

ITN031618FCO1 EBT/EFT Services  
Vendor Questions and Answers

Vendor Question #	Vendor	ITN Section	Page #	Question	DCF Response
1 of 2	Deltek Systems	1.2	5	Is there an incumbent vendor for this project? If so, may I know the vendor name, contract number, and contract expiry date?	Fidelity Information Services, LLC (FIS), eFunds Corporation, LF914, September 30, 2019
2 of 2	Deltek Systems	3.3.1	18	Has a budget been allocated for this? May I know an estimated contract value if possible?	Budget information for any contract resulting from this procurement is not available.
1 of 4	Inmar Government Services, LLC.	5.3	40	Can the State please provide the functional areas and quantity (For each functional area) of the team that will be evaluating the proposals?	EBT Program Office = Six (6) DCF Financial Management = One (1) WIC Program Office = Five (5)
2 of 4	Inmar Government Services, LLC.	C-1.1.7.1 - Appendix II	47-Appendix II	Please provide a breakdown of call center calls by language	The State does not have this information.
3 of 4	Inmar Government Services, LLC.	Appendix VIII: Offeror's Certifications Item J.	58-62	The additional information concerning Item J. is not included in the following pages.	Appendix VIII: Offeror's Certifications is hereby replaced entirely by Addendum # 5.
4 of 4	Inmar Government Services, LLC.	N/A	N/A	Please share the incumbent provider's history of non-performance resulting in a formal notification, notice of contract default, or deficiencies in service in the current contract period.	This question does not pertain to the active solicitation.
1 of 97	Fidelity Information Services, LLC (FIS)	ITN 2.5	11	Given the complexity of the ITN and the number of questions the State is likely to receive from potential Offerors, will the State consider adding a second round of questions to be submitted in case follow-up questions are necessary based on the State's answers to be issued on September 28, 2018?	No
2 of 97	Fidelity Information Services, LLC (FIS)	ITN 2.5	13	The Live Functional Demonstrations for SNAP/Cash are scheduled on February 19 – 21, 2019, and for WIC on February 20 – 22, 2019. This schedule is problematic for Offerors with staff that would need to attend both demonstrations. Will the State consider revising this schedule so the demonstration dates for SNAP/Cash and WIC are not overlapping?	No. The Department will coordinate with offerors on scheduling.
3 of 97	Fidelity Information Services, LLC (FIS)	2.5	14	The note below the Schedule of Events and Deadlines table indicates that Offerors may not comment or ask questions at public meetings with the exception of the Solicitation Conference Call and the Live Functional Demonstrations. Will the Live Demonstrations be open to the public?	No. Live Demonstrations will not be open to the public.
4 of 97	Fidelity Information Services, LLC (FIS)	ITN 4.2.3	21	Should the Cross Reference Table be Tab 1 instead of Tab 2 based on the instructions that the "table must be directly behind the title page"? If so, please confirm that Tab 1 would be the Offeror's Cross Reference Table, Tab 2 would be the Mandatory Requirements, and Tab 3 would be the Table of Contents.	The Offeror's Cross Reference Table for the Programmatic Reply is to be included in TAB 2. Please see Addendum # 4 for corrected language.
5 of 97	Fidelity Information Services, LLC (FIS)	ITN 4.2.6.3.5 ITN 4.2.6.3.6 ITN 4.2.6.3.7 ITN 4.2.6.3.8 ITN 4.2.6.3.9	24-25	Will the pages of Appendix XI, Past Performance References, be counted in the 25-page limit for Tab 5?	No
6 of 97	Fidelity Information Services, LLC	ITN 4.2.7.1 and ITN 4.2.7.4	ITN Page 27 28	Will resumes be counted in the 25-page limit for Tab 6?	Yes

ITN031618FCO1 EBT/EFT Services  
Vendor Questions and Answers

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7 of 97	Fidelity Information Services, LLC (FIS)	ITN 4.2.8	ITN Page 28 - 32	ITN Section 4.2.8 provides instructions for proposal tabs 7 and 8. It isn't clear what Offerors are to do with the lettered paragraphs A through U for Tab 7 and A through F for Tab 8 that are included on pages 29 through 32. In addition to responding to each technical requirement in Appendix II, Exhibit C, are Offerors to include direct responses to these lettered paragraphs, or are these paragraphs only intended to convey important details the State will be looking for in the related Exhibit C items referenced?	As stated on page 29 for Tab 7 prior to the lettered paragraphs A - U and on page 32 for Tab 8 prior to the lettered paragraphs A - F: "Instructions are provided below where additional detail should be provided on the solution being provided to the Department". The instructions and Section C references are provided to assist the prospective Offerors in responding to the Department's requirements and should be addressed in the appropriate section as required.
8 of 97	Fidelity Information Services, LLC	ITN 4.2.8	ITN Page 28 - 32	If direct responses to the lettered paragraphs in this section are to be provided, where within the proposals should these be addressed?	See the response to question 7.
9 of 97	Fidelity Information Services, LLC (FIS)	ITN 5.3.1.1	ITN Page 42	With regard to Item #13, will the State provide a breakdown of the total 18% (180 points) attainable within the SNAP/Cash Cost Information by each cost category listed in Appendix XIII, Cost Sheet Form?	No, the Evaluation Manual speaks for itself.
10 of 97	Fidelity Information Services, LLC (FIS)	ITN 5.3.1.1 and ITN 5.3.1.2	ITN Page 42, 45	Item #13 on page 42 and Item #14 on page 45 states that cost information will be evaluated partly based on how well the vendor will follow "State and federal budgeting and cost requirements". Since responses to requirements 4.3.3.1 through 4.3.3.5 regarding financial management and stability are being evaluated under a separate criterion, please specify which ITN requirements contain the "State and federal budgeting and cost requirements" related to this evaluation criterion, or provide the documentation or appropriate link where the information is available to the Offerors	The Evaluation Manual speaks for itself.
11 of 97	Fidelity Information Services, LLC (FIS)	ITN 5.3.1.2	ITN Page 45	With regard to Item #14, for the WIC Cost Evaluation scoring, will the State be considering the Renewal Contract Period Pricing in the possible total 16% (160 points) or only the Initial Contract Period Pricing?	The Evaluation Manual speaks for itself.
12 of 97	Fidelity Information Services, LLC (FIS)	ITN 5.5.1 and ITN 5.5.2	ITN Page 48	These paragraphs state that the Negotiation Team and the Secretary are "not required to score the Offerors." If this is the case, what is the purpose of the evaluation criteria points provided in ITN Section 5.3.1.1?	The ITN procurement process requires the evaluation of responses to determine the short list of prospective Offerors that will then be qualified for Negotiations. The overall evaluation process is clearly described in Section 5: The Selection Methodology.
13 of 97	Fidelity Information Services, LLC (FIS)	ITN 5.5.1 and ITN 5.5.2	ITN Page 48	Is it the State's intent to only use the initial scoring to establish the short list of vendors that will be invited to negotiations? In other words, after the short list is determined, will the initial scoring be disregarded?	No, please refer to ITN section 5.4.4 page 47.
14 of 97	Fidelity Information Services, LLC (FIS)	ITN 5.5.1 and ITN 5.5.2	ITN Page 48	What scoring will be utilized during the Negotiation phase of the evaluation?	This process is clearly described ITN Section 5.5.1 page 48.
15 of 97	Fidelity Information Services, LLC (FIS)	ITN 5.5.5 and Appendix VIII	ITN Page 49 59	ITN Section 5.5.5 states that the State will schedule additional negotiation sessions in order to establish final terms and conditions for contracts with the selected Offeror or Offerors. However, paragraph (a) in Appendix VIII requires Offerors to certify, as part of the submitted proposal, that they will comply with the "requirements, terms and conditions stated in the ITN and the contract document." Where in their proposals are Offerors to indicate which contract terms they wish to negotiate?	Additional negotiation sessions are a reserved right solely on the Department's behalf, and are not inevitable. The required certification is that the Offerors will comply with these requirements, terms and conditions should the Offeror be the selected awardee.
16 of 97	Fidelity Information Services, LLC (FIS)	ITN 5.5.5 and Appendix VIII	ITN Page 49 59	Is the Standard Integrated Contract (SIC) included as an attachment to the ITN intended to be a draft contract as was referenced during the Solicitation Conference Call on September 5, 2018?	Yes
17 of 97	Fidelity Information Services, LLC (FIS)	ITN 5.5.5 and Appendix VIII	ITN Page 49 59	If the SIC is a draft, Offerors cannot reasonably provide a blanket agreement to comply until the language is negotiated and final. Will the State modify the certification statement to say the Offeror will comply with the "requirements in the ITN and the final negotiated terms and conditions of the contract document"?	No

ITN031618FCO1 EBT/EFT Services  
Vendor Questions and Answers

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18 of 97	Fidelity Information Services, LLC (FIS)	Appendix I 4.4	Appendix I Page 4	Will the state negotiate a liability cap for indemnity claims?	No
19 of 97	Fidelity Information Services, LLC (FIS)	Appendix I 5.1.5	Appendix I Page 8	This section states that full access is to be provided to the Provider's contracts and related records and documents. Will the State confirm that this is specific to contracts and related records that apply to the Florida EBT project?	The contract speaks for itself.
20 of 97	Fidelity Information Services, LLC (FIS)	Appendix I Appendix II PUR 1000	Various	Are there any sections within Standard Integrated Contract Part I, Standard Integrated Contract Part II, and PUR 1000 that are not able to be negotiated?	See Rule 60A-1.002 (7)(b),F.A.C
21 of 97	Fidelity Information Services, LLC (FIS)	Appendix II 4.14.1	Appendix II Page 7	Will all of those requirements related to employment screening apply to the EBT Provider's employees who perform the services outside of Florida? For example, for employees supporting data center operations located in another state be subject to these screening such as the checks through the Florida Department of Law Enforcement? If so, for what purpose?	Yes,CFOP 60-25 Chapter 2-11
22 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.1.3.2	Appendix II Page 33 - 34	Does the State intend to add pre-funded cash benefits to the EBT card?	This decision has not yet be made, however pre-funded cash benefits could be included during the term of any contract resulting from this procurement.
23 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.1.3.2	Appendix II Page 34	The second paragraph of this section states that a pooled cash account is to be maintained and the available balance is to be the sum of all cash benefits in the pooled account. It further states that restricted cash benefits and non-restricted cash benefits may not be commingled. Will the State please clarify how the pre-funded, day-of-draw, restricted and non-restricted cash accounts are to work?	This section is clear on the requirements for Cash Benefits and how funding and balances are to be maintained.
24 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.1.3.4	Appendix II Page 34	What type of benefits does "Restricted Cash Account Optional" represent in the graphic in this section?	The Department and other agencies may have cash benefit types that are intended for certain purposes only and could only be used in certain locations as a result.
25 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.1.3.4	Appendix II Page 34	The first sentence in this paragraph states that the EBT Account Structure model provided is a pictorial representation of the account structure required to be supported by the successful Provider, including direct deposit of cash benefits from the EBT account to the customer's personal bank account at the option of the customer. The pictorial shows Direct Deposit as prefunded. For direct deposit, if the funds are posted to the client's EBT account and then released for Direct Deposit to their bank account, the funds are usually day-of-draw, not pre-funded (which is also the State's current process). Would the State please confirm that you plan to change from day of draw to pre-funded for Direct Deposit?	The question submitted references two different types of direct deposit. The requirement for support of direct deposit to a recipient's personal bank account of cash funds deposited to an EBT account will remain funded as day of draw. Other cash benefits, such as OSS and PNA for example, may be initially issued via direct deposit and therefore, may be pre-funded.
26 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.1.3.5	Appendix II Page 35	When does the Department anticipate adding Optional State Supplementation (OSS) and Personal Needs Allowance Supplement (PNAS) benefit types to the EBT program?	This decision has not yet be made, however these programs as well as others yet to be determined could be included during the term of any contract resulting from this procurement.
27 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.1.3.5	Appendix II Page 35	Would the State please provide the EBT case volume be for the OSS and PNAS programs?	Please refer to the ITN, section 4.2.8, Page 29 for information on the location of this data.
28 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.1.6.9.3	Appendix II Page 42	Does the State intend for the Contractor to mail the debit adjustment notification letter, if an electronic notification isn't available, or will the State mail the letter based on information provided by the Contractor?	The intent is for the provider to mail the notice along with current fair hearing information.
29 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.1.6.1.3	Appendix II Page 44	There is no reference in the ITN regarding the expiration of the State's current cards. Although the ITN references the next required card redesign in 2022, it doesn't explain that Florida's cards currently expire every 4 years and there are more than 5 million cards that will expire and will need to be replaced between now and 2022. a) Where in their Cost Proposals are Offerors to provide their pricing to handle these expiring cards?	The current contract indicates the expiration date has been removed from the face of the card and expiration on track 2 has been set to 2039. A breakdown of card issuance has been provided for projections.

ITN031618FCO1 EBT/EFT Services  
Vendor Questions and Answers

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30 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.1.6.1.6	Appendix II Page 45	Are training pamphlets and tip cards to be included in all mailed cards or only in initial cards as existing cardholders already are familiar with the information contained on these items?	Training brochures and tip cards are mailed with every mailed card.
31 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.1.7.1.1	Appendix II Page 48	How frequently does the Department intend to rotate the data elements requested for identification?	We are requesting the provider to indicate a recommended best practice.
32 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.1.7.1.1	Appendix II Page 48	What is the Department's intended outcome from rotating verification data?	The rotation of verification data will assist in assuring positive identification of the cardholder.
33 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.1.10.13	Appendix II Page 62	The FNS guideline for the emergency stand-in amount is \$40 per cardholder per day, regardless of whether the cardholder visits one or more retailers to reach the \$40 daily limit. Will the State agree to this standard and remove the phrase "per retailer" from the requirement?	No, the requirement is \$50.00 per cardholder per retailer per day.
34 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.1.11.9	Appendix II Page 68	Will the State agree to change the timeframe for repair or replacement of POS terminal equipment to 48 hours to be in line with FNS standards?	Yes, this has been corrected please see Addendum # 4.
35 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.1.12	Appendix II Page 69	This section requires all retailers, acquirers/TPPs and ATM networks to be allowed to select cutoff times that accommodate their business day. As nationwide providers supporting retailers in multiple states, these entities must use the same cutoff time and settle to the prevailing switch. Will the State remove this language?	The State agrees that the language can be removed. This has been corrected in Addendum # 4.
36 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.1.12.1	Appendix II Page 69	Currently, the EBT provider draws from the State's Letter of Credit for benefits to be posted to both regular and investigative accounts, and does the draw down for both at the same time. Subsequent reporting provides the breakdown of benefits posted to regular accounts and investigative accounts. Would the State agree to modify this requirement to be consistent with the current process?	No, this accurately describes our current process.
37 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.1.12.3	Appendix II Page 69 - 70	This section does not describe the current process. Will the State update this section to correctly reflect the current settlement process?	No, this section provides the Department's requirements.
38 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.1.12.2 and C-1.1.12.2	Appendix II Page 69 - 71	In Section C-1.1.3.2 the ITN requires that, "The Provider shall initiate funds transfers or draws after benefit usage by cardholders" and Section in C-1.1.12.2 the requirement is as follows, "The Provider shall interface with the State to draw funds for the settlement of State administered day of draw cash benefit programs". However, Section C-1.1.12.3 the requirement is contradictory. It requires that, "The State initiates a wire transfer request to the EBT Service Provider's specified bank account to cover the existing daylight overdraft for cash settlement." Will the State please confirm whether you are planning to continue the current wire-transfer process or change to a new process for cash benefit reimbursement?	Florida is not changing our process for settlement of cash benefits.
39 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.1.18.4.1	Appendix II Page 87	This section references PIN mailers, however that conflicts with item #10 in section C-1.1.18.3.1. Please clarify how PINs are to be assigned to disaster cards.	The two sections referenced are requirements for two different types of disaster situations. Both are required to be supported by the successful Offeror.
40 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.1.19.5	Appendix II Page 89	With regard to electronic data interchange (EDI), what specifically is the State's intention for this technology?	The potential uses and benefits of EDI could include, but are not limited to, fraud detection and prevention, expanded automation and sharing of data across programs within the State and potentially Federal sources, improved eligibility determination and maintenance.
41 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.1.19.5	Appendix II Page 89	Please identify the specific EDI format the State requires.	The State has not identified any specific EDI formats for use. Prospective Offerors should consider potential formats and include in their response with the reasons and benefits for its

ITN031618FCO1 EBT/EFT Services  
Vendor Questions and Answers

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42 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.2	Appendix II Page 95	We understand that Florida is in the process of upgrading its interface to conform to newest version of the WUMEI and using JSON technology. Is Florida expecting to downgrade its interface from the newer version to the prior version that is in compliance with the ICD dated July 27, 2017?	No
43 of 97	Fidelity Information Services, LLC	Appendix II, Exhibit C C-1.2	Appendix II Page 95	If Florida is not expecting to downgrade, then is the Provider expected to support newer JSON version at the time of conversion?	Yes
44 of 97	Fidelity Information Services, LLC	Appendix II, Exhibit C C-1.2.3.6	Appendix II Page 97	Section 12 of the WIC EBT Operating Rules covers reconciliation requirements. Requiring that a TPP provide detailed reconciliation information back to the WIC EBT system would possibly represent a significant change for the TPP. Ideally, requirements (both technical and functional) for such a process should be covered by the Operating Rules and Technical Implementation Guide. This would require	No
45 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.2.3.6	Appendix II Page 97	We understand that Florida's current WIC MIS system provider has a mobile app that meets the requirements listed in the section. If Florida WIC were to acquire the mobile app directly from the WIC MIS system provider, then is it necessary for the EBT Provider to also provide the mobile app?	Note that ITN Section Reference and Page # provided in relation to this inquiry is incorrect .Correct section is C-1.2.6.3 and page 103. The section is clear on the requirements for the mobile app.
46 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.2.3.6	Appendix II Page 97	Is Florida WIC trying (or has tried) to acquire the mobile app from the WIC MIS system provider? If yes, then is there a problem with trying to acquire the mobile app through this channel?	Note that ITN Section Reference and Page # provided in relation to this inquiry is incorrect . Correct section is C-1.2.6.3 and page 103. The section is clear on the requirements for the mobile app. Bidder is expected to provide a fully functional mobile app which meets all stated requirements.
47 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.2.5.2	Appendix II Page 101	What does the State consider "disaster services" for WIC (i.e., disaster cards, disaster benefits, etc.)?	Provider must be able to issue and redeem WIC benefits if telecommunications and electrical service are available. Also, must be able to quickly supply functional replacement equipment such as POS devices, PIN pads, and replacement EBT cards if these items are damaged or not functional. This does not include "disaster cards."
48 of 97	Fidelity Information Services, LLC (FIS)	Appendix II Exhibit C C-1.2.6	Appendix II Page 102	If the Provider's CSRs are to be available for limited support during the defined business hours and then take calls outside of those business hours, please confirm that it is the State's intent for the Provider's CSRs to be available 24/7/265?	Yes, it is confirmed.
49 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.2.16.2	Appendix II Page 114	Since the WIC MIS is the system of record for category/subcategory information (including activate and de-activate dates), then is it necessary for the update capability to also be provided by the WIC EBT system? Note that any updates made to the data in the WIC EBT system will be overwritten the next time that a category/subcategory file is received from the WIC MIS.	Yes
50 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.2.16.3	Appendix II Page 114	Since the WIC MIS is the system of record for UPC/PLU information (including activate and de-activate dates), then is it necessary for the update capability to also be provided by the WIC EBT system? Note that any updates made to the data in the WIC EBT system will be overwritten the next time that a UPC/PLU file is received from the WIC MIS.	Yes
51 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.2.16.6	Appendix II Page 115	We understand that the new version of the WUMEI contains a new feature that should eliminate the issue with over-issuance. Will Florida WIC consider removing this requirement and revisiting it if it is determined that implementation of the new WUMEI does not solve the problem of over-issuance?	No
52 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.2.17.1	Appendix II Page 116	Some of the requested information appears to be information stored in the WIC MIS and is not currently part of the WIC EBT to WIC MIS interface. Please confirm that the scope of data required in the warehouse is limited to that data that is normally held by the WIC EBT system based upon data that is provided by the WIC MIS through the WUMEI.	Yes
53 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.2.17.1	Appendix II Page 116	If the scope of the data is not limited to that which is normally held by the WIC EBT system, then please elaborate on the specific datasets that will be provided by the WIC MIS system.	Scope of data may be limited to data that is normally held by the MIS provider.

ITN031618FCO1 EBT/EFT Services  
Vendor Questions and Answers

Vendor Question #	Vendor	ITN Section	Page #	Question	DCF Response
54 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.2.17.1	Appendix II Page 116	Please describe what "food prism with subcomponent composition of food packages" means in item #2 of the second paragraph of this section.	This would be nutritional analysis information for WIC foods.
55 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.2.19.2.2	Appendix II Page 120	Modern "next generation" POS devices have improved displays and still maintain a small in-lane footprint, which is important in many retail environments where counter-space is limited. Will Florida WIC consider the proposal of a non-tablet based solution that meets the other requirements outlined in this section?	Yes
56 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.2.19.2.2	Appendix II Page 120	Item #2 under the fourth paragraph of this section references options for the POS functionality like a normal computer, table model computer or tablet. It also references one will be selected depending on store preference. Is it the State's intent that multiple solutions are to be offered to stores?	No
57 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.2.19.3.2	Appendix II Page 121	What does entry of the PIN "independent of the retailer" mean? Does that mean that the retailer hands their phone to the cardholder so that cardholder can enter their PIN on the retailer's phone? Or does this mean that some mechanism for PIN entry is required that is completely independent of utilization of the retailer's phone?	Referenced section is hereby removed by Addendum # 4. Please see Addendum # 4.
58 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.2.19.3.2	Appendix II Page 121	If the PIN is to be entered on the retailer's phone, then who is liable for compromise of the PIN due to malware installed on the retailer's phone?	Referenced section is hereby removed by Addendum # 4. Please see Addendum # 4.
59 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.2.19.3.2	Appendix II Page 121	Please confirm that the WIC EBT system provider is not responsible for breach due to malware installed on a device which is outside the WIC EBT system provider's span of control.	Referenced section is hereby removed by Addendum # 4. Please see Addendum # 4.
60 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-1.2.21.6.6	Appendix II Page 128	This section states that a listing of all EBT transaction details is to be provided with the invoice. Is this listing to be included with the invoice via email or is this detail to be submitted via a file or some other way?	Transaction details are to be provided via an electronic file with the invoice.
61 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-2.1.2	Appendix II Page 138	Is the "Project/Relationship Manager" the same as the "Provider Representative"? If not, please describe the difference.	Yes, it is the same
62 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-2.1.2.1	Appendix II Page 138	Will the State accept a Provider Representative that has extensive experience in the EBT industry including employment at FNS and experience as a State EBT Director, even though they have not been specifically employed by the Provider/Offeror for the past three years?	Yes, however Minimum Qualifications are subject to acceptance and approval by the Department. Please see Addendum # 4.
63 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-2.1.1 and C-2.1.4	Appendix II Page 138 139	The majority of WIC EBT technical and analysis support is delivered by Provider resources working at the Provider site or remotely. This model has proven successful in all of the statewide WIC EBT projects currently in production. Will the State agree that the eWIC Business Analyst/Programmer does not have to be embedded in the WIC State Office, but must be available as necessary and reasonable in the WIC State Office throughout the life of the contract?	No, see Appendix II, Exhibit C, Section 2.1.1.1 (4.)
64 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-2.1.1 and C-2.1.4	Appendix II Page 138 139	The pool of available resources is extremely limited, possibly non-existent, given the combination of requirements for this position. In short, the ITN states that an existing employee of the provider (or its subcontractor) with extensive EBT/financial system project management, technical and business analysis experience is required to relocate to Tallahassee. Would the State consider removing either the requirement for the resource to be an employee of the provider (or its subcontractor)?	No
65 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-2.1.1 and C-2.1.4	Appendix II Page 138 139	Will the State allow a resource that is an employee of an Offeror's subcontractors?	Yes

ITN031618FCO1 EBT/EFT Services  
Vendor Questions and Answers

Vendor Question #	Vendor	ITN Section	Page #	Question	DCF Response
66 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-2.1.3 through C-2.1.5.1	Appendix II Page 139	Will the State accept at least three years of industry experience in place of three years working as an employee of the Provider?	Yes, the State will accept three years of industry experience in place of three years working as an employee of the Provider. However Minimum Qualifications are subject to acceptance and approval by the Department. Please see Addendum # 4.
67 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-2.1.3.1 and C-2.1.4.1	Appendix II Page 139	A business analyst or a programmer may not necessarily have also been responsible for the overall management of a large project. A programmer has a different skill set than a project manager. Did the State intend to carry forward the following requirements for the Provider Representative/Project Manager to the business analyst and programmer positions? - Successful management of the delivery of EBT services for a customer(s) with a similar scope of services as contemplated by this Contract; and - Successful management of the delivery of EBT services for a customer with similar volumes of accounts and transactions. If not, will the State remove or revise these requirements for the business analyst and programmer positions?	Yes, the cited sections in Appendix II speak for themselves.
68 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-2.5	Appendix II Page 141	Although it is not referenced in the instructions, is a response to Section C-2.5, Records and Documentation, required? If so, where within their proposals should Offerors include their response to this section?	No response is required
69 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-2.5.2	Appendix II Page 141	Please clarify exactly what support is required related to the deaf or hard-of-hearing single point of contact designation? What specifically does the Offeror need to do to meet this requirement?	Please see Appendix I, Section 9.3.
70 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-2.5.3	Appendix II Page 141	This section requires documentation related to "direct service employees" as defined in Standard Integrated Contract Part I Section 9.3.8. Please define "direct service employees" and whether or not they pertain to this EBT contract.	Direct Service Employee must be interpreted in a matter consistent with the Support to the Deaf or Hard-of- Hearing Attestation Form which can be found at: <a href="https://www.dcf.state.fl.us/admin/training/docs/DCF%20Attest">https://www.dcf.state.fl.us/admin/training/docs/DCF%20Attest</a>
71 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-2.5.4	Appendix II Page 141	As no staff will be paid in whole or in part directly with the contract funds resulting from this procurement, will the State remove this requirement?	No
72 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-2.6	Appendix II Page 141	Although it is not referenced in the instructions, is a response to Section C-2.6, Reports (programmatic and to support payment), required? If so, where within their proposals should Offerors include their response to this section?	No response is required
73 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-2.6	Appendix II Page 141	As this section appears under the Administrative Tasks section, it isn't clear what scope of reporting is referenced here. Is this section asking for a detailed response to reporting supporting invoicing and payment as implied by the title, or is this asking for a detailed response to each report contained in Exhibit D, even though a number of them are already referenced and required throughout the technical requirements of Exhibit C?	No response is required
74 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-3	Appendix II Page 142	Although it is not referenced in the instructions, is a response to Section C-3, Standard Contract Requirements, required? If so, where within their proposals should Offerors include their response to this section?	No response is required
75 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit C C-3	Appendix II Page 142	Please confirm that only sections 4, 5, 7, 8 and 9 of the Standard Integrated Contract, Part I apply to this procurement.	Not confirmed. All sections of Standard Integrated Contract, Part I apply to this procurement, unless modified by Appendix II, EXHIBIT A.
76 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit D	Appendix II Page 143	Exhibit D, Deliverables, is referenced throughout the technical requirements contained in Exhibit C. Please confirm that the requirements of Exhibit D are to be responded to in connection with the appropriate item in Exhibit C and not separately. If separately, where within the proposal should response to this section be included since it was not referenced in the instructions.	It is confirmed

ITN031618FCO1 EBT/EFT Services  
Vendor Questions and Answers

Vendor Question #	Vendor	ITN Section	Page #	Question	DCF Response
77 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit D D-1.14	Appendix II Page 150	Retailer Management Plan – Item #2 in regard to Retailer and TPP agreements states, "The Provider shall provide the final versions of the draft agreements provided in their response to the ITN for review and approval by the Department and FNS following contract execution in accordance with the approved Transition and Conversion Plan. There are no instructions for providing a draft of these agreements in the Offeror's response. Where in their response should a copy of these agreements be placed	Please provide as an appendix to the technical response.
78 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit D D-2.1	Appendix II Page 151	Please clarify what type of file the State is looking for with regard to Excel SQL or Tableau as referenced in the second bullet point of the second paragraph. Does the State wish to receive text files or SQL formatted files?	The referenced section is clear.
79 of 97	Fidelity Information Services, LLC (FIS)	Appendix II Exhibit E E-1.2	Appendix II Page 164	May holdbacks and liquidated damages be assessed for the same performance deficiency?	Yes they may.
80 of 97	Fidelity Information Services, LLC (FIS)	Appendix II Exhibit E E-2.3	Appendix II Page 165	Please confirm that these financial liabilities are subject to the liability cap in PUR 1000.	No, See Rule 620A-1.002 (7)(b),F.A.C
81 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit E E-3.2	Appendix II Page 174	Item #23 contains numbered paragraphs 4, 5 and 6. Were paragraphs 1 through 3 to also be included or is this incorrectly numbered?	The paragraphs are numbered incorrectly. Paragraphs 4,5, and 6 should be 1, 2, and 3 respectively. This has been corrected in Addendum # 4.
82 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit E E.4.2	Appendix II Page 178	Please define "identified as failed" as stated in this performance measure.	"Identified as failed" means the device is not able perform balance inquiry or purchase transactions for WIC participants.
83 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit E E.4.2	Appendix II Page 178	This first sentence of this performance measure states equipment must be repaired or replaced within 48 hours (two business days) of request. However, the next sentence references equipment being repaired or replaced no later than 24 hours after notice. Will the State please resolve this conflicting statement by confirming equipment repairs or replacements are to be handled within two business days as stated in the first sentence?	Note the Section and page # referenced for this question is incorrect. It is presumed that the correct reference section and page # for this question should be: Appendix II, Exhibit E, Section E-4.2. # 14 and Page # 181. If this presumption is correct, it is confirmed that EBT-only POS equipment identified as failed is replaced or repaired no later than 48 hours (two business days) after notice. This has been corrected in Addendum # 4.
84 of 97	Fidelity Information Services, LLC (FIS)	Appendix II, Exhibit F F-1	Appendix II Page 183 - 185	For each fiscal year, given that the case volume for SNAP and Cash accounts fluctuates from month to month due to a number of factors, how will the State determine the "Maximum # of Units" for each item contained in the tables (a) through (e) ?	The "Maximum # of Units" for each item will be estimated, and will be adjusted as needed.
85 of 97	Fidelity Information Services, LLC (FIS)	Appendix V	ITN Page 54	Item 2a. states "Signed Certificate of Signature Authority, naming the Offeror and its Authorized Representative (see note at bottom of Section A of Appendix VII for acceptable alternatives)". Appendix VII contains WIC EBT ITN Test Scripts. Would the State provide the correct appendix reference?	The correct reference is APPENDIX IX. Please see Addendum # 4.
86 of 97	Fidelity Information Services, LLC (FIS)	Appendix VIII	ITN Page 59	Regarding item (a), will there be another document the Offeror will be required to sign once the final terms and conditions have been negotiated?	Yes
87 of 97	Fidelity Information Services, LLC (FIS)	Appendix VIII	59	In item (f), the State is asking Offerors to certify that they will "...use any of the subcontractors or providers used or identified by any other Offeror submitting a reply to this ITN... and 2) that the Offeror waives any contract provision to the contrary." Is the language in part 2 of this statement referring to the State's contract or some other contract?	Yes, is referring to the contract being contemplated by the solicitation.



ITN031618FCO1 EBT/EFT Services  
Vendor Questions and Answers

Vendor Question #	Vendor	ITN Section	Page #	Question	DCF Response
88 of 97	Fidelity Information Services, LLC (FIS)	Appendix X	ITN Page 65	Is the requirement of a Parent Guarantee requirement an agency preference or is it a statutory or other procurement requirement? If statutory, please provide the citation. If not statutory, is there anything the State will accept in lieu of a parent guarantee, such as, for example, a performance bond or letter of credit? Are the terms of the guarantee negotiable?	Appendix X: Parent Guarantee is a mandatory requirement of this solicitation. Please refer Section 4.2.2.4 of the ITN and Appendix V: Mandatory Requirements Checklist Section 2. (c), Page 54 of the ITN. No substitutions will be accepted and it is not negotiable.
89 of 97	Fidelity Information Services, LLC (FIS)	Appendix XIII	ITN Page 70	The ITN states the contract term has a potential five (5) year contract renewal period. Does the State anticipate exercising one 5-year extension or five 1-year extensions?	That information is unknown at this time.
90 of 97	Fidelity Information Services, LLC (FIS)	Appendix XIII F-1.1	ITN Page 70	Within the SNAP/Cash Core CPCM Pricing, Initial Contract Period, will all rows within the "Active EBT Primary Accounts During Service Month" be weighted, evaluated and scored equally? If not, please provide the tiers that will be included in the scoring.	The Evaluation manual speaks for itself.
91 of 97	Fidelity Information Services, LLC (FIS)	Appendix XIII F-1.1	ITN Page 70	Will the same scoring methodology be applied to the Core CPCM Pricing within the Renewal Contract Period chart? If different, please describe the changes.	The Evaluation manual speaks for itself.
92 of 97	Fidelity Information Services, LLC (FIS)	Appendix XIII F-1.3 And F-2.4	ITN Page 71 77	With regard to the Professional Services Fees, is the "Blended Rate Across Roles" to be inclusive of all the roles already defined in the table, or is this blended rate intended to be used for any other resource roles that were not already defined in the table?	Yes, it is to be inclusive of all the roles already defined in the table.
93 of 97	Fidelity Information Services, LLC (FIS)	Appendix XIII F-2.1	ITN Page 75	Within the WIC EBT Core CPCM Pricing, Initial Contract Period, will all rows within the "Active EBT Primary Accounts During Service Month" be weighted, evaluated and scored equally? If not, please provide the tiers that will be included in the scoring. Will the same scoring methodology be applied to the Core CPCM Pricing within the Renewal Contract Period chart? If different, please describe the changes.	The Evaluation manual speaks for itself.
94 of 97	Fidelity Information Services, LLC (FIS)	Appendix XIII F-2.1	ITN Page 75	Will the same scoring methodology be applied to the Core CPCM Pricing within the Renewal Contract Period chart? If different, please describe the changes.	The Evaluation manual speaks for itself.
95 of 97	Fidelity Information Services, LLC (FIS)	Appendix XIII F-2.3	ITN Page 76	The WIC Card Design Services table includes a row for a per unit price to be provided for "Card Design Fee for WIC-Specific Card". However, Section F-2.1 states that the "CPCM pricing shall include all costs for providing eWIC Services to the State for the month, including...Updated Card Design services". Please clarify if WIC card design services are to be included in the proposed CPCM or priced separately as indicated in F-2.3.	As stated in Section C-1.2.4.1 of Appendix II, the Provider shall be required to change the card design as requested every four (4) years at no additional cost. If a new card design is requested prior to the four years, the fee for card design will apply.
96 of 97	Fidelity Information Services, LLC (FIS)	Appendix XIII F-2.4	ITN Page 77	The last sentence of this paragraph references "1.950 hours". Please confirm this should be 1,950 hours.	It is confirmed that it should be 1,950 hours. This has been corrected in Addendum # 4.
97 of 97	Fidelity Information Services, LLC (FIS)	PUR 1000	All PUR 1000 pages	Will the State negotiate any of the terms contained in PUR 1000?	See Rule 60A-1.002 (7)(b),F.A.C
1 of 27	Conduent State & Local Solutions, Inc.	4.2.6 and 4.2.7	22 and 27	Tab 5 and Tab 6 responses are both limited to a Maximum of 25 pages. Given that both Tab 5 and Tab 6 include additional documentation such as resumes, subcontractor letters of commitment, References, Proof of legal entity and authorization to do business with the State of Florida, etc.; can the Department remove the page maximum limitations for these two tabs or exclude all required additional documentation for these tabs from the page limitations?	No

ITN031618FCO1 EBT/EFT Services  
Vendor Questions and Answers

Vendor Question #	Vendor	ITN Section	Page #	Question	DCF Response
2 of 27	Conduent State & Local Solutions, Inc.	4.2.7	27	Both subsections 4.2.7.1 and 4.2.7.4 state "The Offeror shall provide resumes of the key personnel assigned..."Please clarify if the resumes should be included within response to 4.2.7.1, 4.2.7.4, or in a separate Attachment section at end of the Programmatic Reply?	Included
3 of 27	Conduent State & Local Solutions, Inc.	4.1.6	20	The RFP restricts page size to 8 ½ X 11 inch paper. For complex documents like Microsoft Project plans and architecture diagrams, may Bidders use larger paper folded down to 8 ½ X 11 inch size?	No
4 of 27	Conduent State & Local Solutions, Inc.	4.3.3.4	35	May bidders submit the Dun & Bradstreet (D&B) Comprehensive Report of their parent company to ensure an accurate assessment of the financial stability of the organization?	No
5 of 27	Conduent State & Local Solutions, Inc.	4.3.3.5	35	Given the length of our audited financial statements (more than 200 pages), can Bidders provide these documents in electronic format only?	No
6 of 27	Conduent State & Local Solutions, Inc.	4.3.4.1 and Appendix XIII, Cost Sheet Form	35 and 70	Reference states "A representative who is authorized to contractually bind the Offeror must sign APPENDIX XIII: COST SHEET." However, the Appendix XIII: Cost Sheet does not contain a signature element within the form. Please confirm that Offerors should have an authorized representative sign the last page of the Cost Sheet below F-2.5 Optional Services Pricing.	It is confirmed. This has been corrected in Addendum # 4.
7 +A115:111 5of 27	Conduent State & Local Solutions, Inc.	General Instructions/Terms (RFP Section 2); "General Contract Conditions" Form PUR 1000; "General Instructions to Respondents" Form PUR 1001; Appendix I - Standard Integrated Contract and Appendix II - Special Provisions	9 thru 17	May vendors propose contract exceptions in their proposal, or should those be raised after the issuance of the Notice of Intent to Award?	No
8 of 27	Conduent State & Local Solutions, Inc.	C-1.1.19.5	89	The ITN states: "The Provider must consider the use of interfaces with other existing databases of mutual customer data and information in their response, such as data available to financial institutions regarding ACH regular deposits indicating possible employment, and customer assets known to the financial institution. The benefits and challenges related to sharing of data and information across states and federal agencies must also be addressed." Will the Department please clarify this entire requirement?	The State is asking the bidder to respond how EDI can be used within the contract to enhance the capabilities of the EBT System.
9 of 27	Conduent State & Local Solutions, Inc.	C-1.1.3.2	33	During the bidder conference, the Department stated that the current funding method for cash benefits is day-of-draw. Will the Department confirm this is the method used?	It is confirmed.
10 of 27	Conduent State & Local Solutions, Inc.	C-1.1.6.1.3	47	Would the Department clarify that it requires EBT cards to expire. If so, what is the current card expiration date?	The current contract indicates the expiration date has been removed from the face of the card and expiration on track 2 has been set to 2039. A breakdown of card issuance has been provided for projections.

ITN031618FCO1 EBT/EFT Services  
Vendor Questions and Answers

Vendor Question #	Vendor	ITN Section	Page #	Question	DCF Response
11 of 27	<b>Conduent State &amp; Local Solutions, Inc.</b>	1.3 Term of the Agreement; Appendix II, D-1.4 Project Work Plan; Appendix II E-3.1	7; 145 167	There appears to be a conflict between ITN Section 1.3, D-1.4, and E-3.1. Will the Department clarify the transition period?	The transition period will be negotiated between the State and the EBT processor and included in the approved project timeline.
12 of 27	<b>Conduent State &amp; Local Solutions, Inc.</b>	Exhibit D, Deliverables	143	Several ITN Exhibit C sections refer to Exhibit D, Deliverables, such as: <ul style="list-style-type: none"> <li>• Exhibit C, C-1.1.5.6.8</li> <li>• Exhibit C, C-1.1.8.4.3</li> <li>• Exhibit C, C-1.1.16.2</li> <li>• Exhibit C, C-1.1.18.3.3</li> <li>• Exhibit C, C-2.6</li> </ul> Please confirm that Offerors should address specific references to Exhibit D in Exhibit C Sections and the State is not expecting one separate section responding to Exhibit D.	It is confirmed.
13 of 27	<b>Conduent State &amp; Local Solutions, Inc.</b>	Exhibit E, Minimum Performance Standards	164	Several ITN Exhibit C sections refer to Exhibit E, Minimum Performance Standards, such as: <ul style="list-style-type: none"> <li>• Exhibit C, C-1.1.7.1</li> <li>• Exhibit C, C.1.2.6</li> <li>• Exhibit C, C-1.2.6.1</li> <li>• Exhibit C, C-1.2.6.4</li> <li>• Exhibit C, C-1.2.9.13</li> <li>• Exhibit C, C-1.2.9.14</li> </ul> Please confirm that Offerors should address specific references to Exhibit E in Exhibit C Sections and the State is not expecting one separate section responding to Exhibit E.	It is confirmed.
14 of 27	Conduent State & Local Solutions, Inc.	Exhibit F, Method of Payment	183	Please confirm that Exhibit F is provided for informational purposes only (Appendix XIII: Cost Sheet Form) and a response section is not required.	Appendix XIII: Cost Sheet Form is required. A separate response to Appendix II, Exhibit F, Method of Payment is not required in addition.
15 of 27	<b>Conduent State &amp; Local Solutions, Inc.</b>	4.2.3	21	ITN Section 4.2.3, TAB 2: Offeror's Cross Reference Table, states that "The Programmatic cross-reference table must be directly behind the title page in the Programmatic Reply." For the Programmatic Reply, please clarify if Offeror's should include the Cross Reference Table behind Tab 2 or behind the Title Page. If the Cross Reference Table should go behind the Title Page, please clarify what should be included behind Tab 2.	The Offeror's Cross Reference Table for the Programmatic Reply is to be included in TAB 2. Please see Addendum # 4 for corrected language.
16 of 27	<b>Conduent State &amp; Local Solutions, Inc.</b>	4.2.3	21	ITN Section 4.2.3, TAB 2: Offeror's Cross Reference Table, states that "The Financial cross-reference table must be directly behind the title page in the Financial Reply." The Financial Reply does not have a Tab assigned to the Cross Reference Table like the Programmatic Reply. Please confirm that the Cross Reference Table should go behind the Title Page in the Financial Reply.	It is confirmed
17 of 27	<b>Conduent State &amp; Local Solutions, Inc.</b>	Appendix XIII Cost Sheet Form, F.1.4, Cardholder Paid Transactions	72	Can the Department please provide the average monthly volume for "Cash-only Withdrawals at POS or ATM (x > 2/month)" paid by cardholders?	1000
18 of 27	<b>Conduent State &amp; Local Solutions, Inc.</b>	Appendix XIII Cost sheet Form, F.1.5, Department Subsidized Cash-only Transactions	72	Can the Department please provide the average monthly volume of "Cash-only Withdrawals at POS or ATM (x < 2/month)" paid by the Department?	36,000

ITN031618FCO1 EBT/EFT Services  
Vendor Questions and Answers

Vendor Question #	Vendor	ITN Section	Page #	Question	DCF Response
19 of 27	<b>Conduent State &amp; Local Solutions, Inc.</b>	Appendix XV, SNAP Cash Evaluation Manual, SNAP/Cash EBT Cost Information Criteria Total	43	Would the Department please clarify the SNAP/Cash EBT Cost Information evaluation of Superior, Good, Adequate, Poor or insufficient? Example: Bidder A exceeds standards of requirements whereas Bidder B only met standards. Does Bidder A receive a Superior even if their price is higher or does Bidder B, which met the requirements and has a lower price, receive the Superior rating? Would the Department please clarify if the base contract period and the optional contract period both be evaluated and have equal weighting? Would the Department please clarify if all of active EBT primary account tiers have equal weighting in the evaluation? Would the Department please provide the weighting for Professional Service Fees?	The Evaluation manual speaks for itself.
20 of 27	<b>Conduent State &amp; Local Solutions, Inc.</b>	Appendix XVI, WIC EBT Evaluation Manual, WIC EBT Cost Information Criteria Total	42	Would the Department please clarify the WIC EBT Cost Information evaluation of Superior, Good, Adequate, Poor or insufficient? Example: Bidder A exceeds standards of requirements whereas Bidder B only met standards. Does Bidder A receive a Superior even if their price is higher or does Bidder B, which met the requirements and has a lower price, receive the Superior rating? Would the Department please clarify if the base contract period and the optional contract period both be evaluated and have equal weighting? Would the Department please clarify if all of the WIC EBT primary account tiers have equal weighting in the evaluation? Would the Department please provide the weighting for the WIC Per Unit Hardware? Would the Department please provide the weighting for Professional Service Fees?	The Evaluation manual speaks for itself.
21 of 27	<b>Conduent State &amp; Local Solutions, Inc.</b>	C-1.2.2	95	Is it correct to assume that the three customer support resources will be located at the Florida WIC office and not require additional office space to perform the required duties of this contract?	Yes, the assumption is correct.
22 of 27	<b>Conduent State &amp; Local Solutions, Inc.</b>	C-1.2.12	112	Can the Department please clarify this requirement so Offerors have a better understanding of the solution the Department is seeking: Does the Department currently have this solution in place or is this a new service? What is the source of the market UPC and other product information received through the API? How are these sources identified? What are the specific actions, if any that the EBT system is expected to perform with the data received through the API?	The solution does not currently exist. The WIC Agency is looking for an automated method of obtaining and maintaining UPC codes for the APL. The WIC Agency will work with the EBT Provider to develop this solution.
23 of 27	<b>Conduent State &amp; Local Solutions, Inc.</b>	C-1.2.4.7	100	Can the Department confirm that the current devices that interface with the MIS will remain in place and will be used if awarded to a new Provider? Is new development required to support the interface with the MIS under the new contract?	Yes, the current devices that interface with the MIS will remain in place and be used even if the contract is awarded to a new vendor. No new development is required.
24 of 27	<b>Conduent State &amp; Local Solutions, Inc.</b>	C-1.2.6.2	103	Can the Department clarify the WIC prescreen tool for qualification and how it works? Will the FL-WISE system provide WIC appointment information through the FL-WISE interface to the EBT system for display?	The WIC prescreen tool indicates whether the applicant is eligible for WIC based upon income guidelines.
25 of 27	<b>Conduent State &amp; Local Solutions, Inc.</b>	C-1.2.6.3	103	Considering that WIC EBT processing will be provided "as a service" to the State, could the Department please clarify why ownership (and source code) to the mobile application software must be transferred to the State? This would require vendor to custom develop a unique solution for the benefit of Florida only (not based on vendor's pre-existing IP). Also, assuming that a custom solution is mandated, how will vendor be compensated for this development effort? Should vendors provide a price estimate using the labor rates included on the cost sheet? If so, where should this estimate appear on the cost sheet? Due to the significant costs associated with a ground-up development effort for the mobile application, would the State consider allowing the use of offshore resources for this portion of the project?	This section is clear on the requirements. "The WIC State Office is seeking a solution that will remain in operation even if a different Provider is selected in a future procurement." No offshore resources are allowed.
26 of 27	<b>Conduent State &amp; Local Solutions, Inc.</b>	C-1.2.19.3	121	Unlike the language for the Cardholder Mobile App that indicates ownership of the App by the WIC State Offices, the language for the Retailer Mobile Apps simply indicates the WIC State Office shall possess all rights under the service contract? Can the State clarify whether ownership rights to the Retailer Mobile Apps must also transfer to the State? Due to the significant costs associated with a ground-up development effort for the mobile application, would the State consider allowing the use of offshore resources for this portion of the project?	Ownership rights transfer to the state. No offshore resources are allowed. Please see Addendum # 4 for amended language related to this section.
27 of 27	<b>Conduent State &amp; Local Solutions, Inc.</b>	E-3.2 #19; E-4.2 #14	172; 181	For WIC EBT and EBT, the timeline requirements for repair and replacement appear to be in conflict, as the requirements indicate both 24 hours and 48 hours after notification. Can the Department clarify the 24 hour period and the 48 hour period requirements?	EBT-only POS equipment identified as failed is replaced or repaired no later 48 hours (two business days) after notice of failure. This has been corrected in Addendum # 4.