



**State of Oklahoma
Office of Management and Enterprise
Services/ ISD Procurement**

Amendment of Solicitation

Date of Issuance: 07/16/2014 Solicitation No. 8300001101
 Requisition No. 83000021980 Amendment No. 002

Hours and date specified for receipt of offers is changed: No Yes, to: _____ CST/CDT

Pursuant to OAC 580:15-4-5©, this document shall serve as official notice of amendment to the Solicitation identified above. Such notice is being provided to all suppliers to which the original solicitation was sent. Suppliers submitting bids or quotations shall acknowledge receipt of this solicitation amendment prior to the hour and date specified in the solicitation as follows:

- (1) Sign and return a copy of this amendment with the solicitation response being submitted; or,
- (2) If the supplier has already submitted a response, this acknowledgement must be signed and returned prior to the solicitation deadline. All amendment acknowledgements submitted separately shall have the solicitation number and bid opening date printed clearly on the front of the envelope.

ISSUED BY AND RETURN TO:

Office of Management and Enterprise Services
 ISD Procurement Attn: Hurtisine Franklin
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Description of Amendment:

a. This is to incorporate the following:

Submitted Tim Stapleton-(2)

Question 1

Amendment 1; Question 16 (pg. 11)

The State indicated to refer to NIST as a guideline for the time and attendance system functional and technical requirements. As NIST requirements are very broad, would the State please indicate which specific sections of NIST they are referring to in order for contractors to appropriately scope the level of effort required to provide this EPS service?

Response 1

NIST requirements are not limited to time and attendance system functional and technical requirements only, however the areas of focus are Information Technology, Service Quality, and Security.

Question 2 -ISD

The response to Question #10 is understood that each section must be tabbed. The RFP Checklist indicates the following may be required:

b. All other terms and conditions remain unchanged.

Supplier Company Name (**PRINT**) _____ Date _____

Authorized Representative Name (**PRINT**) _____ Title _____ Authorized Representative Signature _____



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G.1.3.Workman's Comp Insurance Certification
G.1.4.Vendor/Payee Form or W-8BEN (as required)
Would the State clarify if a bidder should submit these two forms?

Response 2 –ISD

Question 10- Amendment 001

G; pg. 105

The following items on the RFP Checklist to be included that was not part of the response instructions in RFP Section E:

G.1.3.Workman's Comp Insurance Certification
G.1.4.Vendor/Payee Form or W-8BEN (as required)

Should these be included in vendor's responses? If so, do they belong in the Introduction section **with the other forms?**

Response 10 –Amendment 001

The Workman's Comp Insurance Certification Vendor/Payee Form or W-8BEN (as required) can be tabbed separately or together or included in the section containing the following required forms: OSF Form 076ISD, OSF Form 004ISD

- a)These two documents can be tabbed and placed in a separate section i.e. at the back of the response or inserted in the same section as the following forms OSF Form 076ISD, OSF Form 004ISD; you can list the name and location of the documents in the table contents of the RFP response.

Question – (as submitted-previously) would the State clarify if a bidder should submit these two forms?

**Please refer to Item 6 of RFP form #076-Responding Bidder Information
Workers' Compensation Insurance Coverage:**

Bidder is required to provide with the bid a certificate of insurance showing proof of compliance with the Oklahoma Workers' Compensation Act.

YES – include a certificate of insurance with the bid

NO – attach a signed statement that provides specific details supporting the exemption you are claiming from the Workers' Compensation Act (Note: Pursuant to Attorney General Opinion #07-8, the exemption from 85 O.S. 2001, § 2.6 applies only to employers who are natural persons, such as sole proprietors, and does not apply to employers who are entities created by law, including but not limited to corporations, partnerships and limited liability companies.)

G.1.3. Workman's Comp Insurance Certification- Required

G.1.4.Vendor/Payee Form or W-8BEN (as required)- Required only if your company/organization is not a registered vendor with the State of Oklahoma

G.1.4.Vendor/Payee Form or W-8BEN (as required) - Required only if your company/organization is not a registered vendor with the State of Oklahoma



Question 3-

Amendment 1; Question 8 (pg. 3)

We acknowledge the State requires hard copy audited financial statements for the bidder in the proposal submission. Would the State allow a bidder to provide the subcontractor/vendor financial statements either as a link in the proposal and/or included in our electronic submission?

Response 3-ISD

Subcontractor's financial statements are not required by this RFP. The primary/ awarded vendor is solely responsible for its obligations under the terms of this Contract and for its actions and omissions and those of its agents, employees, and subcontractors.

Please refer to the following section of the RFP

B.3. Obligations of Permitted Subcontractor

B.3.1. If the Vendor is permitted to utilize subcontractors in support of this Contract, **the Vendor shall remain solely responsible for its obligations under the terms of this Contract and for its actions and omissions and those of its agents, employees, and subcontractors.** Any proposed subcontractor shall be identified by entity name and by employee name in the applicable proposal and shall include the nature of the services to be performed. Prior to a subcontractor being utilized by the Vendor in connection with provision of the Products, the Vendor shall obtain written approval of the State of such subcontractor and each employee of such subcontractor proposed for use by the Vendor.

Such approval is within the sole discretion of the State. As part of the approval request, the Vendor shall provide a copy of a written agreement executed by the Vendor and subcontractor setting forth that such subcontractor is bound by and agrees to perform the same covenants and be subject to the same conditions, and make identical certifications to the same facts and criteria, as the Vendor under the terms of all applicable Contract Documents. Vendor agrees that maintaining such agreement with any subcontractor and obtaining prior approval by the State of any subcontractor and associated employees shall be a continuing obligation. The State further reserves the right to revoke approval of a subcontractor or an employee thereof in instances of poor performance, misconduct or for other similar reasons.

Question 4 –ISD

Amendment 1; Question 5 (pg. 2)

The response says, "The RFP does not require that proprietary information is submitted separately." But, in RFP Section E.3.6, it states: "If an bidder believes particular information requested by the RFP for evaluation purposes is proprietary, the bidder shall submit that information separate and apart from its response and mark it Proprietary and Confidential.

Would the State please clarify if information only needs to be marked proprietary and included with the technical section or if it should be separate. If separate, how many copies (hard/electronic) should vendors include with our bid?



Response 4-

As prescribed by the RFP the bidder should determine if the requested information for evaluation purposes, the bidder shall submit that information separate and apart for their response and mark it Proprietary and Confidential. The number of copies submitted should be same as the stated requirement in section E.3.3 of the RFP

E.3.6. **If a bidder believes** particular information requested by the RFP for evaluation purposes is proprietary, the bidder shall submit that information separate and apart from its response and mark it Proprietary and Confidential. If ISD in its sole discretion agrees the information is proprietary, ISD will maintain the information as Confidential. If ISD does not acknowledge the information as proprietary, ISD will return or destroy the information with proper notice to the bidder and the evaluation will be completed without consideration of the information marked Proprietary. PROPOSALS MARKED, IN TOTAL, AS PROPRIETARY and/or CONFIDENTIAL SHALL NOT BE CONSIDERED.

Question 5-ISD

Amendment 1; Question 4 (pg. 2)

In addition to the two documents the State lists as acceptable to include as a PDF, would the State allow vendors include signed forms and sample documentation in PDF also?

Response 5- ISD

Yes

Question 6-

F.3.1.2; Pg. 99

This requirement appears to apply to cash benefits when they were on the EBT card. As such, will the State amend the RFP to strike this requirement as it contradicts the cash requirements for debit cards (including cash back at the POS) in the technical requirements under RFP Section C.7?

Response 6-

The RFP is amended to strike this statement

Question 7

C.14.3; Pg. 87

The requirements for Administrative Terminal User's Manual is the same as the requirement for Call Center Scripts and Procedures Manual [RFP C.14.4] and appear not to be what the State intended for Administrative Terminal Manual requirements. Would the State clarify the desired requirements for the AT manual?

Response 7

The State requires both-The Administrative Terminal User's Manual to utilized by DHS staff and the Procedure Manual will be utilized by Call Center staff.

Question 8-

RFP Section C.7.10.2; Pg. 79

The RFP states, "a) Bidder shall identify the physical locations for bank teller cash-back access (by town) and any minimum withdrawal limits that would be imposed"

Due to the large number of bank locations within Oklahoma, providing a complete list by town would be a very large file to include in the response. Would the State consider amending the requirement to allow the complete bank location listing to be provided upon contract award?

Response 8-

The state **will not** amend this requirement. All bid responses to this requirement will be reviewed and evaluated based upon the established criteria.



Question 9 –

RFP Section C.7.10; p. 79

The RFP states, "Bidder shall identify the locations (by State and town) of all in-network (non-surcharge) ATM's available for use by the cardholder in the State."

Due to the large number of ATM locations within Oklahoma, providing a complete list by city and state would be a very large file to include in the response.

Would the State consider amending the requirement to allow the complete ATM location listing to be provided upon contract award?

Response 9

The state will not amend this requirement. All bid responses to this requirement will be reviewed and evaluated based upon the established criteria.

Question 10

What pricing schedule should ongoing costs for each direct deposit made during the billing month be used?

Response 10-

Bidders should place these costs in the "Other" Column of the Schedule 5.5. –RFP Section F

Schedule 5.5 - Pricing schedule for Debit Cards/Direct Deposit

Item	Fee	Transaction
ATM Withdrawal (after a minimum of 2 free) – Domestic		
Surcharges (must specify when and where surcharges will be applied)		
ATM Withdrawal - outside US		
Surcharges (must specify when and where surcharges will be applied)		
Pin POS Transactions Purchase/Decline		
Bank Teller Transactions		
ATM Balance Inquiry		
Inquiries through toll-free IVR (must specify type of inquiry and the charge associated)		
Inquiries through CSR (must specify each type of inquiry and the charge associated)		
OTHER CHARGES THAT MAY APPLY		
Pinless Signature-based Purchase		
Secondary Cardholder Card Issuance		
Card Replacement (must provide one free replacement per year)		
Express delivery fee		
ATM Transaction Decline		
Negative Balance Fee		
Research Fee on Disputed Charges		
Card to Card Transfer		
POS Declines		
Monitoring Blocked ATM		
Monitoring Blocked POS		
Blocking ATM's		
Blocking POS		
Other Charges – be specific		
Other Charges – be specific		

Bidder: _____ Date: _____



Question 11 –

E.8.4.2 and E.8.5; Pg. 96

RFP Section E.8.5 Section Four, Response to Requirements, states that we must provide detailed response to specifications/requirements outlined in Section C and E for termination or suspension of contracts. This is already requested in RFP Section Three, Company Information, when in E.8.4.2 the State requests the bidder to identify any contract termination(s) that have occurred. Since Section Three occurs first and is a more fitting location for this information, would the State delete the duplicate requirement?

Response 11

The state will not delete the duplicate requirement. Section E.8. Deliverables- Outlines the RFP Deliverables and the format for which RFP responses should be submitted. Section E.8.5 –Is intend to inform bidders of what is required and or contained of section four of the bidders response

E.8.1. Responses should be **tabbed by section** and clearly marked as Original or Copy.

These are the Deliverables that should be in Section Four of the bidder's tabbed response

E.8.5. Section Four – Response to Requirements

Provide detailed response to specifications/requirements outlined in Section C and E.

- Termination or suspension of contracts;
- Technical Approach
- EBT System Description and Capabilities;
- Security;
- Business continuity and recovery plans

Bidders should respond accordingly. Each requirement is relative to each individual section and is relative to bid responsiveness. Each section will be evaluated based upon the established criteria.

Question 12

C.16.1-iii; Pg. 89

RFP section C.16.1-iii states "The bidder's work plan... shall meet the time requirements set forth in subsection 2.14 of this RFP." There does not appear to be such a subsection

Response 12

The following statement is amended -The bidder's work plan... shall meet the time requirements set forth in subsection 2.14 of this RFP."

Bidders will refer to the following RFP Section for RFP Work Plan Requirements

C.10. Work Plan

The Bidder shall submit, and be evaluated on, a Work Plan, including a narrative description and calendar-based work plan that summarizes the work through conversion including any due dates, reports, milestones, etc. for every section, subsection and Addenda of this RFP.

This Section of the RFP describes the required phases of the project and should be used by the Bidder as an outline for preparing the work plan, which is a component of the Bidder's response to this RFP

The State intends on implementing/converting the systems listed within this RFP in the following order:

- SNAP
- Time & Attendance System (Daycare)
- Debit Card

C.10.1. The project work plan shall include a detailed narrative description and a calendar-based Gantt chart that summarizes the level of effort for the entire project, in the order prescribed, including any due dates, plans, reports, milestones, etc. for every Section and subsection below and shall meet the twelve (12) month time.

C.10.2. The timeline shall clearly specify timeframes which will be required for each task and shall include adequate time for all required state and federal approvals.



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C.10.3. Bidder's narrative shall include significant detail describing and explaining its rationale for conversion strategies, conversion risks and risk mitigation measures throughout the project work plan. The State envisions the EPS project consisting of five generally sequential (although there may be some overlap) phases. These phases are:

Phases Refer to C.11. Through C.16

Question 13

.C.7.11.5, Client Web Site; pgs. 80-81

Providing information on cardholder e-mail addresses and other nonpublic personal information of Oklahoma without a cardholders consent would violate consumer protections and privacy laws. Would State modify this requirement in the following manner?

Response 13

This requirement will not be modified. The Consumer Protection and Privacy law will not be violated by the State. Cardholders' permission will be required prior to obtaining any personal information. The successful Contractor will be required to provide Cardholders with a response mechanism to allow or deny access to any personal information.

Question 14

C.7.11.3, Dispute Resolution Process; Pg. 80

Providing information on dispute findings for the debit card program without cardholder consent would violate consumer protections and privacy laws. Would the State modify this requirement by removing "All dispute findings will be reported to the State."?

Response 14

This requirement will not be modified. The Consumer Protection and Privacy law will not be violated by the State. The successful contractor will be required to provide on the Dispute Resolution Form a place for Cardholders' permission to allow or deny release of the information to DHS.

Question 15

C.7.10, ATM Access; Pg. 79

Requirement C indicates Bidders should provide a detail narrative with fees and surcharges for the debit card program. Based on the requirement to have pricing in a separate sealed package, will the State clarify what is to be provided for this requirement?

Response 15

Bidders should respond to both sections as prescribe by the RFP. A responsive bid will contain a response to section C.7.10 as stated in the requirement; Bidders should provide a narrative that contains the fees and surcharges as required by the RFP and follow the requirements as stated in the RFP for submitting pricing.

Question 16

C.7.7.7; Pg. 77

To comply with industry standards will the State modify the requirement to mail cards within 48 business hours (or two business days) of receipt of account set-up/maintenance files?

Response 16

The state will not modify this requirement. Bidders may at their own discretion submit alternatives for consideration.

Question 17

C.7.5.5, Daily Settlement to Contractor; pg. 75

Is the State open to using an ACH file instead of wire transfers to fund cardholder and direct deposit accounts in accordance with the Office of State Treasurer's other debit card programs?



Response 17 –

Bidder should respond to the RFP as prescribed. All bid responses to this requirement will be reviewed and evaluated based upon the established criteria. Bidders may at their own discretion submit alternatives for consideration.

Question 18 –

C.7.5.4, Settlement/Reconciliation; pg. 75

As the State is not involved with the settlement and reconciliation features for cardholders for the debit card transaction processing services, would the State remove this requirement?

If the State does not remove the requirement, would you clarify what information is referenced in Addenda 9 for item d)?

Response 18

Addenda 9- does not contain an Item D.

The state will not remove this requirement. Bidders should respond to the requirement as prescribed by the RFP

C.7.5.4 requires bidders to provide their settlement and reconciliation process for their proposed solution.

Item D of RFP section C.7.5.4 requires Bidders to provide a Settlement and Reconciliation manual as required by Addenda 9.

Question 19

C.7.4.14, Minimum Direct Deposit Enrollment Form Business Rules; pgs. 73-74

In order to provide the lowest possible cardholder fee schedule for all debit card cardholders and to ensure industry security policies, would the State amend the requirement to remove the Oklahoma-based location requirement?

Response 19

The state will not amend this requirement. All bid responses to this requirement will be reviewed and evaluated based upon the established criteria. Bidders may at their own discretion submit alternatives for consideration.

Question 20

C.7.4.12, Direct Deposit; Pg. 73

In order to provide the lowest possible cardholder fee schedule for all debit card cardholders and to ensure industry security policies, would the State modify this requirement to remove the following?

“The State requires staff responsible for entering and updating direct deposit information be located in Oklahoma.”

Response 20

The state will not amend this requirement. All bid responses to this requirement will be reviewed and evaluated based upon the established criteria. Bidders may at their own discretion submit alternatives for consideration.

Question 21

C.7.1; Pg. 67

Would the State clarify what blocking requirements are required under the new contract for a debit cards under applicable State and federal laws?

Response 21

SB 667 addresses Blocking of certain retail establishments, as does the Federal Middle Class Tax Relief and Job Creation Act of 2012. The State will be required to be able to block these establishments, details as to how this process will be accomplished during the design phase with the awarded vendor.

Question 22

C.7.2; Pg. 67

Would the State please clarify the requirement, as clients do not choose to receive one or two cards, but only choose between a debit card and direct deposit.

Response 22

The client could have both a restricted and a unrestricted card, so they could have two cards. Should a client select direct



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deposit all the funds would be deposited into the client's bank account.

Question 23

C.7.1; Pg. 67

To ensure all bidders provide maximum FDIC coverage, would the State amend the RFP so that each cardholder account balance is properly insured up to \$250,000, as is the standard FDIC insured limits.

Response 23

The RFP Section C.7.1 is amended to reflect that each Cardholder's account balance shall be properly insured up to \$250,000.00 in accordance to FDIC insured limits

Question 24

C.4.3.7, Client Selection of PIN, pg. 31

Due to industry best practices and payment card guidelines it is not standard practice to maintain the same PIN for a card that has been re-issued. To ensure cardholder funds are protected it is standard procedure for a cardholder to activate and PIN a new card upon receipt. A cardholder can elect to use the same PIN but must do so at the time of activation. Would the State amend the requirement as follows?

"When a client requests a new EBT or debit card the existing PIN shall be transferred to the new card. The system shall not generate a new PIN unless specifically required by the client."

Response 24

The state will not amend this requirement.

Question 25

C.4.3.1, Cards- Technical Specifications Pg. 29 and F.5 Pricing Schedule Page 100

Requirement C.4.3.1 is common to all three programs including the debit card. Price Schedules located in F.5 contains line items for SNAP and Time and Attendance for new and replacement cards that are mailed. F.5 schedules do not include the same line item for debit card.

Would the State add a line item for new and replacement cards issued for Debit Card due to the new card design that is to be phased in?

Response 25

All debit cards are mailed. If a cost is associated to new and replacement cards Bidders place this cost under Other charges in the correct costing/pricing section

Question 26 -

C.4.1 File Transmissions, Pg. 27 -

This section lists three bulleted items---Data items \-\- Data Exchange, Real Time Messaging, and Batch files---but Files \-\- but does not discuss data exchange further in the requirements that follow. Would the State please clarify the Data Exchange requirements?

Full Content

C.4.1 File Transmissions, Pg. 27

This section lists three bulleted items -- Data Exchange, Real Time Messaging, and Batch Files -- but does not discuss data exchange further in the requirements that follow. Would the State please clarify the Data Exchange requirements?

Response 26-

Requirements for Data Exchange are not listed in section C.4.1- The intent to this section of the RFP is for information purposes and to guide the vendor through the requirements that are common to all three programs. Bidders are expected to respond accordingly.



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The specifics of Data exchanges formats will be defined and finalized during the design phase with the awarded vendor

Please refer to the following paragraph in the RFP directly located below C.4 Mandatory Specifications/ Requirements Requirements Common to all Three Programs:

This Section is intended to provide details on the specific functional and technical requirements to develop, test, implement, and operate all systems in conformance with federal regulations, applicable national standards, and the State's performance expectations. Within this Section are the specifications and requirements for equipment, software functionality, telecommunications, card production, and reporting, training, and on-going operational support.

Question 27

C.4.1, File Transmissions, pg.27, and C.14.2. Settlement Manual, pg. 87

This section paragraph 3, says "The State will not allow any suspense or carry over accounting with benefit issuance." In C.14.2, Settlement Manual, the requirement states "The SNAP manual must include instructions on how to reconcile SNAP transactions that are in suspension for settlement." Would the State please clarify this inconsistency?

Response 27

C.4.1 is regarding incoming client money from DHS. C.14.2 is in regards to money being withheld from a retailer as a result of directions from and by the Federal government, or an investigation.

Question 28 –Duplicate of Question #26

C.4.1 File Transmissions, Pg. 27

This section lists three bulleted items--Data Exchange, Real Time Messaging, and Batch files--but does not discuss data exchange further in the requirements that follow. Would the State please clarify the Data Exchange requirements?

Response 28 –See Response #26

Question 29- ISD

Typically, contractual relationships between the Vendor and its subcontractors are not finalized until a State contract has been awarded and executed with the selected Vendor. There is no reason to execute subcontractor agreements if there is no award made to the Vendor.

Would the State remove the requirement to provide subcontractor agreements with proposal submission? Alternatively, would the State consider letters of intent to be submitted with the proposal?

Response 29- ISD

The state will not consider a letter of intent. Bidders should refer to RFP Section C.9. Project Organization and Staffing; Subsection C.9.1. The state's agreement will be with the primary contractor = (Awarded Vendor) any agreement with subcontractors will be made between the primary = (Awarded Vendor) and any subcontractors. Any discussion finalization and approval of subcontractors will take place during the design phase meeting with the Awarded vendor= (Primary)

Section B.3 defines the Obligations of Permitted Subcontractor, and supplements the requirements stated in Section C.9. – C.9.1 thru C.9.1.5. (Requires the qualifications, names, of any staffing including subcontractors that will be involved in the execution and fulfillment of the contract agreement.

Bidders are required to submit the following:

The requirements for this section in its entirety can be found in the RFP

C.9. Project Organization and Staffing

The Bidder shall submit its approach to project/staff management that includes:

- Description of industry standards followed.



- Lines of responsibility
- Tools and processes used.

How those tools and processes were applied on past projects. Tools can be defined as those “things” (e.g., systems, software, or documents) that are used in carrying out an activity or process.

C.9.1. Staffing

Provide the number of key positions proposed in each phase of this project.

C.9.1.1. A project staffing organization chart showing all proposed personnel by job title and lines of supervision for the Bidder and each subcontractor for this project.

C.9.1.2. A table listing job titles, the employee, work location, and major responsibilities for each key position.

C.9.1.3. It should also indicate what other States, if any, will share the position during the time the position will be assigned to Oklahoma, and at what stages of the project will the position be shared.

C.9.1.4. The percentage of time that will be spent on this project for each phase

C.9.1.5. Indicate which key positions will be filled by a current employee of the Bidder or subcontractor, and which positions will need to be filled.

Question 30 –ISD

General

Will the State provide a contract template for bidders to review?

Response 30 -ISD

General

The state currently does not have a contract template relative to this RFP available for review.

Question 31-

General

Given the complexity and multiple programs listed in this RFP. Would the State agree to allowing a second round of questions to be submitted for follow up clarifications that may be necessary as a result of answers to the questions submitted with the July 10th deadline?

Response 31 –

The period for submitting will not extended beyond the July 10th deadline.



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