if any);
Return date of the retailer agreement;
Date the POS equipment is mailed to retailer;
Test dates;
Production ready date

(14) Retailer Status Report (Weekly)

This report that lists all FNS-authorized retailers including FNS number, site name, address, telephone number, FNS REDE file record date, agreement date, enrolled date, ACH form date and number of EBT-only POS terminals.

(15) Retailer Problem Report (Weekly)

This report is of all non-active retailers including FNS number, site name, address, telephone number, redemption volume, retailer status, problem identifier and date reported.

(16) POS Terminal Inactivity Report (Monthly)

This report show the POS terminal inactivity based on calendar days. The report shall identify, by retailer including FNS number, site name, and address, and number of days over 30 that a retailer has been inactive. The count is reset upon use of the POS equipment and starts over.

(17) Retailer Help Desk Statistics

A summary of the number of calls received on the retailer hotline by reason (SNAP voice authorization, terminal problems, settlement questions, etc.) for both ARU and CSR. Statistics regarding retailer help tickets, including number of tickets opened, tickets closed, and reason for ticket, shall be provided. Daily statistics regarding the Help Desk performance (i.e., number of calls, number of rings before answered, number of abandoned calls, number of busy signals received) shall be collected and reported. The Contractor shall distinguish and report the statistics for both EBT-only and third party retailers.

(18) Billing Report

In an electronic format, detail reports substantiating the monthly billing for EBT SNAP services. The reports shall include detail information to allow the State to validate the bill. The file shall contain only those cases that are allowed.

TIME & ATTENDANCE REPORTS

(1) All Activity Payment File

The Contractor shall provide a weekly history file of all swipe transactions used to determine payment down to the person number level. Only those swipes used to determine payment will be transmitted and shall include all data elements as defined in Addenda 3

(2) All Activity Daily File

The Contractor shall provide a daily file of voided swipes, client inactivity records; card status entries, denied swipes and POS telephone number occurring or effective the previous day and shall include all data elements as defined in Addenda 3.

(3) Provider All Activity File

The Contractor shall provide a file, twice per day, of all swipes for population into the DHS Provider web site and shall include all data elements as defined in Addenda 3. The files shall be delivered no later than 8:00 am and 8:00 pm containing data from the previous 12 hours.

(4) Monthly Billing File

The contractor shall create a monthly list and count of active authorizations in the Time & Attendance system. This count forms the basis of CPCM payment from the State for operating the EBT Time & Attendance system.

An active authorization is defined as:

A unique authorization is a case where the case number, person number, provider number and beginning date, that has a status of 'A' or 'O' and with dates that fall within the billing month that has swipes.

A unique authorization that has no swipes made during the month billed, shall not count against as active.

A unique authorization which has had its dates changed or other data modified during the month counts as only one authorization, not two.

(5) Weekly Payment Totals Report

The Contractor shall provide a weekly payment report detailing disbursement totals for the current pay cycle. The report shall include only those totals pertaining to data input by the State. The report shall list, at a minimum, the total payment to providers for swipes, any credits or adjustments, manual claims and the total after these are applied and the number of authorizations paid.

(6) Funds Returned Report

Contractor shall provide a daily Funds Returned Report. This daily report will show funds returned from a bank that could not be settled to the provider. The report shall list the contract number, amount returned and the date of payment.

(7) Card Inactivity Report

The Contractor shall provide a daily report of cards that have had no activity starting after 2 consecutive weeks. The report shall list the card only once and the number of days it has been in inactive status.

(8) Transaction Denial Summary Reports

The Contractor shall provide a monthly statistical report that provides the number and percentage of client transactions denied and the reason for the denials (i.e., invalid authorization, invalid PIN, etc.)

(9) New Provider Report

The Contractor shall provide a daily report of all new providers established. This report alerts the contractor to new providers who require possible installation (based on whether or not authorizations exist) and training. The Contractor's project office will manage POS device installation and training and capture bank account and routing data for EFT purposes and determines multi-terminal status.

(10) Cancelled Provider Report

The Contractor shall provide a daily report of all providers whose contracts have been cancelled. This report alerts the contractor to pick-up equipment from providers whose contract with the State has been terminated. The Contractor's project office will manage the POS device retrieval for meeting the required timelines set forth in this RFP.

(11) Authorization Aging Report

The Contractor shall provide a daily report of pending (not yet approved) authorizations that have reached an aging threshold of 30 days.

(12) Monthly Provider Help Desk Statistics

This monthly report shall provide a summary of the number of calls received on the provider hotline by reason (POS problems, settlement questions, etc.). Statistics regarding provider help tickets, including number of tickets opened, tickets closed, and reason for ticket, shall be provided. Daily statistics regarding the Help Desk performance (i.e., number of calls, number of rings before answered, number of abandoned calls, number of busy signals received) shall be collected and reported.

DEBIT CARD REPORTS

(1) System Accounting Report

This daily report shows the settlement activity for the selected settlement date by deposit type, i.e. debit card and direct deposit. A report is created for each program.

(2) ACH Expungement Report

This daily report is a readable version of the ACH file that is generated for expungements (returned deposits back to the State) in the event of an initial card being statused as returned and accounts not being activated for 90 days. The expungement ACH file shall contain a batch for each program with ACH records.

(3) Deposit File Summary Report

This report is generated each time a deposit file is transmitted and identifies the count and dollar value of the deposit records posted in the Contractor's system and the count and dollar value of the records rejected.

(4) Direct Deposit Reject Report

This report is generated daily and identifies all ACH rejects and the number of days since the reject.

(5) Account Activity Reports

The Contractor shall provide daily account activity reports reflecting all account actions received from the State via batch or on-line during a debit card processing day, or taken on

behalf of the State by the Contractor. The reports shall provide detail on card issuance, statusing, pin activity, etc. that impacts the debit card account.

(6) Account Maintenance File Summary Report

This report is generated each time an Account Maintenance file is received. The report should identify counts of processed and rejected records in the incoming file. In the event of an error, the error record is identified as well as the reject reason.

(7) Dispute Resolution Process Report

This report is generated daily and identifies all cases in which a dispute has been filed, the nature of the dispute, number of days since the initial report and current status. The report shall only identify cases that are in process and not those cases resolved.

(8) Management Statistics Report

This quarterly report will provide an overview of the number and value of the transactions conducted during the quarter. It shall also include statistics on accounts and cards.

(9) Billing Reports

The Contractor shall provide to the State an on-line detail report substantiating the monthly billing for direct deposit services. The billing report shall include detail information to allow the State to validate the bill and shall be broken down by program.