

Appendix XV

State of Florida  
Department of Children and Families



**ITN# - ITN031618FCO1**  
**ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS**  
**TRANSFER (EBT/EFT)**

SNAP/Cash Evaluation Manual

Evaluator Name: \_\_\_\_\_

Vendor Name: \_\_\_\_\_

Date of Reply Evaluation: \_\_\_\_\_

Evaluator Signature: \_\_\_\_\_

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## 1 SECTION 1 - PROGRAMMATIC EVALUATION FOR SNAP/CASH EBT

### 2 GENERAL INSTRUCTIONS

2.1 **SECTION 1 - Programmatic Evaluation for SNAP/Cash EBT shall be evaluated by PROGRAMMATIC EVALUATORS ONLY.**

2.2 Each Programmatic Evaluator will evaluate the programmatic reply for all vendor replies that pass the mandatory criteria. Each evaluation criterion must be scored. Fractional values will not be accepted. If an evaluator score sheet(s) is missing scores, it will be returned for completion. Scoring must reflect the evaluator's independent evaluation of the reply to each evaluation criterion.

2.3 Each evaluator shall assign a score for each evaluation criterion based upon his/her assessment of the reply. The assignment of an individual score must be based upon the following description of the point scores:

IF, in your judgment the reply demonstrates and/or describes...	Category	...assign points within ...
...extensive competency, proven capabilities, an outstanding approach to the subject area, innovative, practical and effective solutions, a clear and complete understanding of inter-relationships, full responsiveness, a clear and comprehensive understanding of the requirements and planning for the unforeseen.	Superior	81-100% of the maximum points for the area.
...clear competency, consistent capability, a reasoned approach to the subject area, feasible solutions, a generally clear and complete description of inter-relationships, extensive but incomplete responsiveness and a sound understanding of the requirements.	Good	61-80% of the maximum points for the area.
...fundamental competency, adequate capability, a basic approach to the subject area, apparently feasible but somewhat unclear solutions, a weak description of inter-relationships in some areas, partial responsiveness, a fair understanding of the requirements and a lack of staff experience and skills in some areas.	Adequate	41-60% of the maximum points for the area.
...little competency, minimal capability, an inadequate approach to the subject area, infeasible and/or ineffective solutions, somewhat unclear, incomplete and /or non-responsive, a lack of understanding of the requirements and a lack of demonstrated experience and skills.	Poor	21-40 %of the maximum points for the area.
...a significant or complete lack of understanding, an incomprehensible approach, a significant or complete lack of skill and experience and extensive non-responsiveness.	Insufficient	0-20% of the maximum points for the area.

2.4 When completing score sheets evaluators should record references to the sections of the Invitation to Negotiate (ITN) (including any Appendices) and the written reply materials which most directly pertain to the criterion and upon which their scores were based. More than one section may be recorded. Evaluators should not attempt an exhaustive documentation of every bit of information considered but only key

information. In general, the reference statements should be brief. If the reply does not address an evaluation criterion, evaluators should indicate "not addressed" and score it accordingly.

- 2.5 Each evaluator has been provided a copy of the ITN, including its appendices, any ITN addenda, and vendor written inquiries and the written responses provided by the Department. Each evaluator will also be provided with a copy of each programmatic reply which shall be evaluated and scored according to the instructions provided in the solicitation and the evaluation manual.
- 2.6 Replies shall be independently scored by each member of the Programmatic Evaluation team. No collaboration is permitted during the scoring process. The same scoring principles must be applied to every reply received, independent of other evaluators. Evaluators should work carefully to be as thorough as possible to ensure a fair and open competitive procurement. No attempt by Department personnel or others, including other evaluators, to influence an evaluator's scoring shall be tolerated.
- 2.7 If any attempt is made to influence an evaluator, the evaluator must immediately report the incident to the Procurement Manager. If such an attempt is made by the Procurement Manager, the evaluator must immediately report the incident to the Inspector General.
- 2.8 Only the rating sheets provided should be used. No additional notes or marks should appear elsewhere in the evaluation manual.
- 2.9 Evaluators may request assistance in understanding evaluation criteria and replies only from the Procurement Manager/Procurement Advisors.
- 2.10 Questions related to the solicitation and the evaluations of the reply should be directed only to:  
Ashley Davis, Procurement Manager  
Florida Department of Children and Families  
Economic Self Sufficiency Services Program Office  
1317 Winewood Blvd., BL. 3, RM. 459  
Tallahassee, FL 32399-0700  
E-Mail Address: [Ashley.Davis@myflfamilies.com](mailto:Ashley.Davis@myflfamilies.com)
- 2.11 After each evaluator has completed the scoring of each programmatic reply, the scores are then submitted to the Procurement Manager for compilation. The Procurement Manager will average the total programmatic point scores by each evaluator to calculate the points awarded for each section.
- 2.12 Following completion of the independent evaluations of the replies, the Procurement Manager will hold a meeting to validate evaluator scoring. The purpose of the meeting is to ensure that their individual evaluation scores were captured correctly.

### 3 QUALITATIVE CRITERIA

Evaluators shall assign scores to each of the replies received by the Department based on the following criteria:

- Vendor's articulation of their project approach and solution, and the ability of the approach and solution to meet the Department's needs, the requirements of this ITN and Appendix II
- The innovation of the approach and solution
- Vendor references and track record implementing similar solutions to the one specified in this ITN

- Experience and skills of proposed staff relative to the proposed approach and solution

#### 4 PROGRAMMATIC REPLY POINT VALUES

The maximum score for the Programmatic Reply is 720 points for SNAP/Cash EBT programmatic requirements. The programmatic criteria for SNAP/Cash EBT is below.

SNAP/Cash EBT Programmatic Criteria	Maximum Points	Percent of Total (1,000 Points)
<ul style="list-style-type: none"> <li>• <b>The Offeror's company structure, subcontractors, and experience and capability to deliver its proposed solution/services including the Offeror's track record providing services similar to the one specified in this ITN as described in Tab 5 of the Offeror's Response.</b></li> </ul>		
Company Qualifications and Experience	140	14%
<b>Section 1 Subtotal</b>	<b>140</b>	<b>14%</b>
<ul style="list-style-type: none"> <li>• <b>The input provided by the references provided in Tab 5 of the Offeror's Response.</b></li> </ul>		
Company References	30	3%
<b>Section 2 Subtotal</b>	<b>30</b>	<b>3%</b>
<ul style="list-style-type: none"> <li>• <b>The Offeror's proposed Organization and Staffing plan, and in particular how the proposed staff meet the qualifications required by the State in the ITN.</b></li> </ul>		
<ul style="list-style-type: none"> <li>• Plan for providing required staff</li> <li>• Quality and qualification of Staff</li> </ul>	30	3%
<b>Section 3 Subtotal</b>	<b>30</b>	<b>3%</b>
<ul style="list-style-type: none"> <li>• <b>Proposed subcontractors are qualified and have experience in performing their responsibilities. The Offeror provides detail on how subcontractors will be coordinated and managed.</b></li> </ul>		
<ul style="list-style-type: none"> <li>• Qualification of subcontractors</li> <li>• Management of subcontractors</li> </ul>	30	3%
<b>Section 4 Subtotal</b>	<b>30</b>	<b>3%</b>
<ul style="list-style-type: none"> <li>• <b>The Offeror's proposed solution meets the technical requirements for SNAP/Cash EBT specified in APPENDIX II, EXHIBIT C.</b></li> </ul>		

<ul style="list-style-type: none"> <li>• State and Federal Interfaces, including fraud analytics interface</li> <li>• EBT Account Structure, account set-up and maintenance, and benefit authorization, including investigative accounts</li> <li>• Administrative Function support, including the EBT Administrative System</li> <li>• Support for Card &amp; PINs, including issuance and reissuance</li> <li>• Customer Service for cardholders, retailers, and the State</li> <li>• Transaction Processing</li> <li>• Retailer Management</li> <li>• Transaction Settlement and Reconciliation</li> <li>• Training</li> </ul>	240	24%
<b>Section 5 Subtotal</b>	<b>240</b>	<b>24%</b>
<ul style="list-style-type: none"> <li>• <b>The Offeror’s proposed data warehouse and reporting solution meet the needs of the State and provide the structured and ad-hoc reporting requirements of the State.</b></li> </ul>		
<ul style="list-style-type: none"> <li>• Data warehouse solution</li> <li>• Tools for accessing data in the data warehouse</li> <li>• Standard Reporting</li> <li>• Ad-hoc reporting capabilities</li> </ul>	50	5%
<b>Section 6 Subtotal</b>	<b>50</b>	<b>5%</b>
<ul style="list-style-type: none"> <li>• <b>The Offeror’s EBT solution aids the Department and the USDA-FNS in detection and investigation of EBT fraud and abuse by retailers, recipients, or Department staff.</b></li> </ul>		
<ul style="list-style-type: none"> <li>• Provision of dedicated staff</li> <li>• Sophisticated Fraud Detection and Reporting System, including assignment and tracking functionality</li> <li>• Investigative support</li> </ul>	50	5%
<b>Section 7 Subtotal</b>	<b>50</b>	<b>5%</b>
<ul style="list-style-type: none"> <li>• <b>The Offeror EBT Solution provides flexibility and scalability to support Disaster Services, often in adverse situations.</b></li> </ul>		
<ul style="list-style-type: none"> <li>• Supports level 1, 2 and 3 disasters</li> <li>• Supports various alternatives for card and PIN issuance</li> </ul>	50	5%
<b>Section 8 Subtotal</b>	<b>50</b>	<b>5%</b>
<ul style="list-style-type: none"> <li>• <b>The Offeror provides a comprehensive response for each innovation and how it will address innovations within the new contract.</b></li> </ul>		
<ul style="list-style-type: none"> <li>• Comprehensive response for each innovation</li> <li>• Description of how innovation will be addressed within the contract</li> </ul>	30	3%
<b>Section 9 Subtotal</b>	<b>30</b>	<b>3%</b>

<ul style="list-style-type: none"> <li>• <b>The Offeror provides a comprehensive plan for transitioning from the current contract to the new contract, taking into account any new requirements for EBT services.</b></li> </ul>		
<ul style="list-style-type: none"> <li>• Continuity of Services</li> <li>• Testing requirements</li> <li>• Project Management</li> </ul>	50	5%
<b>Section 10 Subtotal</b>	<b>50</b>	<b>5%</b>
<ul style="list-style-type: none"> <li>• <b>The Offeror provides a complete and comprehensive Change Management process.</b></li> </ul>		
<ul style="list-style-type: none"> <li>• Change Management process is complete</li> <li>• Change Management process is comprehensive</li> </ul>	20	2%
<b>Section 11 Subtotal</b>	<b>20</b>	<b>2%</b>
<b>SNAP/Cash Programmatic Criteria Total</b>	<b>720</b>	<b>72%</b>

SNAP/Cash Evaluation Criteria 1

COMPLETED BY Programmatic Evaluators ONLY

Criteria 1:

The Offeror's company structure, subcontractors, and experience and capability to deliver its proposed solution/services including the Offeror's track record providing services similar to the one specified in this ITN as described in Tab 5 of the Offeror's Response.

Sub criteria:

- Company Qualifications and Experience

**ITN Programmatic Response Instructions: Section 4.2.6.2** of the ITN

The Offeror shall: describe its organization and governance structure, depicting clear lines of authority including corporate affiliations; describe how the structure represents a lean, efficient and effective administrative model; describe experience and achievements in developing a governance model is designed to avoid conflicts of interest. In addition, the Offeror shall confirm that all customer service call center staff performing services under the contract(s) resulting from this ITN and those involved in programming and operational support will be located within the United States.

**ITN Related Text: Section 4.2.6.3** of the ITN

The Offeror must describe any experience in providing the same type(s) and scope of services as requested in this ITN and **APPENDIX II: STANDARD INTEGRATED CONTRACT PART 2**, including but not limited to performing, managing and delivering these services. Offerors must demonstrate experience in processing large volumes of automated financial transactions. The experience shall be demonstrated as well for subcontractors (if any). The experience should include work done by the individuals who will be assigned to the work described in this ITN, as well as the overall experience of the organization. The experience must state whether the Offeror was the prime contractor or a subcontractor and whether it worked in cooperation with a subcontractor. Where applicable, it should clearly note the Offeror's related experience which included individuals who will be assigned and their role on the past project. A detailed description of any work to be subcontracted, including information describing the qualifications and relevant experience of any proposed subcontractors, must be provided.

For each of the following services experience requirements, Offerors must identify:

- The total number years of experience for the service
- Description of the project(s) for which the service was provided
- Whether the specified service was performed as a prime contractor or subcontractor
- A clear indication of the Offeror's ability to perform the specified services to meet the requirements of this ITN

**Guidance: Sections 4.2.6.3.1 through 4.2.6.3.4** require Offerors to describe their experience in the following:

- Development, implementation, operations, and ongoing management of large scale, complex financial systems
- Managing complex financial networks
- Experience Responding to Changing Customer's Needs (response requires 10 examples of this)
- List and description of government or commercial customers where services have been provided



**Criteria 1:**

The Offeror's company structure, subcontractors, and experience and capability to deliver its proposed solution/services including the Offeror's track record providing services similar to the one specified in this ITN as described in Tab 5 of the Offeror's Response.

**Sub criteria:**

- Company Qualifications and Experience

**Notes/Rationale:**

**Score (0-140):** \_\_\_\_\_

**Evaluator Initials:** \_\_\_\_\_

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
• Company Qualification	140					

SNAP/Cash Evaluation Criteria 2

COMPLETED BY Programmatic Evaluators ONLY

**Criteria 2:**

The input provided by the references provided in Tab 5 of the Offeror's Response.

**Sub criteria:**

- Company References

***ITN Programmatic Response Instructions: Section 4.2.6.3.5 – 4.2.6.3.8 of the ITN***

The Offeror must provide a minimum of three (3) separate references using the table located in **APPENDIX XI: PAST PERFORMANCE REFERENCES** for verifiable clients where the Offeror provided EBT/EFT services as described in **Section 4.2.6.3.1**.

The Offeror must provide a minimum of three (3) separate references for verifiable clients where the Offeror provided relevant financial services to a government or commercial customer or currently provides relevant financial services as described in **Section 4.2.6.3.4**.

The Offeror must provide a minimum of three (3) separate references for each subcontractor for verifiable clients where the subcontractor provided relevant financial services to a government or commercial customer or currently provides relevant financial services as described in **Section 4.2.6.3.1**.

The Offeror must provide a minimum of three (3) references for verifiable clients where the Offeror is conducting or has conducted business in the State of Florida for current contracts or for contracts within the past five (5) years. If the Offeror has not performed work with the State of Florida in the past five (5) years this requirement is waived.

***ITN Related Text:***

Confidential clients shall not be included. Do not list the Department as a client reference. The same client may not be listed for more than one (1) reference.

***Guidance:***

References should be for clients where similar services EBT/EFT were provided. Higher points should be given for references that are comparable size and sophistication of EBT/EFT services as the State of Florida.

Failure to provide the required information for a minimum of three (3) separate and verifiable clients for **Sections 4.2.6.3.5, 4.2.6.3.6, 4.2.6.3.7 and 4.2.6.3.8** in the spaces provided in **APPENDIX XI: PAST PERFORMANCE REFERENCES** shall result in the Offeror receiving a score of zero (0) for the Past Performance Reference section of the evaluation for each Section not completed.

**Criteria 2:**  
The input provided by the references provided in Tab 5 of the Offeror's Response.

**Sub criteria:**

- Company References

*Notes/Rationale:*

*Score (0-30):* \_\_\_\_\_ *Evaluator Initials:* \_\_\_\_\_

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
• References	30					

SNAP/Cash Evaluation Criteria 3

**COMPLETED BY Programmatic Evaluators ONLY**

**Criteria 3:**

The Offeror's proposed Organization and Staffing plan, and in particular how the proposed staff meet the qualifications required by the State in the ITN.

**Sub criteria:**

- Plan for providing required staff
- Quality and qualification of Staff

**ITN Programmatic Response Instructions: Sections 4.2.7.1 through 4.2.7.4** of ITN – limited to 25 pages.

The Offeror shall describe the qualifications and credentials of their leadership team with an explanation of why the leadership team is qualified to lead their organization in meeting the needs of this ITN. In addition, the Offeror must include résumés for key leadership personnel describing their work experience, education, and training as it relates to the requirements of this ITN.

The reply shall include the Offeror's operational approach to the recruitment, training, supervision and retention of qualified personnel.

Offerors shall provide qualifications and experience for the project manager, key personnel, technical staff and support managers/staff by name and Offeror/subcontractor organization.

The Offeror shall provide resumes of the key personnel assigned to work on this project describing their work experience, education, and training as it relates to the requirements of this ITN, including those assigned to the project at contract initiation and transition.

**ITN Related Text:**

The Offeror shall demonstrate the approach to recruitment of staff able to meet any unique cultural needs. The solution should address all applicable personnel grievance and conflict resolution practices. The Offeror should explain how the organization, subcontractors, and staffing levels will best meet the performance standards required to perform properly. It is also important to describe the credentials for human resources, quality assurance, financial, information technology, and other key professional level employees.

The Offeror shall provide a table with the following columns listed for each of the proposed project team members, both Offeror and subcontractor(s), if any:

- Name - Team member name or role title
- Role - Role descriptions and responsibilities
- Duration - Timeframes of their role on this project; proposed level of effort; whether tasks will be performed on-site or off-site
- Experience - Evidence of previous experience with a highly similar task on a large scale project
- Tenure - How long each person has been with the company, or if they are contract staff

**Criteria 3:**

The Offeror's proposed Organization and Staffing plan, and in particular how the proposed staff meet the qualifications required by the State in the ITN.

**Sub criteria:**

- Plan for providing required staff
- Quality and qualification of Staff

***Guidance:***

All proposed project personnel are subject to Department approval during negotiations and prior to contract execution. Project Organizational Chart requirements are specified in **APPENDIX II: STANDARD INTEGRATED CONTRACT PART 2, EXHIBIT C.**

**Criteria 3:**  
The Offeror's proposed Organization and Staffing plan, and in particular how the proposed staff meet the qualifications required by the State in the ITN.

Sub criteria:

- Plan for providing required staff
- Quality and qualification of Staff

*Notes/Rationale:*

*Score (0-30):* \_\_\_\_\_

*Evaluator Initials:* \_\_\_\_\_

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
• Organization & Staffing	30					

SNAP/Cash Evaluation Criteria 4

**COMPLETED BY Programmatic Evaluators ONLY**

Criteria 4:

Proposed subcontractors are qualified and have experience in performing their responsibilities. The Offeror provides detail on how subcontractors will be coordinated and managed.

Sub criteria:

- Qualification of subcontractors
- Management of subcontractors

**ITN Programmatic Response Instructions: Section 4.2.6.4 of ITN**

The Offeror must list all identified subcontracts, or the plan and approach to vet, identify and recruit and retain subcontractors, who will provide proposed services in **APPENDIX XII: SUBCONTRACTOR LIST**.

**ITN Related Text: Section 4.2.6.5 of ITN**

Provide the requested information below which will demonstrate the subcontractor(s)' ability to successfully complete the work described in this ITN and its appendices, attachments, exhibits and referenced supporting documentation. The Offeror's and any proposed subcontractor(s)' information shall be shown separately.

Specifically, in addition to the other information described above, see **Section 4.2.6.4**, the Offeror and the subcontractor(s) must provide:

- A. Full, legal name.
- B. Federal Employer Identification Number.
- C. Proof of legal entity and authorization to do business with the State of Florida.
- D. Country and state of incorporation.
- E. Principal place of business.
- F. Description of the Offeror's organization, including number of years in business, subsidiaries, parent corporations, officers; include organization charts and details concerning the number of facilities by geographic location.
- G. Brief description of the Offeror's principal type of business and history and what uniquely qualifies the Offeror for the work described in this ITN and **APPENDIX II: STANDARD INTEGRATED CONTRACT PART 2**.
- H. Statement of whether the Offeror has filed for bankruptcy protection in the past five (5) years or is currently in the process of filing or planning to file for bankruptcy protection or financial restructuring or refinancing. If so, provide court and case number.
- I. Identification of any potential or actual conflicts of interest that might arise for the Offeror as a result of contract award to the Offeror, and describe in detail the plan to eliminate or mitigate them. Such conflicts include, but are not limited to, those covered by **Section 6** of the PUR 1001. Address both personal and organizational conflicts.
- J. Reservations the Offeror must make if unable to certify completely all of the items in **Section 9** of the PUR 1001 entitled "Representation and Authorization." If no reservations are made in

Criteria 4:

Proposed subcontractors are qualified and have experience in performing their responsibilities. The Offeror provides detail on how subcontractors will be coordinated and managed.

Sub criteria:

- Qualification of subcontractors
- Management of subcontractors

this section of the reply, the Offeror shall be deemed to attest to the truth of all of listed items and the Department may rely upon them.

**Guidance: Section 4.2.7.5** of the ITN

For each subcontractor identified in its proposal, the Offeror must specify the type, scope and level services to be outsourced. Offerors must provide evidence of each subcontractor's intent to participate, by providing a letter of commitment signed by the subcontractor's authorized representative.



**Criteria 4:**  
Proposed subcontractors are qualified and have experience in performing their responsibilities. The Offeror provides detail on how subcontractors will be coordinated and managed.

Sub criteria:

- Qualification of subcontractors
- Management of subcontractors

*Notes/Rationale:*

*Score (0-30):* \_\_\_\_\_

*Evaluator Initials:* \_\_\_\_\_

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
• Subcontractors	30					

SNAP/Cash Evaluation Criteria 5

**COMPLETED BY Programmatic Evaluators ONLY**

Criteria 5:

The Offeror's proposed solution meets the technical requirements for SNAP/Cash EBT specified in APPENDIX II, EXHIBIT C.

Sub criteria:

- State and Federal Interfaces, including fraud analytics interface
- EBT Account Structure, account set-up and maintenance, and benefit authorization, including investigative accounts
- Administrative Function support, including the EBT Administrative System
- Support for Card & PINs, including issuance and reissuance
- Customer Service for cardholders, retailers, and the State
- Transaction Processing
- Retailer Management
- Transaction Settlement and Reconciliation
- Training

**ITN Programmatic Response Instructions: Section 4.2.8** of the ITN

Offerors must demonstrate their technical capability and approach to meet the core requirements outlined in **APPENDIX II: STANDARD INTEGRATED CONTRACT PART 2, EXHIBIT C**. The requirements defined in **APPENDIX II: STANDARD INTEGRATED CONTRACT PART 2, EXHIBIT C** are the minimum mandatory requirements for SNAP/Cash and WIC and should not be considered restrictive and limiting on the potential for proposed increased levels of service and functionality. It is the desire of the Department that the Offeror provide the most advantageous solution to providing EBT/EFT services and is open to discussing potential changes to the requirements with Offerors if the changes are advantageous to the State.

**ITN Related Text: Section 4.2.8** of the ITN

- A. Offerors shall state in their proposals if mandatory and optional requirements are currently supported by their system application or if modifications are necessary to meet the requirement. Optional services are noted with the word "**Option**" in bold, underlined text. The Offeror must respond with their proposed solution(s) to all optional service requirements.
- B. **Section C-1.1.1.4. Web Services Processing** - The successful Provider shall have the ability to support web service processing and Offerors shall describe their capabilities in the response to this ITN.
- C. **Section C-1.1.4. Account Set-up and Benefit Authorization** - Offerors must specify any additional data elements necessary to support account set-up, benefit authorization, account maintenance, and reporting, including reporting as required for all programs and levels of staff
- D. **Section C-1.1.4.1. State File Transmissions** - Offerors shall detail proposed solutions and functionality to support account set-up and benefit authorizations in their response.

Criteria 5:

The Offeror's proposed solution meets the technical requirements for SNAP/Cash EBT specified in APPENDIX II, EXHIBIT C.

Sub criteria:

- State and Federal Interfaces, including fraud analytics interface
- EBT Account Structure, account set-up and maintenance, and benefit authorization, including investigative accounts
- Administrative Function support, including the EBT Administrative System
- Support for Card & PINs, including issuance and reissuance
- Customer Service for cardholders, retailers, and the State
- Transaction Processing
- Retailer Management
- Transaction Settlement and Reconciliation
- Training

- E. Section C-1.1.4.5. Pending Benefits** - Offerors must describe their approach for management of any benefit records that cannot be deposited into a corresponding account in the response to this requirement. In addition, Offerors must propose solutions for creation of a pending benefit file in their response to this ITN.
- F. Section C-1.1.6.1.3. Card Design** - The Offeror's response must describe in detail its capabilities to design and/or manufacture the Florida ACCESS EBT card and identify any subcontractor involved in the process.
- G. Section C-1.1.8. EBT Administrative System** - Offerors shall recommend the most effective and efficient technical configuration for the Administrative system. Consideration must be given to the stability of the proposed configuration and the future direction of technology, confirming to the best of the Offeror's ability that the recommended approach is not short lived, has the flexibility to support changes in program requirements and is extendable to other programs that may be added to the EBT Administrative system platform over the life of the Contract. Offerors shall provide a justification for its proposed solutions during the design phase, including explanations of benefits and merits of its proposed solution together with any accompanying services, maintenance, warranties, value added services or other criteria, clearly describing any options or alternatives proposed.
- H. Section C-1.1.8. EBT Administrative System (Optional Service)** - Offerors must include in their response to this ITN an option for the Administrative System that would be accessible through the internet through a secured website in case of a natural disaster, or some other unforeseen event renders the State's network inaccessible through normal access channels.
- I. Section C-1.1.1.9. System Security** - The security controls used by the Provider and/or its subcontractor(s) in the performance of services required in this Contract must be specified by the Offeror in its response to the ITN and approved by the Department.
- J. Section C-1.1.9.3 System Security and Operating Procedure Documentation** - Offerors shall provide a detailed description of the controls used to protect software development and applications in their response to the ITN.

**Criteria 5:**

The Offeror's proposed solution meets the technical requirements for SNAP/Cash EBT specified in APPENDIX II, EXHIBIT C.

**Sub criteria:**

- State and Federal Interfaces, including fraud analytics interface
- EBT Account Structure, account set-up and maintenance, and benefit authorization, including investigative accounts
- Administrative Function support, including the EBT Administrative System
- Support for Card & PINs, including issuance and reissuance
- Customer Service for cardholders, retailers, and the State
- Transaction Processing
- Retailer Management
- Transaction Settlement and Reconciliation
- Training

**K. Section C-1.1.10.7. Encryption** - The Offeror's response shall specify the encryption approach and other security measures used to secure EBT transactions.

**L. Section C-1.1.10.13. Stand-in Processing** - Offerors must specify under what circumstances they would consider their EBT system unavailable and provide examples of situations for which stand-in processing would be implemented. Circumstances specified by the Provider for EBT system unavailability must be approved by the Department during the Design Phase. Responses to this requirement must specify the process by which retailers, acquirers/TPPs, and the Department will be notified that "stand-in" processing is in effect, both for scheduled and unscheduled system outages and shall specify how the processing and settlement of these transactions will be conducted.

**M. Section C-1.1.12. Settlement** - To promote the acceptance of EBT transactions, Offerors shall be required to provide evidence of its, or its designated financial agent's ability to fulfill the settlement obligations specified in the ITN and shall comply with the QUEST® Operating Rules concerning an Issuer's ability to meet its settlement obligations. Evidence may be in the form of financial statements, bonds, guarantees or other assurances.

**Guidance:**

Detailed requirements for the sub criteria are contained in **APPENDIX II: STANDARD INTEGRATED CONTRACT PART 2, EXHIBIT C, Sections C.1.1.1 through C.1.1.15.**

**Criteria 5:**  
The Offeror's proposed solution meets the technical requirements for SNAP/Cash EBT specified in APPENDIX II, EXHIBIT C.

Sub criteria:

- State and Federal Interfaces, including fraud analytics interface
- EBT Account Structure, account set-up and maintenance, and benefit authorization, including investigative accounts
- Administrative Function support, including the EBT Administrative System
- Support for Card & PINs, including issuance and reissuance
- Customer Service for cardholders, retailers, and the State
- Transaction Processing
- Retailer Management
- Transaction Settlement and Reconciliation
- Training

*Notes/Rationale:*

*Score (0-240):* \_\_\_\_\_

*Evaluator Initials:* \_\_\_\_\_

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
• SNAP/Cash Technical Requirements	240					

SNAP/Cash Evaluation Criteria 6

**COMPLETED BY Programmatic Evaluators ONLY**

**Criteria 6:**

The Offeror's proposed data warehouse and reporting solution meet the needs of the State and provide the structured and ad-hoc reporting requirements of the State.

**Sub criteria:**

- Data warehouse solution
- Tools for accessing data in the data warehouse
- Standard Reporting
- Ad-hoc reporting capabilities

**ITN Programmatic Response Instructions: Section 4.2.8** of the ITN

Offerors must demonstrate their technical capability and approach to meet the core requirements outlined in **APPENDIX II: STANDARD INTEGRATED CONTRACT PART 2, EXHIBIT C**. The requirements defined in **APPENDIX II: STANDARD INTEGRATED CONTRACT PART 2, EXHIBIT C** are the minimum mandatory requirements for SNAP/Cash and WIC and should not be considered restrictive and limiting on the potential for proposed increased levels of service and functionality. It is the desire of the Department that the Offeror provide the most advantageous solution to providing EBT/EFT services and is open to discussing potential changes to the requirements with Offerors if the changes are advantageous to the State.

**ITN Related Text: Section 4.2.8** of the ITN

- A.** Offerors shall state in their proposals if mandatory and optional requirements are currently supported by their system application or if modifications are necessary to meet the requirement. Optional services are noted with the word "**Option**" in bold, underlined text. The Offeror must respond with their proposed solution(s) to all optional service requirements.
- N. Section C-1.1.16. EBT Data Warehouse and Reporting** - The Offeror's response shall fully describe their approach for providing the data warehouse to the Department and other agencies requiring access to this data warehouse, e.g., DPAF in the Department of Financial Services and the Public Benefits Integrity Program. The response to this ITN shall indicate the approach for implementing a data warehouse staff training program based on the type of user and job function specifying training content and duration.
- O. Section C-1.1.16.2. Standard Reporting Package** - The Offeror's response shall detail their ability to provide each of the reports detailed in **Section D-2.2** in the manner requested. Offerors may also recommend alternative methods for access, such as a web-based report module. Offerors shall recommend any other reports that will support EBT management, operations, settlement, reconciliation, performance monitoring, fraud detection, and administration in addition to those specified in **Section D-2.2**. In addition, Offerors shall propose data and reporting compilations for reports to create user friendly accessibility and clear display of information for performance of job related functions. This includes, but is not

**Criteria 6:**

The Offeror's proposed data warehouse and reporting solution meet the needs of the State and provide the structured and ad-hoc reporting requirements of the State.

**Sub criteria:**

- Data warehouse solution
- Tools for accessing data in the data warehouse
- Standard Reporting
- Ad-hoc reporting capabilities

limited to, subsets of large reports such as the Administrative System Non-Financial Administrative Actions report.

***Guidance:***

Detailed requirements for the sub criteria are contained in **APPENDIX II: STANDARD INTEGRATED CONTRACT PART 2, EXHIBIT C, Section C.1.1.16.**

**Criteria 6:**

The Offeror's proposed data warehouse and reporting solution meet the needs of the State and provide the structured and ad-hoc reporting requirements of the State.

**Sub criteria:**

- Data warehouse solution
- Tools for accessing data in the data warehouse
- Standard Reporting
- Ad-hoc reporting capabilities

*Notes/Rationale:*

*Score (0-50):* \_\_\_\_\_

*Evaluator Initials:* \_\_\_\_\_

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
• Data Warehouse & Reporting	50					



SNAP/Cash Evaluation Criteria 7

COMPLETED BY Programmatic Evaluators ONLY

**Criteria 7:**

The Offeror's EBT solution aids the Department and the USDA-FNS in detection and investigation of EBT fraud and abuse by retailers, recipients, or Department staff.

**Sub criteria:**

- Provision of dedicated staff
- Sophisticated Fraud Detection and Reporting System, including assignment and tracking functionality
- Investigative support

**ITN Programmatic Response Instructions: Section 4.2.8** of the ITN

Offerors must demonstrate their technical capability and approach to meet the core requirements outlined in **APPENDIX II: STANDARD INTEGRATED CONTRACT PART 2, EXHIBIT C**. The requirements defined in **APPENDIX II: STANDARD INTEGRATED CONTRACT PART 2, EXHIBIT C** are the minimum mandatory requirements for SNAP/Cash and WIC and should not be considered restrictive and limiting on the potential for proposed increased levels of service and functionality. It is the desire of the Department that the Offeror provide the most advantageous solution to providing EBT/EFT services and is open to discussing potential changes to the requirements with Offerors if the changes are advantageous to the State.

**ITN Related Text: Section 4.2.8** of the ITN

- A.** Offerors shall state in their proposals if mandatory and optional requirements are currently supported by their system application or if modifications are necessary to meet the requirement. Optional services are noted with the word "**Option**" in bold, underlined text. The Offeror must respond with their proposed solution(s) to all optional service requirements.

**Guidance:**

Detailed requirements for the sub criteria are contained in **APPENDIX II: STANDARD INTEGRATED CONTRACT PART 2, EXHIBIT C, Section C.1.1.17**.

**Criteria 7:**  
The Offeror's EBT solution aids the Department and the USDA-FNS in detection and investigation of EBT fraud and abuse by retailers, recipients, or Department staff.

Sub criteria:

- Provision of dedicated staff
- Sophisticated Fraud Detection and Reporting System, including assignment and tracking functionality
- Investigative support

*Notes/Rationale:*

*Score (0-50):* \_\_\_\_\_

*Evaluator Initials:* \_\_\_\_\_

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
• Fraud & Abuse	50					

SNAP/Cash Evaluation Criteria 8

COMPLETED BY Programmatic Evaluators ONLY

**Criteria 8:**

The Offeror EBT Solution provides flexibility and scalability to support Disaster Services, often in adverse situations.

**Sub criteria:**

- Supports level 1, 2 and 3 disasters
- Supports various alternatives for card and PIN issuance

**ITN Programmatic Response Instructions: Section 4.2.8** of the ITN

Offerors must demonstrate their technical capability and approach to meet the core requirements outlined in **APPENDIX II: STANDARD INTEGRATED CONTRACT PART 2, EXHIBIT C**. The requirements defined in **APPENDIX II: STANDARD INTEGRATED CONTRACT PART 2, EXHIBIT C** are the minimum mandatory requirements for SNAP/Cash and WIC and should not be considered restrictive and limiting on the potential for proposed increased levels of service and functionality. It is the desire of the Department that the Offeror provide the most advantageous solution to providing EBT/EFT services and is open to discussing potential changes to the requirements with Offerors if the changes are advantageous to the State.

**ITN Related Text: Section 4.2.8** of the ITN

- A.** Offerors shall state in their proposals if mandatory and optional requirements are currently supported by their system application or if modifications are necessary to meet the requirement. Optional services are noted with the word "**Option**" in bold, underlined text. The Offeror must respond with their proposed solution(s) to all optional service requirements.
- P. Section C-1.1.18.2.2.3. Disaster Off-line Manual Voucher** - Offerors must specify how Disaster Off-line Manual Vouchers will be provided and how these transactions will be settled and reconciled, including when there are insufficient funds in the cardholder's EBT account to process the transaction (partial settlement).
- Q. Section C-1.1.18.4.1. Specialized Disaster Card/PIN Inventory** - Offerors may propose methodology by which the current disaster card stock can be used or may propose an alternate procedure whereby account set-up, benefit authorization, card and PIN issuance may occur using Administrative System functionality.

**Guidance:**

Detailed requirements for the sub criteria are contained in **APPENDIX II: STANDARD INTEGRATED CONTRACT PART 2, EXHIBIT C, Section C.1.1.18**.

**Criteria 8:**  
The Offeror EBT Solution provides flexibility and scalability to support Disaster Services, often in adverse situations.

Sub criteria:

- Supports level 1, 2 and 3 disasters
- Supports various alternatives for card and PIN issuance

*Notes/Rationale:*

*Score (0-50):* \_\_\_\_\_

*Evaluator Initials:* \_\_\_\_\_

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
• Disaster Services	50					

SNAP/Cash Evaluation Criteria 9

COMPLETED BY Programmatic Evaluators ONLY

Criteria 9:

The Offeror provides a comprehensive response for each innovation and how it will address innovations within the new contract.

Sub criteria:

- Comprehensive response for each innovation
- Description of how innovation will be addressed within the contract

**ITN Programmatic Response Instructions: Section 4.2.8 and 4.29 of the ITN**

Offerors must demonstrate their technical capability and approach to meet the core requirements outlined in **APPENDIX II: STANDARD INTEGRATED CONTRACT PART 2, EXHIBIT C**. The requirements defined in **APPENDIX II: STANDARD INTEGRATED CONTRACT PART 2, EXHIBIT C** are the minimum mandatory requirements for SNAP/Cash and WIC and should not be considered restrictive and limiting on the potential for proposed increased levels of service and functionality. It is the desire of the Department that the Offeror provide the most advantageous solution to providing EBT/EFT services and is open to discussing potential changes to the requirements with Offerors if the changes are advantageous to the State.

Innovations are services beyond those core services previously required by **TAB 7 and TAB 8** which the Offeror may provide to offer additional benefits to the Department or the recipient. The Offeror may describe any innovative value-added services offered to the Department or the recipient. Although the Department has provided a statement of need and mandatory requirements for Offerors to meet in order to be selected for the contract for the EBT/EFT Services, it is not intended to limit Offeror innovations or creativity in preparing a reply to accomplish these goals. Innovative ideas, new concepts and partnership arrangements, other than those presented in this ITN, will be considered.

The Department is asking Offerors to propose innovative technologies or services to be considered to meet the needs of current programs served or to be served in the future.

Offerors shall provide a reply to each of the innovations included in **APPENDIX II: STANDARD INTEGRATED CONTRACT PART 2, EXHIBIT C**. Information should include the feasibility of the innovation as well as advantages and disadvantages. In addition, Offerors are strongly encouraged to recommend the use of other innovative technologies or services when formulating a response to this ITN. Innovations are considered optional services that shall be available to the Department for the life of the contract(s) resulting from this ITN.

**ITN Related Text: Section 4.2.8 of the ITN**

- A.** Offerors shall state in their proposals if mandatory and optional requirements are currently supported by their system application or if modifications are necessary to meet the requirement. Optional services are noted with the word "**Option**" in bold, underlined text. The Offeror must respond with their proposed solution(s) to all optional service requirements.

**Criteria 9:**

The Offeror provides a comprehensive response for each innovation and how it will address innovations within the new contract.

**Sub criteria:**

- Comprehensive response for each innovation
- Description of how innovation will be addressed within the contract

**R. Section C-1.1.19. Innovations** - Offerors must provide information related to the each of the innovations included in this section. Information should include the feasibility of the innovation as well as advantages and disadvantages. In addition, Offerors are encouraged to recommend the use of other innovative technologies or services not limited to those in this section.

***Guidance:***

Detailed requirements for the sub criteria are contained in **APPENDIX II: STANDARD INTEGRATED CONTRACT PART 2, EXHIBIT C, Section C.1.1.19.**

**Criteria 9:**  
The Offeror provides a comprehensive response for each innovation and how it will address innovations within the new contract.

Sub criteria:

- Comprehensive response for each innovation
- Description of how innovation will be addressed within the contract

*Notes/Rationale:*

*Score (0-30):* \_\_\_\_\_

*Evaluator Initials:* \_\_\_\_\_

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
• Innovation	30					

SNAP/Cash Evaluation Criteria 10

**COMPLETED BY Programmatic Evaluators ONLY**

**Criteria 10:**

The Offeror provides a comprehensive plan for transitioning from the current contract to the new contract, taking into account any new requirements for EBT services.

**Sub criteria:**

- Continuity of Services
- Testing requirements
- Project Management

***ITN Programmatic Response Instructions: Section 4.2.10*** of the ITN

The Offeror must submit a draft project management plan and draft project schedule with their technical proposal. The plan should follow Project Management Institute (PMI) standards, detailing the Offeror’s project management strategy for providing EBT/EFT services as detailed in **APPENDIX II: STANDARD INTEGRATED CONTRACT PART 2, EXHIBIT C**. The project schedule should include all phases of the project as described in **APPENDIX II: STANDARD INTEGRATED CONTRACT PART 2, EXHIBIT C**.

***ITN Related Text: Section 4.2.8*** of the ITN

- T. Section C-1.3.1.9. EBT Card Conversion** - Offerors should propose methods for continuing to use the current cards and for accommodating required changes in return addresses or customer service numbers through an attrition process.
- U. Section C-1.3.2.4. Performance (Stress) Test** - If the Offeror is anticipating utilizing the option of using the most recent available production data in order to develop a system capacity model for modeling the anticipated transaction volumes, the Offeror shall describe how the modeling shall be performed and how the results of the modeling exercise shall be reported to the Department.

**Sections 4.2.10.1 and 4.2.10.2** of the ITN

In addition to the project management plan and schedule the Offeror must address the following:

The Offeror must describe its approach to project planning, one that will ensure the successful design, development and operation of the EBT/EFT Services.

The Offeror must also describe how it will develop performance measurement and management tools to:

- Identify project outcomes and metrics
- Measure actual progress
- Validate project success

The Offeror must describe its project management approach and how it will:

- Manage the Schedule
- Manage Resources
- Manage Communication



**Criteria 10:**

The Offeror provides a comprehensive plan for transitioning from the current contract to the new contract, taking into account any new requirements for EBT services.

**Sub criteria:**

- Continuity of Services
- Testing requirements
- Project Management

- Manage Risks & Issues
- Manage Scope
- Manage Change Control
- Track and Report Project Status

The Offeror should emphasize how its proposed approach and methodologies will ensure overall project success, as measured by the following:

- All tasks are performed successfully, and all service requirements are met
- The highest quality work is performed by all project staff
- Utilization and maintenance of the project work plan
- Preparation and presentation of project status reports
- The use of proven project management and quality assurance methods and tools (automated and manual) to assist with early problem recognition, identification and isolation, problem tracking and resolution
- Identification of clearly defined project outcomes
- Establishment of metrics to verify the successful completion of these outcomes
- Effective management of resources
- Measures to ensure good system performance such as response time and system efficiency
- Open communications with subcontractor and the Department personnel
- Positive and productive working relationships with all stakeholder groups
- Achievement of knowledge transfer to and from the Department EBT/EFT Services Project personnel

**Guidance:**

Detailed requirements for the sub criteria are contained in **APPENDIX II: STANDARD INTEGRATED CONTRACT PART 2, EXHIBIT C, Section C.1.3.**

**Criteria 10:**  
The Offeror provides a comprehensive plan for transitioning from the current contract to the new contract, taking into account any new requirements for EBT services.

Sub criteria:

- Continuity of Services
- Testing requirements
- Project Management

*Notes/Rationale:*

*Score (0-50):* \_\_\_\_\_

*Evaluator Initials:* \_\_\_\_\_

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
• Transition	50					

SNAP/Cash Evaluation Criteria 11

COMPLETED BY Programmatic Evaluators ONLY

Criteria 11:

The Offeror provides a complete and comprehensive Change Management process.

Sub criteria:

- Change Management process is complete
- Change Management process is comprehensive

**ITN Programmatic Response Instructions: Section 4.2.8** of the ITN

Offerors must demonstrate their technical capability and approach to meet the core requirements outlined in **APPENDIX II: STANDARD INTEGRATED CONTRACT PART 2, EXHIBIT C**. The requirements defined in **APPENDIX II: STANDARD INTEGRATED CONTRACT PART 2, EXHIBIT C** are the minimum mandatory requirements for SNAP/Cash and WIC and should not be considered restrictive and limiting on the potential for proposed increased levels of service and functionality. It is the desire of the Department that the Offeror provide the most advantageous solution to providing EBT/EFT services and is open to discussing potential changes to the requirements with Offerors if the changes are advantageous to the State.

**ITN Related Text: Section 4.2.8** of the ITN

**S. Section C-1.1.20. Change Management** - Offerors must describe its change management process in its response to the ITN.

**Guidance:**

Detailed requirements for the sub criteria are contained in **APPENDIX II: STANDARD INTEGRATED CONTRACT PART 2, EXHIBIT C, Section C.1.1.20**.

**Criteria 11:**  
The Offeror provides a complete and comprehensive Change Management process.

**Sub criteria:**

- Change Management process is complete
- Change Management process is comprehensive

*Notes/Rationale:*

*Score (0-20):* \_\_\_\_\_ *Evaluator Initials:* \_\_\_\_\_

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
• Change Management	20					

**Programmatic Evaluators STOP HERE**

## 5 SECTION 2 - FINANCIAL STABILITY EVALUATION FOR SNAP/CASH EBT

### 6 GENERAL INSTRUCTIONS

6.1 Section 2 – Financial Stability Evaluation for SNAP/Cash EBT *shall be evaluated as prescribed below*

6.1.1 **Criteria 12 for SNAP/Cash EBT shall be evaluated by a Financial Management Evaluator ONLY.**

6.2 The Financial Management Evaluator will evaluate the financial stability of each financial reply for all vendor replies that pass the mandatory criteria. Each evaluation criterion must be scored. Fractional values will not be accepted. If an evaluator score sheet(s) is missing scores, it will be returned for completion. Scoring must reflect the evaluator's independent evaluation of the reply to each evaluation criterion.

6.3 The Financial Management Evaluator shall assign a score for the financial stability evaluation criteria based upon his/her assessment of the reply. The assignment of an individual score must be based upon the following description of the point scores:

IF, in your judgment the reply demonstrates and/or describes...	Category	...assign points within ...
...extensive competency, proven capabilities, an outstanding approach to the subject area, innovative, practical and effective solutions, a clear and complete understanding of inter-relationships, full responsiveness, a clear and comprehensive understanding of the requirements and planning for the unforeseen.	Superior	81-100% of the maximum points for the area.
...clear competency, consistent capability, a reasoned approach to the subject area, feasible solutions, a generally clear and complete description of inter-relationships, extensive but incomplete responsiveness and a sound understanding of the requirements.	Good	61-80% of the maximum points for the area.
...fundamental competency, adequate capability, a basic approach to the subject area, apparently feasible but somewhat unclear solutions, a weak description of inter-relationships in some areas, partial responsiveness, a fair understanding of the requirements and a lack of staff experience and skills in some areas.	Adequate	41-60% of the maximum points for the area.
...little competency, minimal capability, an inadequate approach to the subject area, infeasible and/or ineffective solutions, somewhat unclear, incomplete and /or non-responsive, a lack of understanding of the requirements and a lack of demonstrated experience and skills.	Poor	21-40 %of the maximum points for the area.
...a significant or complete lack of understanding, an incomprehensible approach, a significant of complete lack of skill and experience and extensive non-responsiveness.	Insufficient	0-20% of the maximum points for the area.

6.4 When completing score sheets the evaluator should record references to the sections of the Invitation to Negotiate (ITN) (including any Appendices) and the written reply materials which most directly pertain to the

- criterion and upon which their scores were based. More than one section may be recorded. The evaluator should not attempt an exhaustive documentation of every bit of information considered but only key information. In general, the reference statements should be brief. If the reply does not address an evaluation criterion, the evaluator should indicate "not addressed" and score it accordingly.
- 6.5 The Financial Management Evaluator has been provided a copy of the ITN, including its appendices, any ITN addenda, vendor written inquiries, the written responses provided by the Department and a copy of each Offeror's programmatic reply for reference. The Financial Management Evaluator has also been provided each Offeror's financial reply which shall be evaluated and scored according to the instructions provided in the solicitation and the evaluation manual.
- 6.6 Financial management approach, financial stability, and related financial information of the reply shall be independently scored by the Financial Management Evaluator in accordance with the instructions provided in the solicitation document and the evaluation manual. No collaboration is permitted during the scoring process. The same scoring principles must be applied to every reply received. The Financial Management Evaluator should work carefully to be as thorough as possible to ensure a fair and open competitive procurement. No attempt by Department personnel or others to influence the Financial Management Evaluator's scoring shall be tolerated.
- 6.7 If any attempt is made to influence the evaluator, the evaluator must immediately report the incident to the Procurement Manager. If such an attempt is made by the Procurement Manager, the evaluator must immediately report the incident to the Inspector General.
- 6.8 Only the rating sheets provided should be used. No additional notes or marks should appear elsewhere in the evaluation manual.
- 6.9 The evaluator may request assistance in understanding evaluation criteria and replies only from the Procurement Manager/Procurement Advisors.
- 6.10 Questions related to the solicitation and the evaluations of the reply should be directed only to:
- Ashley Davis, Procurement Manager  
Florida Department of Children and Families  
Economic Self Sufficiency Services Program Office  
1317 Winewood Blvd., BL. 3, RM. 459  
Tallahassee, FL 32399-0700  
E-Mail Address: [Ashley.Davis@myflfamilies.com](mailto:Ashley.Davis@myflfamilies.com)
- 6.11 After the Financial Management Evaluator has completed the scoring of the financial stability criteria for each reply, the scores are then submitted to the Procurement Manager for compilation. The Procurement Manager will total the score by the Financial Management Evaluator to calculate the points awarded for the financial stability criteria for each reply. The sum of total financial point score for each reply will be added to the associated programmatic average score and cost information score for each reply.
- 6.12 Following completion of the independent evaluations of the replies, the Procurement Manager will hold a meeting to validate evaluator scoring. The purpose of the meeting is to ensure that their individual evaluation scores were captured correctly.

## 7 QUALITATIVE CRITERIA

The Financial Management Evaluator shall assign scores to each of the replies received by the Department based on the following criteria:

- Financial resources and capability of the Vendor to perform all financial requirements associated with the contract.
- Vendor's articulation of their project approach and solution to reduce administrative costs, and the ability of the approach and solution to meet the Department's needs.
- The level of financial risk to the State as indicated by the Dun & Bradstreet (D&B) Comprehensive Report.

## 8 FINANCIAL STABILITY OF THE FINANCIAL REPLY POINT VALUES

The maximum score for the Financial Stability of the Financial Reply for SNAP/Cash EBT is 100 points. The financial stability criteria for SNAP/Cash EBT is below.

SNAP/Cash EBT Financial Stability Criteria	Maximum Points	Percent of Total (1,000 Points)
<b>12. The Offeror's financial management approach, financial stability, and related financial information.</b>		
<ul style="list-style-type: none"> <li>• Vendor has adequate financial resources and capability to perform all financial requirements associated with the contract</li> <li>• Vendor has an approach to reduce administrative costs</li> <li>• Dun &amp; Bradstreet (D&amp;B) Comprehensive Report shows Commercial Credit Score (CCS) and the Financial Stress Score (FSS that indicate low risk of financial issues</li> </ul>	100	10%
<b>Section 12 Subtotal</b>	<b>100</b>	<b>10%</b>
<b>SNAP/Cash EBT Financial Stability Total</b>	<b>100</b>	<b>10%</b>

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SNAP/Cash Financial Stability Evaluation Criteria 12

**COMPLETED BY Financial Management Evaluator ONLY**

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Criteria 12:

**The Offeror's financial management approach, financial stability, and related financial information.**

Sub criteria:

- Vendor has adequate financial resources and capability to perform all financial requirements associated with the contract
- Vendor has an approach to reduce administrative costs
- Dun & Bradstreet (D&B) Comprehensive Report shows Commercial Credit Score (CCS) and the Financial Stress Score (FSS that indicate low risk of financial issues

***ITN Programmatic Response Instructions: Section 4.3.3.1*** of the ITN

The Offeror must describe its current financial management and accounting systems and capability to perform all financial requirements associated with any contract awarded as a result of this ITN and **APPENDIX I: STANDARD INTEGRATED CONTRACT PART 1** and **APPENDIX II: STANDARD INTEGRATED CONTRACT PART 2**.

***ITN Related Text: Section 4.3.3.2 through 4.3.3.5*** of the ITN

The Offeror shall provide information on how they plan to develop efficiencies in the services being provided. From this plan, the Offeror shall show how the cost reduction or added services that are realized from these efficiencies will be re-invested into the required services.

The Offeror shall provide an ongoing approach to reduce administrative cost, without affecting the quality of the services.

The Offeror shall provide a copy of their Dun & Bradstreet (D&B) Comprehensive Report that shows both the Commercial Credit Score (CCS) and the Financial Stress Score (FSS). The report shall be dated no more than two months prior to the submission date of the ITN.

It is the duty of the Offeror to ensure the submission of a D&B report that accurately reflects the proposing entity or division within the parent company, if applicable. If the Department cannot easily determine that the report is that of the proposing entity or division, then the Department may award zero points.

If the Offeror does not provide a D&B Comprehensive Report or if the report classifies the Offeror as having a Financial Stress Score of 5, the response may be deemed nonresponsive at the discretion of the Department and not evaluated.

The Offeror shall provide the firm's audited financial statements for the Offeror's last three fiscal years. For a public firm, this can be their last three Form 10-K submitted to the Securities and Exchange Commission. For a privately held firm, this must be their last three years of audited financial statements.



**Criteria 12:**  
**The Offeror’s financial management approach, financial stability, and related financial information.**

Sub criteria:

- Vendor has adequate financial resources and capability to perform all financial requirements associated with the contract
- Vendor has an approach to reduce administrative costs
- Dun & Bradstreet (D&B) Comprehensive Report shows Commercial Credit Score (CCS) and the Financial Stress Score (FSS that indicate low risk of financial issues

*Notes/Rationale:*

*Score (0-100):* \_\_\_\_\_

*Evaluator Initials:* \_\_\_\_\_

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
• Financial Management & Stability	100					

**Financial Management Evaluator STOP HERE**

## 9 SECTION 3 – COST INFORMATION EVALUATION FOR SNAP/CASH EBT

### 10 GENERAL INSTRUCTIONS

10.1 Section 3 – Cost Information Evaluation for SNAP/Cash EBT *shall be evaluated as prescribed below*

10.1.1 **Criteria 13 for SNAP/Cash EBT shall be evaluated by a Cost Information Evaluator ONLY.**

10.2 The Cost Information Evaluator will evaluate the cost information, which is included within the Offeror's financial reply, for all vendor replies that pass the mandatory criteria. Each evaluation criterion must be scored. Fractional values will not be accepted. If an evaluator score sheet(s) is missing scores, it will be returned for completion. Scoring must reflect the evaluator's independent evaluation of the reply to each evaluation criterion.

10.3 The Cost Information Evaluator shall assign a score for the Cost Information evaluation criteria based upon his/her assessment of the reply. The assignment of an individual score must be based upon the following description of the point scores:

IF, in your judgment the reply demonstrates and/or describes...	Category	...assign points within ...
...extensive competency, proven capabilities, an outstanding approach to the subject area, innovative, practical and effective solutions, a clear and complete understanding of inter-relationships, full responsiveness, a clear and comprehensive understanding of the requirements and planning for the unforeseen.	Superior	81-100% of the maximum points for the area.
...clear competency, consistent capability, a reasoned approach to the subject area, feasible solutions, a generally clear and complete description of inter-relationships, extensive but incomplete responsiveness and a sound understanding of the requirements.	Good	61-80% of the maximum points for the area.
...fundamental competency, adequate capability, a basic approach to the subject area, apparently feasible but somewhat unclear solutions, a weak description of inter-relationships in some areas, partial responsiveness, a fair understanding of the requirements and a lack of staff experience and skills in some areas.	Adequate	41-60% of the maximum points for the area.
...little competency, minimal capability, an inadequate approach to the subject area, infeasible and/or ineffective solutions, somewhat unclear, incomplete and /or non-responsive, a lack of understanding of the requirements and a lack of demonstrated experience and skills.	Poor	21-40 %of the maximum points for the area.
...a significant or complete lack of understanding, an incomprehensible approach, a significant or complete lack of skill and experience and extensive non-responsiveness.	Insufficient	0-20% of the maximum points for the area.

- 10.4 When completing score sheets the evaluator should record references to the sections of the Invitation to Negotiate (ITN) (including any Appendices) and the written reply materials which most directly pertain to the criterion and upon which their scores were based. More than one section may be recorded. The evaluator should not attempt an exhaustive documentation of every bit of information considered but only key information. In general, the reference statements should be brief. If the reply does not address an evaluation criterion, the evaluator should indicate "not addressed" and score it accordingly.
- 10.5 The Cost Information Evaluator has been provided a copy of the ITN, including its appendices, any ITN addenda, vendor written inquiries, the written responses provided by the Department and a copy of each Offeror's programmatic reply for reference. The Cost Information Evaluator has also been provided each Offeror's financial reply which shall be evaluated and scored according to the instructions provided in the solicitation and the evaluation manual.
- 10.6 Cost information shall be independently scored by the Cost Information Evaluator in accordance with the instructions provided in the solicitation document and the evaluation manual. No collaboration is permitted during the scoring process. The same scoring principles must be applied to every reply received. The Cost Information Evaluator should work carefully to be as thorough as possible to ensure a fair and open competitive procurement. No attempt by Department personnel or others to influence the Cost Information Evaluator's scoring shall be tolerated.
- 10.7 If any attempt is made to influence the evaluator, the evaluator must immediately report the incident to the Procurement Manager. If such an attempt is made by the Procurement Manager, the evaluator must immediately report the incident to the Inspector General.
- 10.8 Only the rating sheets provided should be used. No additional notes or marks should appear elsewhere in the evaluation manual.
- 10.9 The evaluator may request assistance in understanding evaluation criteria and replies only from the Procurement Manager/Procurement Advisors.
- 10.10 Questions related to the solicitation and the evaluations of the reply should be directed only to:
- Ashley Davis, Procurement Manager  
Florida Department of Children and Families  
Economic Self Sufficiency Services Program Office  
1317 Winewood Blvd., BL. 3, RM. 459  
Tallahassee, FL 32399-0700  
E-Mail Address: [Ashley.Davis@myflfamilies.com](mailto:Ashley.Davis@myflfamilies.com)
- 10.11 After the Cost Information Evaluator has completed the scoring of the cost information criteria for each reply, the scores are then submitted to the Procurement Manager for compilation. The Procurement Manager will total the score by the Cost Information Evaluator to calculate the points awarded for the cost information

criteria for each reply. The sum of total cost information point score for each reply will be added to the associated programmatic average score and financial stability score for each reply.

- 10.12 Following completion of the independent evaluations of the replies, the Procurement Manager will hold a meeting to validate evaluator scoring. The purpose of the meeting is to ensure that their individual evaluation scores were captured correctly.

## 11 QUALITATIVE CRITERIA

The Cost Information Evaluator shall assign scores to each of the replies received by the Department based on the following criteria:

- Vendor follows the State and federal budgeting and cost requirements.
- Vendor's proposed cost is justifiable.

## 12 COST INFORMATION OF THE FINANCIAL REPLY POINT VALUES

The maximum score for the Cost Information Reply for SNAP/Cash EBT is 180 points. The cost information criteria for SNAP/Cash EBT is below.

SNAP/Cash EBT Cost Information Criteria	Maximum Points	Percent of Total (1,000 Points)
<b>13. The Offeror's Cost Information Reply.</b>		
<ul style="list-style-type: none"> <li>• How well does the vendor follow State and federal budgeting and cost requirements?</li> <li>• Overall, is the vendor's proposed cost justified for the SNAP/Cash program being served</li> </ul>	180	18%
<b>Section 13 Subtotal</b>	<b>180</b>	<b>18%</b>
<b>SNAP/Cash EBT Cost Information Criteria Total</b>	<b>180</b>	<b>18%</b>

SNAP/Cash Cost Evaluation Criteria 13

COMPLETED BY Cost Information Evaluator ONLY

**Criteria 13:  
The Offeror's Cost Information Reply.**

**Sub criteria:**

- How well does the vendor follow State and federal budgeting and cost requirements?
- Overall, is the vendor's proposed cost justified for the SNAP/Cash program being served

**ITN Response Instructions: Section 4.3.4.1** of the ITN

Each Offeror shall use the Cost Sheet Form provided in **APPENDIX XIII: COST SHEET FORM**.

Cost Data must be entered in the Cost Sheet Form, **APPENDIX XIII: COST SHEET**, provided in this solicitation. Failure to complete any or all blanks on the Cost Sheet form may result in rejection of the reply. A representative who is authorized to contractually bind the Offeror must sign **APPENDIX XIII: COST SHEET**.

The costs provided shall include the cost of all services and materials necessary to accomplish the services outlined in this ITN and its appendices and the Offeror's reply hereto, including, but not limited to costs, fees, prices, rates, profit, bonuses, discounts, rebates, or the identification of free services, materials, licensing fee sharing arrangements, personnel and labor costs, equipment expenses, MyFloridaMarketPlace Transaction Fee, miscellaneous expenses and the application of all personnel additional costs (i.e. overhead, fringe benefits, etc.), travel and incidental expenses. Footnotes, notations, and exceptions made in **APPENDIX XIII: COST SHEET** shall not be considered.

**ITN Related Text: Appendix XIII: Cost Sheet Form**

Appendix XIII correlates to Exhibit F in Appendix II posted with this ITN. For convenience and to avoid confusion, it replicates the pricing information required by that Exhibit. The Provider shall apply the pricing in the contract for the five (5) year contract period and the potential five (5) year contract renewal period. Commission. For a privately held firm, this must be their last three years of audited financial statements.

**Criteria 13:**  
**The Offeror's Cost Information Reply.**

Sub criteria:

- How well does the vendor follow State and federal budgeting and cost requirements?
- Overall, is the vendor's proposed cost justified for the SNAP/Cash program being served

*Notes/Rationale:*

*Score (0-180):* \_\_\_\_\_ *Evaluator Initials:* \_\_\_\_\_

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
• Cost Information	180					

**Cost Information Evaluator STOP HERE**