



WIC EBT DEMONSTRATION PLAN

EBT ITN CONTRACT

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INTRODUCTION

The Vendor(s) selected for the “shortlist” following evaluation of the responses are required to provide live functional demonstrations of major components of their WIC EBT system and services that are intended to be the solution(s) to the Department’s requirements for WIC EBT functionality. In addition, the Vendor(s) should demonstrate how settlement, recoupment and farmer’s market EBT processing is or will be implemented in the WIC EBT system.

DEMONSTRATION OBJECTIVE

The Vendor will physically demonstrate the use of the WIC EBT system intended to support this contract. The Vendor will be required to successfully demonstrate the system’s capability to: a) support Florida MIS WIC EBT processing; b) support WIC State Office capability to input EBT void transactions; c) support recoupment processing; d) provide a control of a host generated tracking number (HGTM) for each transaction; e) support proper interaction using the required data elements described in this ITN, in a specific data array including the HGTM. These functionalities are specified in the requirements within APPENDIX II of this ITN.

LOCATION AND DATE/TIME

The EBT WIC demonstration will be held at the WIC State office at 2585 Merchants Row Blvd. Tallahassee, FL 32311.

The demonstration period will span one day from 8:00 am to 5:00 pm E.T. The planned dates are **TBD** or as amended by the State Procurement Office.

DEMONSTRATION INFORMATION

The WIC State Office will provide written test scripts to exercise system functionality and confirm successful processing interfaces exist. Should the Vendor fail to successfully demonstrate the required functionality, that failure must be remedied during the demonstration.

COMMUNICATION DURING ITN PERIOD

All communication will be in writing through the Procurement Officer for this acquisition. No technical discussions or communications are permitted other than through the Procurement Officer to ensure all information exchange is properly documented and provided to all participating in this acquisition.

GENERAL TEST REQUIREMENTS

VENDOR RESPONSIBLE

The Vendor shall bring at least one stand-beside unit (point-of-sale device) and EBT Cards to properly demonstrate purchases and void transactions.

WIC DEMONSTRATION TEST SCRIPTS

The WIC State Office has developed test scripts that will be used to script the steps in the evaluation of each of the key functions. A copy of the test scripts is provided to each Vendor for their demonstration. The test script will describe the task required and the expected output of that task. These criteria will be used to determine if the Vendor has successfully completed the necessary test demonstration step.

The following general functions will be part of the test scripts:

1. Categories and Subcategories
2. Approved Product List (APL)
3. Vendors
4. Household Account and EBT Card
5. Benefits
6. Void of Benefits
7. Purchase transaction (Vendor provides appropriate physical POS device in test environment in Tallahassee)
8. Purchase void transactions
9. Manual void processing and transactions
10. Not to Exceed (NTE) Processing
11. Settlement Processing
12. Recoupment Processing - Presentation on how recoupment processing and on-line representation of recoupment during the processing day will be implemented.
13. Farmer's Market EBT Processing

CONFIGURATION AND LOCATION

The Vendor's demonstration will be conducted in the WIC Information Technology room. The demonstration room will be set up to allow network connectivity over the DOH guest WIFI account or hotspot.

SCHEDULE OF DEMONSTRATION ACTIVITIES

A schedule of activities has been included below to guide the demonstration. Time frames for each test have been estimated and will change with the response time of each test. Test scripts that outline every step for each performance objectives will be followed during the demonstration and will capture either Pass or Fail.

DEMONSTRATION ACTIVITIES

<i>Task Name</i>	<i>Duration</i>	<i>Start</i>	<i>Finish</i>
Arrival of attendees, Sign-In and Offeror Setup (computers, etc.)	30 mins	9:00 AM	9:30 AM
Introduction	15 mins	9:30 AM	9:45 AM
System Check	15 mins	9:45 AM	10:00 AM
Verify connectivity to EBT system and operations of stand-beside POS device			
Morning Activities (breaks taken as needed)	2 hours	10:00 AM	12:00 PM
Overview of EBT Admin Terminal Functions			
Accounts			
Cards			
Users			
Transactions			
Reconciliation			
Categories/Subcategories/Unit of Measure			
Vendors			
Products			
Lunch Break	90 mins	12:00 PM	1:30 PM
Afternoon Activities (breaks taken as needed)	3 hours	1:30 PM	4:30 PM
Point of Sale Device Transactions			
Balance Inquiry - Swipe Cards			
Balance Inquiry - Manual Entered Card Numbers			
Purchase Transactions - Non-Mixed			
Purchase Transactions – Cash Value Benefit (CVB) Non-Mixed			
Purchase Void Transactions - Non-Mixed			
Purchase Void Transactions - Mixed Basket			
Purchase Void Transactions - CVB Mixed Basket			
Purchase Void Transactions - CVB w/Regular WIC Items			
Perform Manual Void from WIC EBT Admin Site			
NTE Transactions			
Purchase Transactions with NTE deductions			
Purchase Void Transactions with NTE deductions			
Settlement Processing			
Recoupment Processing			
Farmer’s Market EBT Processing			
Wrap-up			

APPENDIX XIII: WIC EBT TEST SCRIPTS

Step #	Test Step	Expected Response	Actual Response	P/F
Verify Database Construct Files				
1.1	eWIC System Functionality			P/F
1.1.1	eWIC Log In and Profile Maintenance	<i>Ability to Search, Available Actions and Export</i>		
1.1.2	Client Accounts including but not limited to PIN locks	<i>Ability to Search, Available Actions and Export</i>		
1.1.3	Users and Roles	<i>Ability to Search, Available Actions and Export</i>		
1.1.4	Products	<i>Ability to Search, Available Actions and Export</i>		
1.1.5	Categories	<i>Ability to Search, Available Actions and Export</i>		
1.1.6	Subcategories	<i>Ability to Search, Available Actions and Export</i>		
1.1.7	Units of Measure	<i>Ability to Search, Available Actions and Export</i>		
1.1.8	Vendors	<i>Ability to Search, Available Actions and Export</i>		
1.1.9	Transactions	<i>Ability to Search, Available Actions and Export</i>		
1.1.10	Review of Transaction Types and Action Codes	<i>Ability to Search, Available Actions and Export</i>		
1.1.11	Reconciliation	<i>Ability to Search, Available Actions and Export</i>		
1.1.12	Daily Drawdown	<i>Ability to Search, Available Actions and Export</i>		
1.1.13	Gateway History	<i>Ability to Search, Available Actions and Export</i>		

APPENDIX XIII: WIC EBT TEST SCRIPTS

Step #	Test Step	Expected Response	Actual Response	P/F
1.1.14	Recoupment	<i>Ability to Search, Available Actions and Export</i>		
1.1.15	Unmatched Auto-Recon	<i>Ability to Search, Available Actions and Export</i>		
1.1.16	Unreconciled Auto-Recon	<i>Ability to Search, Available Actions and Export</i>		
1.1.17	Case Month Billing	<i>Ability to Search, Available Actions and Export</i>		
1.1.18	Transaction Messages	<i>Ability to Search, Available Actions and Export</i>		
Test Point of Sale Device Transactions				
1.2	Balance Inquiry - Swipe			
1.2.1	Swipe EBT card on POS supplied by Vendor.	<i>POS request PIN.</i>		
1.2.2	Retrieve a balance inquiry.	<i>POS prints balance inquiry.</i>		
1.2.3	Balance inquiry matches Issuance in Vendor's Web Portal	<i>Amounts match.</i>		
1.3	Balance Inquiry- Manual			
1.3.1	Manually enter EBT card number on test POS Supplied by Vendor	<i>POS accepts manual card entry and requests PIN.</i>		
1.3.2	Retrieve a balance inquiry.	<i>POS prints balance inquiry.</i>		
1.3.3	Balance inquiry matches Issuance in Vendor's Web Portal	<i>Amounts match.</i>		
1.4	Purchase Benefits/Manual Void - WIC Items			P/F

APPENDIX XIII: WIC EBT TEST SCRIPTS

Step #	Test Step	Expected Response	Actual Response	P/F
1.4.1	Swipe EBT card on POS supplied by Vendor.	<i>POS request PIN.</i>		
1.4.2	Retrieve a balance inquiry.	<i>POS prints balance inquiry.</i>		
1.4.3	Balance inquiry matches Issuance in Vendor's Web Portal	<i>Amounts match.</i>		
1.4.4	Scan 5 WIC approved food items. Enter quantity and price in POS.	<i>POS accepts entry.</i>		
1.4.5	Total transaction.	<i>Transaction accurately totals quantities and prices entered.</i>		
1.4.6	Swipe EBT card, enter PIN and approve transaction.	<i>POS produces a receipt.</i>		
1.4.7	Receipt has beginning balance.	<i>Matches amounts from step 1.4.2</i>		
1.4.8	Receipt has items that were deducted.	<i>Matches amounts entered in step 1.4.4</i>		
1.4.9	Receipt has summary of benefits that are left after transaction.	<i>Amounts in transaction deducted from total benefits.</i>		
1.4.10	Log into Vendor's Web Portal.	<i>Web page displays and accepts credentials.</i>		
1.4.11	Search family transaction.	<i>Page displays transaction details.</i>		
1.4.12	Purchase is identified by a Transaction ID.	<i>Vendor portal provides unique transaction ID.</i>		
1.4.13	All items scanned are shown in name and quantity for the purchase.	<i>Vendor portal displays transaction item name and quantity.</i>		
1.4.14	Time and date of transaction is provided.	<i>Vendor portal displays time stamp for transaction.</i>		
1.4.15	Vendor where transaction processed is provided.	<i>Vendor portal displays vendor information where transaction processed.</i>		

APPENDIX XIII: WIC EBT TEST SCRIPTS

Step #	Test Step	Expected Response	Actual Response	P/F
1.4.16	Price of individual product is provided.	<i>Vendor portal displays price charged for each item.</i>		
1.4.17	Manually Void the entire transaction using the Vendor's Web Portal.	<i>Transaction reversed.</i>		
1.5	Purchase with Coupons -WIC Items			P/F
1.5.1	Scan 5 WIC approved food items. Enter quantity and price in POS.	<i>POS accepts entry.</i>		
1.5.2	Deduct coupon amount of \$1 from item one.	<i>Total price of item drops \$1.</i>		
1.5.3	Total transaction.	<i>Total should be \$1 less than total of items in test 1.13.</i>		
1.5.4	Swipe EBT Card, enter New Pin and approve transaction.	<i>POS produces a receipt.</i>		
1.5.5	Transaction Amount in Vendors Web Portal match receipt.	<i>Amounts match.</i>		
1.6	Purchase Void - WIC Items			P/F
1.6.1	Swipe EBT card on POS supplied by Vendors.	<i>POS request PIN.</i>		
1.6.2	Retrieve a balance inquiry.	<i>POS prints balance inquiry.</i>		
1.6.3	Scan 5 WIC approved food items. Enter quantity and price in POS.	<i>POS accepts entry.</i>		
1.6.4	Total transaction.	<i>Transaction accurately totals quantities and prices entered.</i>		
1.6.5	Swipe EBT card but do not enter PIN	<i>POS prompts for PIN.</i>		
1.6.6	Void Transaction.	<i>Transaction cleared.</i>		

APPENDIX XIII: WIC EBT TEST SCRIPTS

Step #	Test Step	Expected Response	Actual Response	P/F
1.6.7	Swipe EBT card again and request Balance inquiry.	<i>POS prints balance inquiry.</i>		
1.6.8	No items were deducted.	<i>Items remain on family account.</i>		
1.6.9	Review Transaction in Vendor's Web Portal.	<i>Amounts match.</i>		
1.7	Purchase Benefits/Purchase Void - Mixed Basket			P/F
1.7.1	Swipe EBT card on POS supplied by Vendor.	<i>POS request PIN.</i>		
1.7.2	Retrieve a balance inquiry.	<i>POS prints balance inquiry.</i>		
1.7.3	Scan 5 WIC approved food items and 2 non-WIC items. Enter quantity and price in POS.	<i>POS accepts entry on WIC approved items only.</i>		
1.7.4	Total transaction.	<i>Transaction accurately totals quantities and prices entered.</i>		
1.7.5	Swipe EBT card, enter PIN and approve transaction.	<i>POS produces a receipt.</i>		
1.7.6	Review deducted items and balance summary on receipt.	<i>Quantities match Vendor Web Portal</i>		
1.7.7	Void Transaction.	<i>Transaction reversed.</i>		
1.7.8	Swipe EBT card again and request Balance inquiry.	<i>POS prints balance inquiry.</i>		
1.7.9	Items deducted are back on EBT account.	<i>Items returned to Family account.</i>		
1.7.10	Transaction Void Amount in Vendors Web Portal match receipt.	<i>Amounts match.</i>		
1.8	Purchase - CVB Items only			P/F

APPENDIX XIII: WIC EBT TEST SCRIPTS

Step #	Test Step	Expected Response	Actual Response	P/F
1.8.1	Swipe EBT card on POS supplied by Vendor.	<i>POS request PIN.</i>		
1.8.2	Retrieve a balance inquiry.	<i>POS prints balance inquiry.</i>		
1.8.3	Scan 2 WIC approved CVB food items. Enter quantity and price in POS where price is greater than available balance.	<i>POS accepts entry up to available benefit balance.</i>		
1.8.4	Total transaction.	<i>Transaction accurately totals quantities and prices entered.</i>		
1.8.5	Swipe EBT card, enter PIN and approve transaction.	<i>POS produces a receipt.</i>		
1.8.6	Review deducted dollar amount and balance summary on receipt.	<i>Quantities match Vendor Web Portal</i>		
1.9	Purchase - CVB and Regular WIC Items			P/F
1.9.1	Swipe EBT card on POS supplied by Vendor.	<i>POS request PIN.</i>		
1.9.2	Retrieve a balance inquiry.	<i>POS prints balance inquiry.</i>		
1.9.3	Scan 1 WIC approved CVB food item and 3 Regular WIC items. Enter quantity and price in POS.	<i>POS accepts entry.</i>		
1.9.4	Total transaction.	<i>Transaction accurately totals quantities and prices entered.</i>		
1.9.5	Swipe EBT card, enter PIN and approve transaction.	<i>POS produces a receipt.</i>		
1.9.6	Review deducted dollar/benefit amount and balance summary on receipt.	<i>Quantities match Offeror Web Portal</i>		
1.10	Purchase - CVB and non-WIC Items			P/F
1.10.1	Swipe EBT card on POS supplied by Vendor.	<i>POS request PIN.</i>		

APPENDIX XIII: WIC EBT TEST SCRIPTS

Step #	Test Step	Expected Response	Actual Response	P/F
1.10.2	Retrieve a balance inquiry.	<i>POS prints balance inquiry.</i>		
1.10.3	Scan 1 WIC approved CVB food item and 2 non-WIC items. Enter quantity and price on POS.	<i>POS accepts entry on WIC approved foods only.</i>		
1.10.4	Total transaction.	<i>Transaction accurately totals quantities and prices entered.</i>		
1.10.5	Swipe EBT card, enter PIN and approve transaction.	<i>POS produces a receipt.</i>		
1.10.6	Review deducted dollar amount and balance summary on receipt.	<i>Quantities match Offeror Web Portal</i>		
1.11	Purchase - CVB/Regular WIC Items/non-WIC Items - Void			P/F
1.11.1	Swipe EBT card on POS supplied by Offeror.	<i>POS request PIN.</i>		
1.11.2	Retrieve a balance inquiry.	<i>POS prints balance inquiry.</i>		
1.11.3	Scan 1 WIC approved CVB food item, 3 regular WIC items and 2 non-WIC items. Enter quantity and price on POS.	<i>POS accepts entry on WIC approved foods only.</i>		
1.11.4	Total transaction.	<i>Transaction accurately totals quantities and prices entered.</i>		
1.11.5	Swipe EBT card, enter PIN and approve transaction.	<i>POS produces a receipt.</i>		
1.11.6	Review deducted dollar amount and balance summary on receipt.	<i>Quantities match Offeror Web Portal</i>		
1.11.7	Void Transaction.	<i>Transaction cleared.</i>		
1.11.8	Swipe EBT card again and request Balance inquiry.	<i>POS prints balance inquiry.</i>		
1.11.9	Items deducted are back on EBT account.	<i>Items returned to Family account.</i>		

APPENDIX XIII: WIC EBT TEST SCRIPTS

Step #	Test Step	Expected Response	Actual Response	P/F
1.11.10	Review Void Transaction in Vendor's Web Portal.	<i>Amounts match void receipt.</i>		
1.12	Purchase - CVB/Regular WIC Items - Void			P/F
1.12.1	Swipe EBT card on POS supplied by Vendor.	<i>POS request PIN.</i>		
1.12.2	Retrieve a balance inquiry.	<i>POS prints balance inquiry.</i>		
1.12.3	Scan 1 WIC approved CVB food item and 3 regular WIC items. Enter quantity and price in POS.	<i>POS accepts entry.</i>		
1.12.4	Total transaction.	<i>Transaction accurately totals quantities and prices entered.</i>		
1.12.5	Swipe EBT card but do not enter PIN.	<i>POS request PIN.</i>		
1.12.6	Void Transaction.	<i>Transaction cleared.</i>		
1.12.7	Swipe EBT card again and request Balance inquiry.	<i>POS prints balance inquiry.</i>		
1.12.8	No items were deducted.	<i>Items remain on family account.</i>		
1.12.9	Review in Vendor's Web Portal.	<i>Amounts match receipt.</i>		
NTE Transactions				
1.13	Purchase Benefits - NTE			P/F
1.13.1	Review WIC products and NTE prices for transaction in next step.	<i>Products display NTE amounts for each peer group.</i>		
1.13.2	Swipe EBT card and enter PIN. Scan 5 WIC items priced above the NTE. Enter quantity and price in POS.	<i>POS accepts entry.</i>		

APPENDIX XIII: WIC EBT TEST SCRIPTS

Step #	Test Step	Expected Response	Actual Response	P/F
1.13.3	Total transaction.	<i>Transaction accurately totals quantities and prices entered.</i>		
1.13.4	Complete transaction.	<i>POS produces a receipt.</i>		
1.13.5	Price charged on the receipt is NTE for vendor's peer group	<i>POS does not charge the requested amount. POS charges the NTE amount for that product.</i>		
1.13.6	Review WIC products and NTE prices in Vendor's web portal.	<i>Confirm NTE prices for product for vendor's peer group.</i>		
1.13.7	Review Transaction in Vendor's web portal and receipt.	<i>Amounts match.</i>		
1.13.8	Transaction Amount in Vendors Web Portal match receipt.	<i>Amounts match.</i>		
1.14	Purchase Benefits - NTE Another vendor in a different peer group should be used for this test.			P/F
1.14.1	Review WIC products and NTE prices for transaction in next step.	<i>Products display NTE amounts for each peer group.</i>		
1.14.2	Swipe EBT card and enter PIN. Scan 5 WIC items priced above the NTE. Enter quantity and price in POS.	<i>POS accepts entry.</i>		
1.14.3	Total transaction.	<i>Transaction accurately totals quantities and prices entered.</i>		
1.14.4	Complete transaction.	<i>POS produces a receipt.</i>		
1.14.5	Price charged on the receipt is NTE for vendor's peer group	<i>POS does not charge the requested amount. POS charges the NTE amount for that product.</i>		
1.14.6	Review WIC products and NTE prices in Vendor's web portal.	<i>Confirm NTE prices for product for vendor's peer group.</i>		
1.14.7	Review Transaction in Vendor's web portal and receipt.	<i>Amounts match.</i>		

APPENDIX XIII: WIC EBT TEST SCRIPTS

Step #	Test Step	Expected Response	Actual Response	P/F
1.14.8	Transaction Amount in Vendors Web Portal match receipt.	<i>Amounts match.</i>		
1.15	NTE - Void Mixed basket			P/F
1.15.1	Review WIC products and NTE prices for transaction in next step.	<i>Products display NTE amounts for each peer group.</i>		
1.15.2	Swipe EBT card and enter PIN. Scan 5 WIC items priced above the NTE and 2 non-WIC items. Enter quantity and price in POS.	<i>POS accepts entry for WIC approved foods only.</i>		
1.15.3	Total transaction.	<i>Transaction accurately totals quantities and prices entered.</i>		
1.15.4	Complete transaction.	<i>POS produces a receipt.</i>		
1.15.5	Price charged on the receipt is NTE.	<i>POS does not charge the requested amount. POS charges the NTE amount for that product.</i>		
1.15.5	Void Transaction for requested amount.	<i>Transaction reversed.</i>		
1.16	Manual Void of a NTE Transaction			P/F
1.16.1	Log in to Vendor Web Portal	<i>Web page displays and accepts credentials.</i>		
1.16.2	Find previously completed transaction that had a NTE deduction and perform Manual Void.	<i>Transaction reversed.</i>		
1.16.3	Amount Voided matches NTE charged.	<i>Amounts match.</i>		
1.16.4	Review Transaction in Vendor's Web Portal.	<i>Amounts match.</i>		
1.17	Settlement Processing			P/F

APPENDIX XIII: WIC EBT TEST SCRIPTS

Step #	Test Step	Expected Response	Actual Response	P/F
1.17.1	Demonstrate how Daily EBT Transactions report is created that will support the daily settlement invoice.			
1.18	Recoupment Processing			P/F
1.18.1	Demonstrate or present Recoupment processing and on-line representation of recoupment during the processing day.			

**STATE OF FLORIDA
DEPARTMENT OF CHILDREN AND FAMILIES
ECONOMIC SELF-SUFFICIENCY PROGRAM OFFICE**



**ITN#: ITN-2021-001
ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS
TRANSFER (EBT/EFT) SERVICES**

SNAP/Cash Evaluation Manual

Evaluator Name: _____

Vendor Name: _____

Date of Reply Evaluation: _____

Evaluator Signature: _____

**ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER
(EBT/EFT) SERVICES**

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ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

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 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

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

- 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 Officer. If such an attempt is made by the Procurement Officer, 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 Officer.
 - 2.10 Questions related to the solicitation and the evaluations of the Reply should be directed only to:
Tammy Davis, Procurement Officer
Florida Department of Children and Families
E-Mail Address: Tammy.Davis1@myflfamilies.com
 - 2.11 After each evaluator has completed the scoring of each programmatic Reply, the scores are then submitted to the Procurement Officer for compilation. The Procurement Officer 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 Officer 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 IX
- The innovation of the approach and solution
- Vendor references and track record implementing similar solutions to the one specified in this ITN

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

- 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 Evaluation Criteria	Maximum Points	Percent of Total (720 Points)
<ul style="list-style-type: none"> • The Vendor’s company structure, subcontractors, and experience and capability to deliver its proposed solution/services including the Vendor’s track record providing services similar to the one specified in this ITN as described in Tab 5 of the Vendor’s Reply. 		
<ul style="list-style-type: none"> ○ Company qualifications and experience 	140	14%
Criteria 1 Subtotal	140	14%
<ul style="list-style-type: none"> • The input provided by the references provided in Tab 5 of the Vendor’s Reply. 		
<ul style="list-style-type: none"> ○ Company references 	30	3%
Criteria 2 Subtotal	30	3%
<ul style="list-style-type: none"> • The Vendor proposed organization and staffing plan, and in particular how the proposed staff meet the qualifications required by the Department in the ITN. 		
<ul style="list-style-type: none"> ○ Plan for providing required staff ○ Quality and qualification of staff 	30	3%
Criteria 3 Subtotal	30	3%
<ul style="list-style-type: none"> • Proposed subcontractors are qualified and have experience in performing their responsibilities. The Vendor provides detail on how subcontractors shall be coordinated and managed. 		
<ul style="list-style-type: none"> ○ Qualification of subcontractors ○ Management of subcontractors 	30	3%
Criteria 4 Subtotal	30	3%
<ul style="list-style-type: none"> • The Vendor proposed solution meets the technical requirements for SNAP/Cash EBT specified in APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C. 		

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

<ul style="list-style-type: none"> ○ 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 	240	24%
Criteria 5 Subtotal	240	24%
<ul style="list-style-type: none"> ● The Vendor proposed data warehouse and reporting solution meet the needs of the Department and provide the structured and ad-hoc reporting requirements of the Department. 		
<ul style="list-style-type: none"> ○ Data warehouse solution ○ Tools for accessing data in the data warehouse ○ Standard reporting ○ Ad-hoc reporting capabilities 	50	5%
Criteria 6 Subtotal	50	5%
<ul style="list-style-type: none"> ● The Vendor'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. 		
<ul style="list-style-type: none"> ○ Provision of dedicated staff ○ Sophisticated Fraud Detection and Reporting System, including assignment and tracking functionality ○ Investigative support 	50	5%
Criteria 7 Subtotal	50	5%
<ul style="list-style-type: none"> ● The Vendor's EBT solution provides flexibility and scalability to support disaster and pandemic services, often in adverse situations. 		
<ul style="list-style-type: none"> ○ Supports level 1, 2 and 3 disasters and pandemics ○ Supports various alternatives for card and PIN issuance 	50	5%
Criteria 8 Subtotal	50	5%
<ul style="list-style-type: none"> ● The Vendor provides a comprehensive response for each innovation and how it will address innovations within the resulting Contract. 		
<ul style="list-style-type: none"> ○ Comprehensive response for each innovation ○ Description of how innovations will be addressed within the contract 	30	3%
Criteria 9 Subtotal	30	3%

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

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

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

SNAP/Cash Evaluation Criteria 1

COMPLETED BY Programmatic Evaluators ONLY

Criteria 1:

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

Sub criteria:

- Company qualifications and experience

ITN Programmatic Reply Instructions: Section 4.2.5.2 of the ITN

The Vendor 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 Vendor 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 4.2.5.3 of the ITN

The Vendor shall describe any experience in providing the same type(s) and scope of services as requested in this ITN and APPENDIX IX: STANDARD CONTRACT PART 2, including but not limited to performing, managing and delivering these services. Vendors 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. State whether the work was completed by the Vendor or a subcontractor, and whether the Vendor worked in cooperation with a subcontractor. Where applicable, clearly note the Vendor's related experience which included individuals who will be assigned and their role on the past project. Provide a detailed description of any work to be subcontracted, including information describing the qualifications and relevant experience of any proposed subcontractors.

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

- A description of experience providing services similar in nature to the ones sought in this ITN;
- The specific length of time the Vendor has provided similar services, and where services were provided;
- All current and/or prior (within three years) federal, State or government Contracts for the provision of related services, including a description of the specific services;
- A narrative summary of Contract performance;
- 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 by the Vendor or subcontractor; and A clear indication of the Vendor's ability to perform the specified services to meet the requirements of this ITN.

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 1:

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

Sub criteria:

Company qualifications and experience

Guidance: Sections 4.2.5.3.1 through 4.2.5.3.4 require Vendors 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 (Reply requires 10 examples of this)
- List and description of government or commercial customers where services have been provided

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 1:

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

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 Qualifications	140					

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

SNAP/Cash Evaluation Criteria 2

COMPLETED BY Programmatic Evaluators ONLY

Criteria 2:

The input provided by the references provided in Tab 5 of the Vendor's Reply.

Sub criteria:

- Company references

ITN Programmatic Reply Instructions: Section 4.2.5.3.5 – 4.2.5.3.8 of the ITN

The Vendor must provide a minimum of three recent references using the table located in **APPENDIX XVIII: PAST PERFORMANCE REFERENCES** for verifiable clients where the Vendor provided EBT/EFT services as described in **Section 4.2.5.3.1**.

The Vendor must provide a minimum of three recent references for verifiable clients where the Vendor provided relevant financial services to a government or commercial customer or currently provides relevant financial services as described in **Section 4.2.5.3.4**.

The Vendor must provide a minimum of three recent 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 4.2.5.3.1**.

The Vendor must provide a minimum of three recent references for verifiable clients where the Vendor is conducting or has conducted business in the State for current contracts or for contracts within the past five years using the table located in **APPENDIX XVIII: PAST PERFORMANCE REFERENCES**. The client references included shall be for projects where the work was performed by the Vendor. The clients listed shall be for work similar in nature to that specified in this ITN. References provided in **Sections 4.2.5.3.5, 4.2.5.3.6, and 4.2.5.3.7**, above can be counted toward this minimum requirement. Current or former employees of the Department and the DOH may NOT be used and will NOT be accepted as references. The Department reserves the right to contact reference sources listed and/or not listed in the Vendor's Reply and to consider references when determining best value.

ITN Related Text:

Confidential clients shall not be included. Current or former employees of the Department and DOH may NOT be used and will NOT be accepted as references.

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.

Failure to provide the required information for a minimum of three (3) separate and verifiable clients for **Sections 4.2.5.3.5, 4.2.5.3.6, 4.2.5.3.7 and 4.2.5.3.8** in the spaces provided in **APPENDIX XVIII: PAST PERFORMANCE REFERENCES** shall result in the Vendor receiving a score of zero (0) for the Past Performance Reference section of the evaluation for each Section not completed.

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 2:

The input provided by the references provided in Tab 5 of the Vendor's Reply.

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					

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

SNAP/Cash Evaluation Criteria 3

COMPLETED BY Programmatic Evaluators ONLY

Criteria 3:

The Vendor proposed organization and staffing plan, and in particular how the proposed staff meet the qualifications required by the Department in the ITN.

Sub criteria:

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

ITN Programmatic Reply Instructions: Sections 4.2.5.7.1 through 4.2.5.7.4 of ITN – limited to 25 pages.

The Vendor 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 Vendor 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 Vendor’s operational approach to the recruitment, training, supervision and retention of qualified personnel.

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

The Vendor 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 Vendor 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 Vendor shall 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 Vendor shall provide a table with the following columns listed for each of the proposed project team members, both Vendor 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

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 3:

The Vendor proposed organization and staffing plan, and in particular how the proposed staff meet the qualifications required by the Department 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 IX: STANDARD CONTRACT PART 2, EXHIBIT C.**

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 3:

The Vendor proposed organization and staffing plan, and in particular how the proposed staff meet the qualifications required by the Department 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					

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

SNAP/Cash Evaluation Criteria 4

COMPLETED BY Programmatic Evaluators ONLY

Criteria 4:

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

Sub criteria:

- Qualification of subcontractors
- Management of subcontractors

ITN Programmatic Reply Instructions: Section 4.2.5.4 of ITN

The Vendor 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 IV: SUBCONTRACTOR LIST**.

ITN Related Text: Section 4.2.5.5 of ITN

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

In addition to the other information described above, the Vendor and any proposed subcontractor(s) must provide:

- A. Full legal name.
- B. FEIN or Social Security Number if a FEIN is not required.
- C. Proof of legal entity and authorization to do business with the State.
- D. Proof of registration with MFMP.
- E. Country and state of incorporation.
- F. Principal place of business.
- G. Description of the Vendor's/subcontractor(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.
- H. Brief description of the Vendor's/subcontractor(s)' principal type of business and history and what uniquely qualifies the Vendor/subcontractor(s) for the work described in this ITN and **APPENDIX IX: STANDARD CONTRACT PART 2**.
- I. Statement of whether the Vendor/subcontractor(s) has filed for bankruptcy protection in the past five 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.

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 4:

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

Sub criteria:

- Qualification of subcontractors
- Management of subcontractors

J. Identification of any potential or actual conflicts of interest that might arise for the Vendor/subcontractor(s) as a result of contract award to the Vendor/subcontractor(s) 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 Form PUR 1001. Address both personal and organizational conflicts.

K. Reservations the Vendor/subcontractor(s) must make if unable to certify completely all of the items in Section 9 of the Form PUR 1001 entitled "Representation and Authorization." If no reservations are made in this section of the reply, the Vendor/subcontractor(s) shall be deemed to attest to the truth of all of listed items and the Department may rely upon them.

Guidance: Section 4.2.5.7.4.2 of the ITN

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

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 4:
Proposed subcontractors are qualified and have experience in performing their responsibilities. The Vendor provides detail on how subcontractors shall 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					

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

SNAP/Cash Evaluation Criteria 5

COMPLETED BY Programmatic Evaluators ONLY

Criteria 5:

The Vendor proposed solution meets the technical requirements for SNAP/Cash EBT specified in APPENDIX IX: STANDARD CONTRACT PART 2, 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 Reply Instructions: Section 4.2.6 of the ITN

The Vendors shall demonstrate their technical capability and approach to meet the core requirements outlined in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C**. The requirements defined in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C** are the minimum mandatory requirements for SNAP/Cash 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 Vendor provide the best value to the State providing EBT/EFT services and is open to discussing potential changes to the requirements with Vendors if the changes are the best value to the State.

ITN Related Text: Section 4.2.6 of the ITN

- A. Vendor shall state in its reply if mandatory and optional requirements are currently supported by its system application or if modifications are necessary to meet the requirement. Optional services are noted with the word "**Option**" in bold, underlined text. The Vendor shall respond with its proposed solution(s) to all optional service requirements.
- B. **Section C-1.1.1.4. Web Services Processing** – The Vendor shall have the ability to support web service processing and Vendor shall describe its capabilities in the Reply to this ITN.
- C. **Section C-1.1.4. Account Set-up and Benefit Authorization** – The Vendor shall 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** – The Vendor shall detail proposed solutions and functionality to support account set-up and benefit authorizations in its Reply to this ITN.
- E. **Section C-1.1.4.5. Pending Benefits** – The Vendor shall describe its approach for management of any benefit records that cannot be deposited into a corresponding account in the response to this requirement. In addition, Vendor shall propose solutions for creation of a pending benefit file in

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 5:

The Vendor proposed solution meets the technical requirements for SNAP/Cash EBT specified in APPENDIX IX: STANDARD CONTRACT PART 2, 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

its Reply to this ITN.

- F. Section C-1.1.6.1.3. Card Design** - The Vendor's reply shall describe in detail its capabilities to design and/or manufacture the Florida ESS EBT card and identify any subcontractor involved in the process.
- G. Section C-1.1.8. EBT Administration System** – The Vendor 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 Vendor'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. The Vendor 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 Administration System (Optional Service)** – The Vendor shall include in its reply 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-1.1.9. 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 Vendor in its Reply to the ITN and approved by the Department.
- J. Section C-1.1.9.3 System Security and Operating Procedure Documentation** - The Vendor shall provide a detailed description of the controls used to protect software development and applications in its Reply to the ITN.

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 5:

The Vendor proposed solution meets the technical requirements for SNAP/Cash EBT specified in APPENDIX IX: STANDARD CONTRACT PART 2, 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 Vendor's Reply shall specify the encryption approach and other security measures used to secure EBT transactions.

L. Section C-1.1.10.13. Stand-in Processing – The Vendor shall specify under what circumstances it would consider its EBT system unavailable and provide examples of situations for which stand-in processing would be implemented. Circumstances specified by the Vendor 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, the Vendor 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 IX: STANDARD CONTRACT PART 2, EXHIBIT C, Sections C.1.1.1 through C.1.1.12.

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 5:

The Vendor proposed solution meets the technical requirements for SNAP/Cash EBT specified in APPENDIX IX: STANDARD CONTRACT PART 2, 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					

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

SNAP/Cash Evaluation Criteria 6

COMPLETED BY Programmatic Evaluators ONLY

Criteria 6:

The Vendor proposed data warehouse and reporting solution meet the needs of the Department and provide the structured and ad-hoc reporting requirements of the Department.

Sub criteria:

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

ITN Programmatic Reply Instructions: Section 4.2.6 of the ITN

The Vendors shall demonstrate their technical capability and approach to meet the core requirements outlined in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C**. The requirements defined in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C** are the minimum mandatory requirements for SNAP/Cash 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 Vendor provide the best value to the State providing EBT/EFT services and is open to discussing potential changes to the requirements with Vendors if the changes are the best value to the State.

ITN Related Text: Section 4.2.6 of the ITN

- A.** Vendor shall state in its reply if mandatory and optional requirements are currently supported by its system application or if modifications are necessary to meet the requirement.
- B. Section C-1.1.16. EBT Data Warehouse and Reporting** - The Vendor's Reply shall fully describe its approach for providing the data warehouse to the Department and other agencies requiring access to this data warehouse, e.g., DPAF in the Florida Department of Financial Services (DFS) and the OPBI Program. The Reply 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.
- N. Section C-1.1.16.2. Standard Reporting Package** - The Vendor's Reply shall detail its ability to provide each of the reports detailed in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT D, Section D-2.2** in the manner requested. Vendor may also recommend alternative methods for access, such as a web-based report module. The Vendor 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 **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT D, Section D-2.2**. In addition, the Vendor 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 limited to, subsets of large reports such as the Administrative System Non-Financial Administrative Actions report.

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 6:

The Vendor proposed data warehouse and reporting solution meet the needs of the Department and provide the structured and ad-hoc reporting requirements of the Department.

Sub criteria:

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

Guidance:

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

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 6:

The Vendor proposed data warehouse and reporting solution meet the needs of the Department and provide the structured and ad-hoc reporting requirements of the Department.

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					

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

SNAP/Cash Evaluation Criteria 7

COMPLETED BY Programmatic Evaluators ONLY

Criteria 7:

The Vendor'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 Reply Instructions: Section 4.2.5.7.2, 4.2.5.7.3 and 4.2.6 of the ITN

4.2.5.7.2 The reply shall include the Vendor's operational approach to the recruitment, training, supervision and retention of qualified personnel as described in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C.**

4.2.5.7.3 The Vendor shall provide qualifications and experience for the project manager, key personnel, technical staff and support managers/staff by name and Vendor/subcontractor organization. A description of project manager requirements can be found in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C.** All proposed project personnel are subject to Department approval during negotiations and prior to contract execution. Project Organizational Chart requirements are specified in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C.** In addition, the Vendor shall provide a table with the following columns listed for each of the proposed project team members, both Vendor 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

4.2.6 Vendors must demonstrate their technical capability and approach to meet the core requirements outlined in **APPENDIX II: STANDARD CONTRACT PART 2, EXHIBIT C.** The requirements defined in **APPENDIX II: STANDARD 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 Vendor provide the most advantageous solution to providing EBT/EFT services and is open to

ITN Related Text: Section 4.2.8 of the ITN

Same as above

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Guidance:

Detailed requirements for the sub criteria are contained in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C, Section C.1.1.16.2. Standard Reporting Package** - The Vendor's Reply shall detail its ability to provide each of the reports detailed in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT D, Section D-2.2** in the manner requested. Vendor may also recommend alternative methods for access, such as a web-based report module. The Vendor 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 **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT D, Section D-2.2**. **In addition**, the Vendor 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 limited to, subsets of large reports such as the Administrative System Non-Financial Administrative Actions report.

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 7:

The Vendor'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					

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

SNAP/Cash Evaluation Criteria 8

COMPLETED BY Programmatic Evaluators ONLY

Criteria 8:

The Vendor's EBT solution provides flexibility and scalability to support disaster and pandemic services, often in adverse situations.

Sub criteria:

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

ITN Programmatic Reply Instructions: Section 4.2.6 of the ITN

The Vendors shall demonstrate their technical capability and approach to meet the core requirements outlined in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C**. The requirements defined in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C** are the minimum mandatory requirements for SNAP/Cash 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 Vendor provide the best value to the State providing EBT/EFT services and is open to discussing potential changes to the requirements with Vendors if the changes are the best value to the State.

ITN Related Text: Section 4.2.6 of the ITN

- A. Vendor shall state in its Reply if mandatory and optional requirements are currently supported by its system application or if modifications are necessary to meet the requirement. Optional services are noted with the word "Option" in bold, underlined text. The Vendor shall respond with its proposed solution(s) to all optional service requirements.
- B. **Section C-1.1.17.6.2.3. Disaster or Pandemic Off-line Manual Voucher** – The Vendor shall specify how Disaster Off-line Manual Vouchers shall be provided and how these transactions will be settled and reconciled, including when there are NSF in the cardholder's EBT account to process the transaction (partial settlement).
- C. **Section C-1.1.17.8.1. Specialized Disaster Card/PIN Inventory** – The Vendor shall 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 IX: STANDARD CONTRACT PART 2, EXHIBIT C, Section C-1.1.17.6.2.3. and C-1.1.17.8.1.**

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 8:

The Vendor’s EBT solution provides flexibility and scalability to support disaster and pandemic services, often in adverse situations.

Sub criteria:

- Supports level 1, 2 and 3 disasters and pandemics
- 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					

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

SNAP/Cash Evaluation Criteria 9

COMPLETED BY Programmatic Evaluators ONLY

Criteria 9:

The Vendor provides a comprehensive response for each innovation and how it will address innovations within the resulting Contract.

Sub criteria:

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

ITN Programmatic Reply Instructions: Section 4.2. 6 and 4.2.8 of the ITN

Vendors must demonstrate their technical capability and approach to meet the core requirements outlined in **APPENDIX II: STANDARD CONTRACT PART 2, EXHIBIT C**. The requirements defined in **APPENDIX II: STANDARD 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 Vendor provide the most advantageous solution to providing EBT/EFT services and is open to discussing potential changes to the requirements with Vendors if the changes are advantageous to the State.

4.2.7 TAB 7: INNOVATIONS

Innovations are services beyond those core services previously required by **TAB 5 and TAB 6** which the Vendor may provide to offer additional benefits to the Department or the recipient. The Vendors 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 Vendor to meet in order to be selected for the contract(s) for the EBT/EFT Services, it is not intended to limit Vendor 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 requesting Vendor to propose innovative technologies or services to be considered to meet the needs of current programs served or to be served in the future.

Vendors shall provide a response to each of the innovations included in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C**. Information shall include the feasibility of the innovation as well as advantages and disadvantages. In addition, Vendors are strongly encouraged to recommend the use of other innovative technologies or services when formulating a Reply 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.

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

ITN Related Text: Section 4.2.8 of the ITN

Same as above.

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 9:

The Vendor provides a comprehensive response for each innovation and how it will address innovations within the resulting Contract.

Sub criteria:

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

R. Section C-1.1.18. Innovations – The Vendor shall provide information related to each of the innovations included in this section. Information should include the feasibility of the innovation as well as advantages and disadvantages. In addition, Vendor is 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 IX: STANDARD CONTRACT PART 2, EXHIBIT C, Section C.1.1.18.**

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 9:

The Vendor provides a comprehensive response for each innovation and how it will address innovations within the resulting Contract.

Sub criteria:

- Comprehensive response for each innovation
- Description of how innovations 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					

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

SNAP/Cash Evaluation Criteria 10

COMPLETED BY Programmatic Evaluators ONLY

Criteria 10:

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

Sub criteria:

- Continuity of services
- Testing requirements
- Project management

ITN Programmatic Reply Instructions: Section 4.2.6 of the ITN

The Vendors shall demonstrate their technical capability and approach to meet the core requirements outlined in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C**. The requirements defined in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C** are the minimum mandatory requirements for SNAP/Cash 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 Vendor provide the best value to the State providing EBT/EFT services and is open to discussing potential changes to the requirements with Vendors if the changes are the best value to the State.

ITN Related Text: Section 4.2.6 of the ITN

- T. Section C-1.3.1.9. EBT Card Conversion** – The Vendor shall 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 Vendor is anticipating utilizing the option of using the most recent available production data to develop a system capacity model for modeling the anticipated transaction volumes, the Vendor shall describe how the modeling shall be performed and how the results of the modeling exercise shall be reported to the Department.

Sections 4.2.9.1 and 4.2.9.2 of the ITN

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

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

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

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

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

- Manage the schedule;
- Manage resources;
- Manage communication;

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 10:

The Vendor provides a comprehensive plan for transitioning from the current Contract to the resulting 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; and
- Track and report project status.

The Vendor shall 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; and
- 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 IX: STANDARD CONTRACT PART 2, EXHIBIT C, Section C.1.3.**

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 10:

The Vendor provides a comprehensive plan for transitioning from the current Contract to the resulting 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					

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

SNAP/Cash Evaluation Criteria 11

COMPLETED BY Programmatic Evaluators ONLY

Criteria 11:

The Vendor provides a complete and comprehensive change management process.

Sub criteria:

- Change management process is complete
- Change management process is comprehensive

ITN Programmatic Reply Instructions: Section 4.2.6 of the ITN

The Vendors shall demonstrate their technical capability and approach to meet the core requirements outlined in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C**. The requirements defined in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C** are the minimum mandatory requirements for SNAP/Cash 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 Vendor provide the best value to the State providing EBT/EFT services and is open to discussing potential changes to the requirements with Vendors if the changes are the best value to the State.

ITN Related Text: Section 4.2.6 of the ITN

A. Section C-1.1.19. Change Management – The Vendor shall describe its change management process in its Reply to the ITN.

Guidance:

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

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 11:

The Vendor 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

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

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 and Cost Information 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 or 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 ITN (including any Appendices) and the written Reply materials which most directly pertain to the

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

- 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 Vendor’s Programmatic Reply for reference. The Financial Management Evaluator has also been provided each Vendor’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 Officer. If such an attempt is made by the Procurement Officer, 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 Officer.
- 6.10 Questions related to the solicitation and the evaluations of the Reply should be directed only to:
Tammy Davis, Procurement Officer
Florida Department of Children and Families
E-Mail Address: Tammy.Davis1@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 Officer for compilation. The Procurement Officer 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 Officer will hold a meeting to validate evaluator scoring. The purpose of the meeting is to ensure that their individual evaluation scores were captured correctly.

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

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 and Cost Reply for SNAP/Cash EBT is 280 points. The financial stability criteria for SNAP/Cash EBT is below.

SNAP/Cash EBT Financial Stability Criteria	Maximum Points	Percent of Total (280 Points)
<ul style="list-style-type: none"> • The Vendor financial management approach, financial stability, and related financial information. 		
<ul style="list-style-type: none"> ○ 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. 	100	10%
Criteria 12 Subtotal	100	10%
<ul style="list-style-type: none"> • The Vendor's cost information. 		
<ul style="list-style-type: none"> ○ How well does the Vendor follow State and Federal budgeting and cost requirements? ○ Overall, is the Vendor proposed cost justified for the SNAP/Cash program being served. 	180	18%
Criteria 13 Subtotal	180	18%
SNAP/Cash EBT Financial Stability and Cost Information Criteria Total	280	28%

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

SNAP/Cash Financial Stability Evaluation Criteria 12

COMPLETED BY Financial Management and Cost Information Evaluator ONLY

Criteria 12:

The Vendor 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 Reply Instructions: Section 4.3.2.1 of the ITN

The Vendor 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 VIII: STANDARD CONTRACT PART 1** and **APPENDIX IX: STANDARD CONTRACT PART 2**.

ITN Related Text: Section 4.3.2.2 through 4.3.2.5 of the ITN

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

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

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

The Vendor shall provide the firm's audited financial statements for the Vendor's last three (3) state fiscal years. For a public firm, this can be their last three (3) Form 10-K submitted to the Securities and Exchange Commission. For a privately held firm, this must be their last three (3) years of audited financial statements.

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 12:

The Vendor 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					

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

SNAP/Cash Cost Evaluation Criteria 13

COMPLETED BY Financial Management and Cost Information Evaluator ONLY

Criteria 13:

The Vendor's cost information.

Sub criteria:

- How well does the Vendor follow State and Federal budgeting and cost requirements?
- Overall, is the Vendor proposed cost justified for the SNAP/Cash program being served.

ITN Reply Instructions: Section 4.3.3 of the ITN

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

Cost Data must be entered in the Cost Sheet Form, **APPENDIX XI: COST SHEET FORM**, provided in this ITN. 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 Vendor must sign **APPENDIX XI: COST SHEET FORM**.

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 Vendor'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, MFMP 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 XI: COST SHEET FORM** shall not be considered.

ITN Related Text: Appendix XI: Cost Sheet Form

Appendix XI correlates to **Exhibit F** in **Appendix IX** 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 (3) years of audited financial statements.

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 13:
The Vendor's cost information.

Sub criteria:

- How well does the Vendor follow State and Federal budgeting and cost requirements?
- Overall, is the Vendor 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					

Financial Management and Cost Information Evaluator STOP
HERE

**STATE OF FLORIDA
DEPARTMENT OF CHILDREN AND FAMILIES
ECONOMIC SELF-SUFFICIENCY PROGRAM OFFICE**



**ITN# - ITN-2021-001
ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER
(EBT/EFT) SERVICES**

WIC EBT Evaluation Manual

Evaluator Name: _____

Vendor Name: _____

Date of Reply Evaluation: _____

Evaluator Signature: _____

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

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ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

1 SECTION 1 - PROGRAMMATIC EVALUATION FOR WIC EBT

2 GENERAL INSTRUCTIONS

- 2.1 **SECTION 1 - Programmatic Evaluation for WIC 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

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

- 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 Officer. If such an attempt is made by the Procurement Officer, 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 Officer.
- 2.10 Questions related to the solicitation and the evaluations of the Reply should be directed only to:
Tammy Davis, Procurement Officer
Florida Department of Children and Families
E-Mail Address: Tammy.Davis1@myflfamilies.com
- 2.11 After each evaluator has completed the scoring of each programmatic Reply, the scores are then submitted to the Procurement Officer for compilation. The Procurement Officer 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 Officer 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 IX
- The innovation of the approach and solution
- Vendor references and track record implementing similar solutions to the one specified in this ITN

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

- 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 740 points for WIC EBT programmatic requirements. The programmatic criteria for WIC EBT is below.

WIC EBT Programmatic Evaluation Criteria	Maximum Points	Percent of Total (740 Points)
<ul style="list-style-type: none"> • The Vendor’s company structure, subcontractors, and experience and capability to deliver its proposed solution/services including the Vendor(s) track record providing services similar to the one specified in this ITN as described in Tab 6 of the Vendor’s Reply. 		
<ul style="list-style-type: none"> ○ Company qualifications and experience 	10	1%
Criteria 1 Subtotal	10	1%
<ul style="list-style-type: none"> • The input provided by the references provided in Tab 6 of the Vendor’s Reply. 		
<ul style="list-style-type: none"> ○ Company references 	10	1%
Criteria 2 Subtotal	10	1%
<ul style="list-style-type: none"> • The Vendor’s proposed Organization and Staffing plan, and in particular how the proposed staff meet the qualifications required by the Department in the ITN. 		
<ul style="list-style-type: none"> ○ Plan for providing required staff ○ Quality and qualification of staff 	150	15%
Criteria 3 Subtotal	150	15%
<ul style="list-style-type: none"> • Proposed subcontractors are qualified and have experience in performing their responsibilities. The Vendor provides detail on how subcontractors will be coordinated and managed. 		
<ul style="list-style-type: none"> ○ Qualification of subcontractors ○ Management of subcontractors 	10	1%
Criteria 4 Subtotal	10	1%
<ul style="list-style-type: none"> • The Vendor proposed solution meets the WIC technical requirements specified in APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C. 		

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

<ul style="list-style-type: none"> ○ WIC EBT Administrative System; ○ WIC EBT cards and PINs; ○ System support and disaster recovery; ○ Training; ○ WIC EBT account set-up and prescription authorization; ○ Transaction processing; ○ Transaction history; ○ UPC maintenance; ○ Universal Interface support; ○ Local agency equipment; and ○ Data warehouse and reporting capabilities. 	150	15%
Criteria 5 Subtotal	150	15%
<ul style="list-style-type: none"> ● The Vendor proposed solution meets the WIC Customer Service requirements specified in APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C. 		
<ul style="list-style-type: none"> ○ Cardholder Mobile App ○ Website and IVR ○ Retailer Customer Service ○ State Office Assistance 	30	3%
Criteria 6 Subtotal	30	3%
<ul style="list-style-type: none"> ● The Vendor’s proposed solution meets the requirements for Retailer Management and WIC stand-beside POS devices. 		
<ul style="list-style-type: none"> ○ WIC Retailer Certifications ○ Stand-beside POS devices ○ Merchant General and Farmer’s Market Apps 	60	6%
Criteria 7 Subtotal	60	6%
<ul style="list-style-type: none"> ● The Vendor’s proposed solution support the WIC Recoupment Process specified in APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C. 		
<ul style="list-style-type: none"> ○ Supports automated recoupment services ○ Recoupment Activity File and Reporting 	140	14%
Criteria 8 Subtotal	140	14%
<ul style="list-style-type: none"> ● The Vendor demonstrates understanding and agreement with the settlement and reconciliation process in place for WIC. 		
<ul style="list-style-type: none"> ○ Daily Settlement Invoice ○ Timeliness of submission 	120	12%
Criteria 9 Subtotal	120	12%
<ul style="list-style-type: none"> ● The Vendor provides a comprehensive response for each innovation and how it will address innovations within the resulting Contract. 		

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

<ul style="list-style-type: none"> ○ Comprehensive response for each innovation ○ Description of how innovations will be addressed within the contract 	20	2%
Criteria 10 Subtotal	20	2%
<ul style="list-style-type: none"> ● The Vendor provides a comprehensive plan for transitioning from the current contract to the resulting contract, taking into account any new requirements for EBT services. 		
<ul style="list-style-type: none"> ○ Continuity of Services ○ Testing requirements ○ Project Management 	20	2%
Criteria 11 Subtotal	20	2%
<ul style="list-style-type: none"> ● The Vendor provides a complete and comprehensive change management process. 		
<ul style="list-style-type: none"> ○ Change Management process is complete ○ Change Management process is comprehensive 	20	2%
Criteria 12 Subtotal	20	2%
WIC Programmatic Criteria Total	740	74%

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

WIC Evaluation Criteria 1

COMPLETED BY Programmatic Evaluators ONLY

Criteria 1:

The Vendor's company structure, subcontractors, and experience and capability to deliver its proposed solution/services including the Vendor(s) track record providing services similar to the one specified in this ITN as described in Tab 6 of the Vendor's Reply.

Sub criteria:

- Company qualifications and experience

ITN Programmatic Reply Instructions: Section 4.2.5.2 of the ITN

The Vendor 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 Vendor 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 4.2.5.3 of the ITN

The Vendor shall describe any experience in providing the same type(s) and scope of services as requested in this ITN and APPENDIX IX: STANDARD CONTRACT PART 2, including but not limited to performing, managing and delivering these services. Vendors 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. State whether the work was completed by the Vendor or a subcontractor, and whether the Vendor worked in cooperation with a subcontractor. Where applicable, clearly note the Vendor's related experience which included individuals who will be assigned and their role on the past project. Provide a detailed description of any work to be subcontracted, including information describing the qualifications and relevant experience of any proposed subcontractors.

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

- A description of experience providing services similar in nature to the ones sought in this ITN;
- The specific length of time the Vendor has provided similar services, and where services were provided;
- All current and/or prior (within three years) federal, State or government Contracts for the provision of related services, including a description of the specific services;
- A narrative summary of Contract performance;
- 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 by the Vendor or subcontractor; and A clear indication of the Vendor's ability to perform the specified services to meet the requirements of this ITN.

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 1:

The Vendor's company structure, subcontractors, and experience and capability to deliver its proposed solution/services including the Vendor(s) track record providing services similar to the one specified in this ITN as described in Tab 6 of the Vendor's Reply.

Sub criteria:

Company qualifications and experience

Guidance: Sections 4.2.5.3.1 through 4.2.5.3.4 require Vendors 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 (Reply requires 10 examples of this)
- List and description of government or commercial customers where services have been provided

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 1:

The Vendor’s company structure, subcontractors, and experience and capability to deliver its proposed solution/services including the Vendor(s) track record providing services similar to the one specified in this ITN as described in Tab 6 of the Vendor’s Reply.

Sub criteria:

- Company qualifications and experience

Notes/Rationale:

Score (0-10): _____

Evaluator Initials: _____

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
Company Qualification	10					

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

WIC Evaluation Criteria 2

COMPLETED BY Programmatic Evaluators ONLY

Criteria 2:

The input provided by the references provided in Tab 6 of the Vendor's Reply.

Sub criteria:

- Company references

ITN Programmatic Reply Instructions: Section 4.2.5.3.5 – 4.2.5.3.8 of the ITN

The Vendor must provide a minimum of three recent references using the table located in **APPENDIX XVIII: PAST PERFORMANCE REFERENCES** for verifiable clients where the Vendor provided EBT/EFT services as described in **Section 4.2.5.3.1**.

The Vendor must provide a minimum of three recent references for verifiable clients where the Vendor provided relevant financial services to a government or commercial customer or currently provides relevant financial services as described in **Section 4.2.5.3.4**.

The Vendor must provide a minimum of three recent 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 4.2.5.3.1**.

The Vendor must provide a minimum of three (3) references for verifiable clients where the Vendor is conducting or has conducted business in the State for current contracts or for contracts within the past five (5) years.

ITN Related Text:

Confidential clients shall not be included. Current or former employees of the Department an DOH may NOT be used and may NOT be accepted as references.

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 4.2.5.3.5, 4.2.5.3.6, 4.2.5.3.7 and 4.2.5.3.8** in the spaces provided in **APPENDIX XVIII: PAST PERFORMANCE REFERENCES** shall result in the Vendor receiving a score of zero (0) for the Past Performance Reference section of the evaluation for each Section not completed.

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 2:

The input provided by the references provided in Tab 6 of the Vendor's Reply.

Sub criteria:

- Company references

Notes/Rationale:

Score (0-10): _____

Evaluator Initials: _____

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
References	10					

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

WIC Evaluation Criteria 3

COMPLETED BY Programmatic Evaluators ONLY

Criteria 3:

The Vendor proposed organization and staffing plan, and in particular how the proposed staff meet the qualifications required by the Department in the ITN.

Sub criteria:

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

ITN Programmatic Reply Instructions: Sections 4.2.5.7.1 through 4.2.5.7.4 of ITN – limited to 25 pages.

4.2.5.7.1.1. The Vendor 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 vendor must include résumés for key leadership personnel describing their work experience, education, and training as it relates to the requirements of this ITN and the Department’s APPENDIX VIII: APPEXNDIX IX, STANDARD CONTRACT PART 1 and APPEXNDIX IX: STANDARD CONTRACT PART 2.

4.2.5.7.1.2. The Vendor shall provide an organizational chart outlining the hierarchy of key personnel for the Contract proposed under this ITN.

4.2.5.7.1.3. The Vendor shall provide a Preliminary Staffing Plan for a potential Contract. The Vendor shall provide job descriptions outlining the duties and responsibilities of its service personnel identified, and any other positions the Vendor proposes for the provision of services under the contract. Job descriptions should include a specific job functions and minimum qualifications for the identified positions.

4.2.5.7.1.4. The Reply shall include the vendor’s operational approach to the recruitment, training, supervision, and retention of qualified personnel as described in the Department’s APPENDIX VIII: APPEXNDIX IX, STANDARD CONTRACT PART 1 and APPEXNDIX IX: STANDARD CONTRACT PART 2. The reply should address all applicable personnel grievance and conflict resolution practices. The Vendor should explain how it’s 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.

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

ITN Related Text:

The Vendor 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 Vendor 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 Vendor shall provide a table with the following columns listed for each of the proposed project team members, both Vendor 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

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 3:

The Vendor proposed organization and staffing plan, and in particular how the proposed staff meet the qualifications required by the Department 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 IX: STANDARD CONTRACT PART 2, EXHIBIT C.**

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 3:

The Vendor proposed organization and staffing plan, and in particular how the proposed staff meet the qualifications required by the Department in the ITN.

Sub criteria:

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

Notes/Rationale:

Score (0-150): _____

Evaluator Initials: _____

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
Organization & Staffing	150					

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

WIC Evaluation Criteria 4

COMPLETED BY Programmatic Evaluators ONLY

Criteria 4:

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

Sub criteria:

- Qualification of subcontractors
- Management of subcontractors

ITN Programmatic Reply Instructions: Section 4.2.5.4 of ITN

The Vendor 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 IV: SUBCONTRACTOR LIST**.

ITN Related Text: Section 4.2.5.5 of ITN

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

In addition to the other information described above, the Vendor and any proposed subcontractor(s) must provide:

- A. Full legal name.
- B. FEIN or Social Security Number if a FEIN is not required.
- C. Proof of legal entity and authorization to do business with the State.
- D. Proof of registration with MFMP.
- E. Country and state of incorporation.
- F. Principal place of business.
- G. Description of the Vendor's/subcontractor(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.
- H. Brief description of the Vendor's/subcontractor(s)' principal type of business and history and what uniquely qualifies the Vendor/subcontractor(s) for the work described in this ITN and **APPENDIX IX: STANDARD CONTRACT PART 2**.
- I. Statement of whether the Vendor/subcontractor(s) has filed for bankruptcy protection in the past five 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.

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 4:

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

Sub criteria:

- Qualification of subcontractors
- Management of subcontractors

- K. Identification of any potential or actual conflicts of interest that might arise for the Vendor/subcontractor(s) as a result of contract award to the Vendor/subcontractor(s) 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 Form PUR 1001. Address both personal and organizational conflicts.
- L. Reservations the Vendor/subcontractor(s) must make if unable to certify completely all of the items in Section 9 of the Form PUR 1001 entitled "Representation and Authorization." If no reservations are made in this section of the reply, the Vendor/subcontractor(s) shall be deemed to attest to the truth of all of listed items and the Department may rely upon them.

Guidance: Section 4.2.5.7.4.2 of the ITN

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

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 4:

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

Sub criteria:

- Qualification of subcontractors
- Management of subcontractors

Notes/Rationale:

Score (0-10): _____

Evaluator Initials: _____

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
Subcontractors	10					

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

WIC Evaluation Criteria 5

COMPLETED BY Programmatic Evaluators ONLY

Criteria 5:

The Vendor proposed solution meets the WIC technical requirements specified in APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C.

Sub criteria:

- WIC EBT Administrative System
- WIC EBT Cards and PINs
- System Support and Disaster Recovery
- Training
- WIC EBT Account Set-up and Prescription Authorization
- Transaction Processing
- Transaction History
- UPC Maintenance
- Universal Interface Support
- Local Agency Equipment
- Data warehouse and reporting capabilities

ITN Programmatic Response Instructions: Section 4.2.7 of the ITN

The Vendors shall demonstrate their technical capability and approach to meet the core requirements outlined in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C**. The requirements defined in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C** are the minimum mandatory requirements for 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 Vendor provide the best value to the State providing EBT/EFT services and is open to discussing potential changes to the requirements with Vendors if the changes are the best value to the State.

ITN Related Text: Section 4.2.7 of the ITN

- A. The Vendor shall state in its Reply if mandatory and optional requirements are currently supported by its system application or if modifications are necessary to meet the requirement. Optional services are noted with the word "Option" in bold, underlined text. The Vendor shall respond with its proposed solution(s) to all optional service requirements.
- B. **Section C-1.2.11. WIC EBT System Data Extraction** – The Vendor shall provide assurance of the creation of a transaction file supporting the daily settlement invoice as a precondition to participating in the ITN.
- C. **Section C-1.2.16.1. Ad-hoc Reporting Capability** - The Vendor's Reply shall indicate its capability to meet or exceed these data inquiry, sorting and extraction requirements.

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 5:

The Vendor proposed solution meets the WIC technical requirements specified in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C.**

Sub criteria:

- WIC EBT Administrative System
- WIC EBT Cards and PINs
- System Support and Disaster Recovery
- Training
- WIC EBT Account Set-up and Prescription Authorization
- Transaction Processing
- Transaction History
- UPC Maintenance
- Universal Interface Support
- Local Agency Equipment
- Data warehouse and reporting capabilities

Guidance:

Detailed requirements for the sub criteria are contained in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C, Sections C-1.2.1 through C-1.2.5 and Sections C-1.2.7 through C- 1.2.18.**

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 5:

The Vendor proposed solution meets the WIC technical requirements specified in APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C.

Sub criteria:

- WIC EBT Administrative System
- WIC EBT Cards and PINs
- System Support and Disaster Recovery
- Training
- WIC EBT Account Set-up and Prescription Authorization
- Transaction Processing
- Transaction History
- UPC Maintenance
- Universal Interface Support
- Local Agency Equipment
- Data warehouse and reporting capabilities

Notes/Rationale:

Score (0-150): _____

Evaluator Initials: _____

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
WIC Technical Requirements	150					

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

WIC Evaluation Criteria 6

COMPLETED BY Programmatic Evaluators ONLY

Criteria 6:

The Vendor proposed solution meets the WIC Customer Service requirements specified in APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C.

Sub criteria:

- Cardholder Mobile App
- Website and IVR
- Retailer Customer Service
- State Office Assistance

ITN Programmatic Response Instructions: Section 4.2.7 of the ITN

The Vendors shall demonstrate their technical capability and approach to meet the core requirements outlined in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C**. The requirements defined in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C** are the minimum mandatory requirements for 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 Vendor provide the best value to the State providing EBT/EFT services and is open to discussing potential changes to the requirements with Vendors if the changes are the best value to the State.

ITN Related Text: Section 4.2.7 of the ITN

- A. Vendors shall state in their Replies 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 Vendor must respond with their proposed solution(s) to all optional service requirements.

Guidance:

Detailed requirements for the sub criteria are contained in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C, Section C-1.2.6.4 and C-1.2.6.5**

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 6:

The Vendor proposed solution meets the WIC Customer Service requirements specified in APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C.

Sub criteria:

- Cardholder Mobile App
- Website and IVR
- Retailer Customer Service
- State Office Assistance

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%)
Customer Services	30					

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

WIC Evaluation Criteria 7

COMPLETED BY Programmatic Evaluators ONLY

Criteria 7:

The Vendor's proposed solution meets the requirements for Retailer Management and WIC stand-beside POS devices.

Sub criteria:

- WIC Retailer Certifications
- Stand-beside POS devices
- Merchant General and Farmer's Market Apps

ITN Programmatic Response Instructions: Section 4.2.7 of the ITN

The Vendors shall demonstrate their technical capability and approach to meet the core requirements outlined in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C**. The requirements defined in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C** are the minimum mandatory requirements for 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 Vendor provide the best value to the State providing EBT/EFT services and is open to discussing potential changes to the requirements with Vendors if the changes are the best value to the State.

ITN Related Text: Section 4.2.7 of the ITN

- A. The Vendor shall state in its Reply if mandatory and optional requirements are currently supported by its system application or if modifications are necessary to meet the requirement. Optional services are noted with the word "Option" in bold, underlined text. The Vendor shall respond with its proposed solution(s) to all optional service requirements.
- B. **Section C-1.2.20.1. Reconciliation Process Overview** – The Vendor shall provide a copy of its reconciliation procedures as part of its documentation submitted with its Reply to this ITN.

Guidance:

Detailed requirements for the sub criteria are contained in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C, Section C-1.2.20.1**.

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 7:
 The Vendor's proposed solution meets the requirements for Retailer Management and WIC stand-beside POS devices.

Sub criteria:

- WIC Retailer Certifications
- Stand-beside POS devices
- Merchant General and Farmer's Market Apps

Notes/Rationale:

Score (0-60): _____

Evaluator Initials: _____

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

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

WIC Evaluation Criteria 8

COMPLETED BY Programmatic Evaluators ONLY

Criteria 8:

The Vendor's proposed solution support the WIC Recoupment Process specified in APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C.

Sub criteria:

- Supports automated recoupment services
- Recoupment Activity File and Reporting

ITN Programmatic Response Instructions: Section 4.2.7 of the ITN

The Vendors shall demonstrate their technical capability and approach to meet the core requirements outlined in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C**. The requirements defined in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C** are the minimum mandatory requirements for 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 Vendor provide the best value to the State providing EBT/EFT services and is open to discussing potential changes to the requirements with Vendors if the changes are the best value to the State.

ITN Related Text: Section 4.2.7 of the ITN

- A. Vendors shall state in their Replies 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 Vendor must respond with their proposed solution(s) to all optional service requirements.

Guidance:

Detailed requirements for the sub criteria are contained in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C, Section C.1.2.19.1**.

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 8:

The Vendor's proposed solution support the WIC Recoupment Process specified in APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C.

Sub criteria:

- Supports automated recoupment services
- Recoupment Activity File and Reporting

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%)
Recoupment Process	140					

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

WIC Evaluation Criteria 9

COMPLETED BY Programmatic Evaluators ONLY

Criteria 9:

The Vendor demonstrates understanding and agreement with the settlement and reconciliation process in place for WIC.

Sub criteria:

- Daily Settlement Invoice
- Timeliness of submission

ITN Programmatic Response Instructions: Section 4.2.7 of the ITN

The Vendors shall demonstrate their technical capability and approach to meet the core requirements outlined in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C**. The requirements defined in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C** are the minimum mandatory requirements for 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 Vendor provide the best value to the State providing EBT/EFT services and is open to discussing potential changes to the requirements with Vendors if the changes are the best value to the State.

ITN Related Text: Section 4.2.7 of the ITN

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

Guidance:

Detailed requirements for the sub criteria are contained in **APPENDIX II: STANDARD CONTRACT PART 2, EXHIBIT C, Section C.1.2.20.5**

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 9:
The Vendor demonstrates understanding and agreement with the settlement and reconciliation process in place for WIC.

Sub criteria:

- Daily Settlement Invoice
- Timeliness of submission

Notes/Rationale:

Score (0-120): _____

Evaluator Initials: _____

Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
Settlement & Reconciliation	120					

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

WIC Evaluation Criteria 10

COMPLETED BY Programmatic Evaluators ONLY

Criteria 10:

The Vendor 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: Sections 4.2.7

4.2.7 TAB 7: INNOVATIONS

Innovations are services beyond those core services previously required by **TAB 5 and TAB 6** which the Vendor may provide to offer additional benefits to the Department or the recipient. The Vendors 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 Vendor to meet in order to be selected for the contract(s) for the EBT/EFT Services, it is not intended to limit Vendor 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 requesting Vendor to propose innovative technologies or services to be considered

ITN Related Text: Section 4.2.7 of the ITN

Same as Above

Guidance:

Same as above

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 10:

The Vendor 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 (0-20): _____

Evaluator Initials: _____

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

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

WIC Evaluation Criteria 11

COMPLETED BY Programmatic Evaluators ONLY

Criteria 11:

The Vendor provides a comprehensive plan for transitioning from the current contract to the resulting 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 Vendor must submit a draft project management plan and draft project schedule with their technical Reply. The plan should follow Project Management Institute (PMI) standards, detailing the Vendor's project management strategy for providing EBT/EFT services as detailed in **APPENDIX II: STANDARD CONTRACT PART 2, EXHIBIT C**. The project schedule should include all phases of the project as described in **APPENDIX II: STANDARD CONTRACT PART 2, EXHIBIT C**.

ITN Related Text: Section 4.2.8 of the ITN

G. Section C-1.3.2.4. Performance (Stress) Test - If the Vendor 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 Vendor 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 Vendor must address the following:

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

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

- Manage the Schedule
- Manage Resources
- Manage Communication
- Manage Risks & Issues
- Manage Scope
- Manage Change Control
- Track and Report Project Status

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 11:

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

Sub criteria:

- Continuity of Services
- Testing requirements
- Project Management

The Vendor shall 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 IX: STANDARD CONTRACT PART 2, EXHIBIT C, Section C-1.2.21**

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 11:
 The Vendor provides a comprehensive plan for transitioning from the current contract to the resulting contract, taking into account any new requirements for EBT services.

Sub criteria:

- Continuity of Services
- Testing requirements
- Project Management

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%)
Transition	20					

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

WIC Evaluation Criteria 12

COMPLETED BY Programmatic Evaluators ONLY

Criteria 12:

The Vendor 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 4.2.7 of the ITN

The Vendors shall demonstrate their technical capability and approach to meet the core requirements outlined in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C**. The requirements defined in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C** are the minimum mandatory requirements for 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 Vendor provide the best value to the State providing EBT/EFT services and is open to discussing potential changes to the requirements with Vendors if the changes are the best value to the State.

ITN Related Text:

Same as Above

Guidance:

Detailed requirements for the sub criteria are contained in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C, Section C.1.2.19**.

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 12:

The Vendor 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

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

5 SECTION 2 - FINANCIAL STABILITY EVALUATION FOR WIC EBT

6 GENERAL INSTRUCTIONS

6.1 Section 2 - Financial Stability Evaluation for WIC EBT **shall be evaluated as prescribed below**

6.1.1 Criteria 13 for WIC EBT shall be evaluated by a Financial Management and Cost Information Evaluator ONLY.

6.2 The Financial Management Evaluator will evaluate the financial stability of the 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 or 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 sections of the ITN (including any Appendices) and the written Reply materials which most directly pertain to the

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

- 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 Vendor’s programmatic Reply for reference. The Financial Management Evaluator has also been provided each Vendor’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 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 Officer. If such an attempt is made by the Procurement Officer, 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 Officer.
- 6.10 Questions related to the solicitation and the evaluations of the Reply should be directed only to:
Tammy Davis, Procurement Officer
Florida Department of Children and Families
E-Mail Address: Tammy.Davis1@myffamilies.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 Officer for compilation. The Procurement Officer 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 Officer will hold a meeting to validate evaluator scoring. The purpose of the meeting is to ensure that their individual evaluation scores were captured correctly.

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

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 WIC EBT is 260 points. The financial stability and cost information criteria for WIC EBT is below.

WIC EBT Financial Stability Criteria	Maximum Points	Percent of Total (260 Points)
<ul style="list-style-type: none"> • The Vendor’s financial management approach, financial stability, and related financial information. 		
<ul style="list-style-type: none"> ○ 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 	100	10%
Criteria 13 Subtotal	100	10%
<ul style="list-style-type: none"> • The Vendor’s Cost Information Reply. 		
<ul style="list-style-type: none"> ○ How well does the Vendor follow State and federal budgeting and cost requirements? ○ Overall, is the Vendor’s proposed cost justified for the WIC program being served 	160	16%
Criteria 14 Subtotal	160	16%
WIC EBT Financial and Cost Information Criteria Total	260	26%

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

WIC Financial Stability Evaluation Criteria 13

COMPLETED BY Financial Management and Cost Information Evaluator ONLY

Criteria 13:

The Vendor'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 Reply Instructions: Section 4.3.2.1 of the ITN

The Vendor 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 VIII: STANDARD CONTRACT PART 1** and **APPENDIX IX: STANDARD CONTRACT PART 2**.

ITN Related Text: Section 4.3.2.2 through 4.3.2.5 of the ITN

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

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

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

The Vendor shall provide the firm's audited financial statements for the Vendor's last three (3) fiscal years. For a public firm, this can be their last three (3) Form 10-K submitted to the Securities and Exchange Commission. For a privately held firm, this must be their last three (3) years of audited financial statements.

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

Criteria 13:
The Vendor’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					

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

WIC Cost Information Evaluation Criteria 14

COMPLETED BY Cost Information Evaluator ONLY

Criteria 14:

The Vendor'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 WIC program being served.

ITN Reply Instructions: Section 4.3.3 of the ITN

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

Cost Data must be entered in the Cost Sheet Form, **APPENDIX XI: COST SHEET FORM**, provided in this ITN. 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 Vendor must sign **APPENDIX XI: COST SHEET FORM**.

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 Vendor'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, MFMP 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 XI: COST SHEET FORM** shall not be considered.

ITN Related Text: Appendix XI: Cost Sheet Form

Appendix XI correlates to **Exhibit F** in **Appendix IX** 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 (3) years of audited financial statements.

ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER (EBT/EFT) SERVICES

<p>Criteria 14: The Vendor's Cost Information Reply.</p> <p>Sub criteria:</p> <ul style="list-style-type: none"> How well does the Vendor follow State and federal budgeting and cost requirements? Overall, is the Vendor's proposed cost justified for the WIC program being served. 						
<p>Notes/Rationale:</p>						
<p>Score (0-160): _____</p>			<p>Evaluator Initials: _____</p>			
Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
Cost Information	160					

Financial Management and Cost Information Evaluator
STOP HERE

**ELECTRONIC BENEFITS TRANSFER/ELECTRONIC FUNDS TRANSFER
(EBT/EFT) SERVICES**
