

**DEPARTMENT OF CHILDREN AND FAMILIES  
DCF ITN 2021 001  
ADDENDUM NO. 2**

**Solicitation Number:** DCF ITN 2021 001  
**Solicitation Title:** Electronic Benefits Transfer/Electronic Funds Transfer (EBT/EFT) Services  
**Response(s) Due Date:** ~~September 9, 2021~~ **October 15, 2021**  
**Addendum Number:** 2  
**Addendum Date:** September 8, 2021

FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 120.57(3), FLORIDA STATUTES, OR FAILURE TO POST THE BOND OR OTHER SECURITY REQUIRED BY LAW WITHIN THE TIME ALLOWED FOR FILING A BOND SHALL CONSTITUTE A WAIVER OF PROCEEDINGS UNDER CHAPTER 120, FLORIDA STATUTES.

The enclosed information has been provided for consideration in the preparation of your response to the above-mentioned solicitation.

DCF ITN 2021 001, EBT/EFT Services is hereby amended as follows (Added or new language to the ITN is **highlighted in yellow**, while **bold** deleted language has been struck and **highlighted in gray**). All other terms and conditions of the solicitation remain in effect.

**CHANGE NO. 1:**

A CHANGE TO INVITATION TO NEGOTIATE, SECTION 2.4, TIMELINE, IS HEREBY REVISED AS FOLLOWS:

**2.4 Timeline**

Activity	Date	Time Eastern	Address	Section Reference
Solicitation advertised and released on VBS:	June 16, 2021	N/A	VBS Electronic Posting site: <a href="http://myflorida.com/apps/vbs/vbs_www.main_menu">http://myflorida.com/apps/vbs/vbs_www.main_menu</a>	1.4
*Pre-solicitation Conference to be held:	<del>June 29, 2021</del> July 7, 2021	1:00 pm	<b>Please join meeting from your computer, tablet or smartphone.</b> <a href="https://global.gotomeeting.com/join/922163789">https://global.gotomeeting.com/join/922163789</a> <b>You can also dial in using your phone.</b> United States (Toll Free): <a href="tel:18773092073">1 877 309 2073</a>	2.6

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Activity	Date	Time Eastern	Address	Section Reference
			United States: <a href="tel:+15713173129">+1 (571) 317-3129</a> Access Code: 922-163-789  <b>Join from a video-conferencing room or system.</b> Dial in or type: 67.217.95.2 or inroomlink.goto.com Meeting ID: 922 163 789 Or dial directly: 922163789@67.217.95.2 or 67.217.95.2##922163789	
Written questions must be received by:	<del>July 8, 2021</del> July 13, 2021	4:30 pm	See Section 1.3	2.7
Department's response to questions:	<del>July 22, 2021</del> <del>July 28, 2021</del> September 8, 2021		VBS Electronic Posting site: <a href="http://myflorida.com/apps/vbs/vbs_www.main_menu">http://myflorida.com/apps/vbs/vbs_www.main_menu</a>	2.7
Round 2 of written questions due:	TBD	TBD	See Section 1.3	2.7
Anticipated Posting of Department's response to questions, Round 2:	TBD	TBD	VBS Electronic Posting site: <a href="http://myflorida.com/apps/vbs/vbs_www.main_menu">http://myflorida.com/apps/vbs/vbs_www.main_menu</a>	2.7
Sealed Reply must be received by the Department:	<del>September 9, 2021</del> October 15, 2021	1:00 pm	See Section 1.3	2.8.1

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Activity	Date	Time Eastern	Address	Section Reference
* Reply opening:	<del>September 9, 2021</del> October 15, 2021	3:00 pm	<p>Please join meeting from your computer, tablet or smartphone.  <a href="https://global.gotomeeting.com/join/453689277">https://global.gotomeeting.com/join/453689277</a>            You can also dial in using your phone.            United States (Toll Free): <a href="tel:18773092073">1 877 309 2073</a>            United States: <a href="tel:+16467493129">+1 (646) 749-3129</a>            Access Code: 453-689-277</p> <p>Join from a video-conferencing room or system.            Dial in or type: 67.217.95.2 or            inroomlink.goto.com            Meeting ID: 453 689 277            Or dial directly: 453689277@67.217.95.2 or            67.217.95.2##453689277</p>	2.8.3
* Meeting of the evaluators and ranking of the Replies:	<del>September 30, 2021</del> November 9, 2021	11:00 am	<p>Please join meeting from your computer, tablet or smartphone.  <a href="https://global.gotomeeting.com/join/509049813">https://global.gotomeeting.com/join/509049813</a>            You can also dial in using your phone.            United States (Toll Free): <a href="tel:18773092073">1 877 309 2073</a>            United States: <a href="tel:+16467493129">+1 (646) 749-3129</a>            Access Code: 509-049-813</p> <p>Join from a video-conferencing room or system.            Dial in or type: 67.217.95.2 or            inroomlink.goto.com            Meeting ID: 509 049 813</p>	5.2.5
Negotiation phase:	<del>October 5, 2021</del> <del>November 19, 2021</del>	N/A	N/A	5.3

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Activity	Date	Time Eastern	Address	Section Reference
	November 12, 2021 - January 7, 2022			
* Negotiators' recommendation meeting:	<del>November 23,</del> 2021 January 20, 2022	2:00 pm	<p>Please join my meeting from your computer, tablet or smartphone.  <a href="https://global.gotomeeting.com/join/681997717">https://global.gotomeeting.com/join/681997717</a>            You can also dial in using your phone.            United States (Toll Free): <a href="tel:18668994679">1 866 899 4679</a>            United States: <a href="tel:+15713173116">+1 (571) 317-3116</a>  <b>Access Code:</b> 681-997-717</p> <p><b>Join from a video-conferencing room or system.</b>            Dial in or type: 67.217.95.2 or            inroomlink.goto.com            Meeting ID: 681 997 717            Or dial directly: 681997717@67.217.95.2 or            67.217.95.2##681997717</p>	5.4.1
Posting of intended Contract award:	<del>December 13,</del> 2021 February 7, 2022	5:00 pm	VBS Electronic Posting site: <a href="http://myflorida.com/apps/vbs/vbs_www.main_menu">http://myflorida.com/apps/vbs/vbs_www.main_menu</a>	5.4.4
Effective date of Contract:	<del>February 11,</del> 2022 May 5, 2022	N/A	N/A	1.2
*All meetings noted with an asterisk (*) are public meetings.				

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**CHANGE NO. 2:**

A CHANGE TO INVITATION TO NEGOTIATE, SUBSECTION 1.1.4, TRANSITION AND SERVICE IMPLEMENTATION, IS HEREBY REVISED AS FOLLOWS:

**1.1.4 Transition and Service Implementation**

It is the Department's intent to have Contract(s) executed soon after the award of this ITN. The Vendor must have the capability to begin providing services no later than **May 5, 2022, unless a transition period is required. December 15, 2021.**

**CHANGE NO. 3:**

A CHANGE TO INVITATION TO NEGOTIATE, SECTION 4.1, HOW TO SUBMIT A REPLY, IS HEREBY REVISED AND ADDED TO INCLUDE:

**4.1.1 Number of Copies Required and Format for Submittal**

Vendors shall submit one **(1)** original copy, **and six (6) hard copies** of their Reply. Electronic signatures are acceptable. The original Reply submitted to the Department must contain an original signature of an official authorized to bind the Vendor to the Reply. One redacted copy of the Reply, identical to the original copy and clearly labeled as redacted, must also be submitted.

**4.1.4 Electronic Copy Format**

**Electronic files must be submitted to the Department on a USB storage device (which must be free of malware and any infection resulting to the Department's systems shall be addressed to the Department's satisfaction at the Proposer's expense), and readable using Adobe portable document format ("pdf"). The electronic copies must be identical to the original, hardcopy Reply submitted. The electronic media must be clearly labeled in the same manner as the hard copies and submitted with the corresponding hard copies. The hard copy marked "original" shall take precedence over the electronic version(s) of the Reply and all non-original hardcopy versions of the Reply in the event of any discrepancy. If a discrepancy is found between the hardcopy Reply marked "original" and any of the electronic versions submitted on USB drive, the Department reserves the right, at its sole discretion, to reject the entire Reply**

**CHANGE NO. 4:**

A CHANGE TO INVITATION TO NEGOTIATE, SECTION 4.2.5.7, CORE TEAM QUALIFICATIONS, IS HEREBY REVISED AS FOLLOWS:

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~~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.~~

**4.2.5.7.2. Vendor Approach to Staffing**

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**.

The Vendor shall demonstrate the approach to recruitment of staff able to meet any unique cultural needs described in **APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C**. 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.

**CHANGE NO. 5:**

A CHANGE TO INVITATION TO NEGOTIATE, SECTION 4.3.2, TAB 1: FINANCIAL INFORMATION, IS HEREBY REVISED AS FOLLOWS:

**4.3.2.5 Dun & Bradstreet Comprehensive Report**

~~The Department may request~~ **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 five, the response may be deemed non-responsive at the discretion of the Department and not evaluated.~~

**4.3.2.6 ~~4.3.2.5~~ Vendor's Financial Statements**

The Vendor shall provide the firm's audited financial statements for the Vendor last three State Fiscal Years (SFY) [SFY 2018/2019; SFY 2019/2020; SFY 2020/2021]. For a public firm, this can be their last three Form 10-K submitted to the Securities and Exchange Commission. For a privately held firm, this must be their last three years of audited financial statements.

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**CHANGE NO. 6:**

A CHANGE TO INVITATION TO NEGOTIATE, SUBSECTION 5.2.1.2, WIC EVALUATION CRITERIA, IS HEREBY REVISED AS FOLLOWS:

**5.2.1.2 WIC Evaluation Criteria**

WIC Evaluation Criteria	Relative Value	Maximum Score
<b>Programmatic Evaluation</b>		
<ul style="list-style-type: none"> <li>• 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 <b>Tab 6</b> of the Vendor’s Reply.               <ul style="list-style-type: none"> <li>○ Company qualifications and experience</li> </ul> </li> </ul>	1%	10
<ul style="list-style-type: none"> <li>• The input provided by the references provided in <b>Tab 6</b> of the Vendor’s Reply.               <ul style="list-style-type: none"> <li>○ Company references</li> </ul> </li> </ul>	1%	10
<ul style="list-style-type: none"> <li>• 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"> <li>○ Plan for providing required staff</li> <li>○ Quality and qualification of staff</li> </ul> </li> </ul>	15%	150
<ul style="list-style-type: none"> <li>• 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"> <li>○ Qualification of subcontractors</li> <li>○ Management of subcontractors</li> </ul> </li> </ul>	1%	10
<ul style="list-style-type: none"> <li>• The Vendor proposed solution meets the WIC technical requirements specified in <b>APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C</b>.               <ul style="list-style-type: none"> <li>○ WIC EBT Administrative System;</li> <li>○ WIC EBT cards and PINs;</li> <li>○ System support and disaster recovery;</li> <li>○ Training;</li> </ul> </li> </ul>	15%	150

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WIC Evaluation Criteria	Relative Value	Maximum Score
<ul style="list-style-type: none"> <li>○ WIC EBT account set-up and prescription authorization;</li> <li>○ Transaction processing;</li> <li>○ Transaction history;</li> <li><del>○ UPC maintenance;</del></li> <li>○ Universal Interface support;</li> <li>○ Local agency equipment; and</li> <li>○ Data warehouse and reporting capabilities.</li> </ul>		
<ul style="list-style-type: none"> <li>● The Vendor proposed solution meets the WIC Customer Service requirements specified in <b>APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C.</b></li> <li><del>○ Cardholder Mobile App</del></li> <li>○ Website and IVR</li> <li>○ Retailer Customer Service</li> <li>○ State Office Assistance</li> </ul>	3%	30
<ul style="list-style-type: none"> <li>● The Vendor proposed solution meets the requirements for Retailer Management and WIC stand-beside POS devices.</li> <li>○ WIC retailer certifications</li> <li>○ Stand-beside POS devices</li> <li><del>○ Merchant General and Farmer's Market apps</del></li> </ul>	6%	60
<ul style="list-style-type: none"> <li>● The Vendor proposed solution support the WIC Recoupment Process specified in <b>APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C.</b></li> <li>○ Supports automated recoupment services</li> <li>○ Recoupment activity file and reporting</li> </ul>	14%	140
<ul style="list-style-type: none"> <li>● The Vendor demonstrates understanding and agreement with the settlement and reconciliation process in place for WIC.</li> <li>○ Daily settlement invoice</li> <li>○ Timeliness of submission</li> </ul>	12%	120
<ul style="list-style-type: none"> <li>● The Vendor provides a comprehensive response for each innovation and how it will address innovations within the resulting Contract.</li> </ul>	2%	20
<ul style="list-style-type: none"> <li>● 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.</li> </ul>	2%	20



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WIC Evaluation Criteria	Relative Value	Maximum Score
<ul style="list-style-type: none"> <li>○ Continuity of services</li> <li>○ Testing requirements</li> <li>○ Project management</li> </ul>		
<ul style="list-style-type: none"> <li>● The Vendor provides a complete and comprehensive change management process. <ul style="list-style-type: none"> <li>○ Change management process is complete</li> <li>○ Change management process is comprehensive</li> </ul> </li> </ul>	2%	20
<b>Financial Management Evaluation</b>		
<ul style="list-style-type: none"> <li>● The Vendor's financial management approach, financial stability, and related financial information. <ul style="list-style-type: none"> <li>○ <i>This criteria and information provided by the Vendor (in the Financial Reply) will not be used by or distributed to the Programmatic Evaluators. The Financial Stability Information will be evaluated by a separate Financial Management Evaluator.</i></li> <li>○ Vendor has adequate financial resources and capability to perform all financial requirements associated with the contract.</li> <li>○ Vendor has an approach to reduce administrative costs.</li> <li>○ Dun &amp; Bradstreet (D&amp;B) Comprehensive Report shows Commercial Credit Score (CCS) and the Financial Stress Score (FSS) that indicate low risk of financial issues.</li> </ul> </li> </ul>	10%	100
<ul style="list-style-type: none"> <li>● The Vendor's cost information. <ul style="list-style-type: none"> <li>○ <i>This criteria and information provided by the Vendor (in the Financial Reply) will not be used by or distributed to the Programmatic Evaluators. The Financial Reply will be evaluated by a separate Financial Management Evaluator.</i></li> <li>○ How well does the Vendor follow State and Federal budgeting and cost requirements?</li> <li>○ Overall, is the Vendor proposed cost justified for the WIC program being served.</li> </ul> </li> </ul>	16%	160
<b>TOTAL</b>	<b>100%</b>	<b>1000</b>

**CHANGE NO. 7:**

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A CHANGE TO INVITATION TO NEGOTIATE, APPENDIX IX: STANDARD CONTRACT PART 2, SUBSECTION C-1.1.4.8, DISASTER ACCOUNT SET-UP & BENEFIT ISSUANCE IS HEREBY REVISED AS FOLLOWS:

**C-1.1.4.8 Disaster Account Set-up & Benefit Issuance**

The Provider must support the online real-time set-up of accounts and benefit issuance via the Administrative System application for use during disaster situations. Access to this functionality must be restricted through the Administrative System security by use of special user security profiles and may be added to certain other user security profiles as needed. Please see **Section C-1.1.17.8.2** ~~Section C-1.1.8.2.11~~ for a detailed description of this functionality.

**CHANGE NO. 8:**

A CHANGE TO INVITATION TO NEGOTIATE, APPENDIX IX: STANDARD CONTRACT PART 2, SUBSECTION C-1.1.10.5, IS HEREBY REVISED AS FOLLOWS:

**C-1.10.5** The Provider shall comply with all relevant processing speed requirements as stated in Federal regulations. The EBT host computer must internally process and respond to all online transaction requests within two seconds. The Provider must provide back-up purchase procedures for USDA-FNS authorized retailers to use when the EBT system is unavailable, both for unscheduled and planned outages. The Provider must define both the back-up procedures proposed to be used and the method by which retailers will be notified that the back-up procedures are being implemented.

The Provider's EBT system must be available 99.9% of scheduled uptime, 24 hours per day, seven days per week. Scheduled uptime is defined as the time the database is available and accessible for transaction processing and excludes scheduled downtime for routine maintenance.

The total system, including the host computer and any network or intermediate processing facilities under the control of the Provider (either service provider or subcontractor to the Provider), must be available 98% of scheduled uptime as defined above, 24 hours per day, seven days per week.

The Department shall be notified in advance of scheduled downtime for routine maintenance, which must occur during off-peak transaction periods. The Provider must also provide advance notice to the Department of any scheduled downtime required outside of the normal time frame set aside for routine maintenance. Such downtime must be arranged with and approved by the Department.

The EBT system host computer must permit no more than two inaccurate EBT transactions for every 10,000 EBT transactions processed. The transactions to be included in measuring system accuracy are:

- All food assistance and cash debit transactions occurring at ATM and/or POS terminals and processed through the host computer;
- Manual transactions entered into the system; and
- Food assistance credit (refund) transactions.

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The Provider shall resolve all errors in a timely manner in two business days and in accordance with the Federal regulations, State waivers, and the QUEST® EBT Operating Rules.

**CHANGE NO. 9:**

A CHANGE TO INVITATION TO NEGOTIATE, APPENDIX IX: STANDARD CONTRACT PART 2, SUBSECTION C-1.1.11.9., EBT-ONLY EQUIPMENT SUPPORT SERVICES, IS HEREBY REVISED AS FOLLOWS:

**C-1.1.11.9 EBT-only Equipment Support Services**

The Provider shall provide the following services for the EBT-only POS terminals it deploys:

1. Repair or replacement services on faulty POS terminal equipment within 48 hours one business day of the request for service;
2. Routine maintenance;
3. Supplies or supply reimbursement; and
4. Retailer training for all deployed EBT-only terminals.

The Provider must provide a toll-free telephone number to report terminal malfunctions and to provide training on the equipment and its use. The Provider shall provide reasonable efforts to replace problem terminals by personal delivery or express mail. If a replacement terminal is shipped to the retailer, the Provider must contact the retailer to assist with the replacement terminal installation process. The retailer must have the ability to call the Retailer Customer Service to obtain assistance 24 hours per day, 7 days per week.

The Provider shall specify its method for meeting Federal regulations, for ensuring POS terminal deployment, and for providing supplies directly to the retailers or for reimbursing the retailers for their allowable supply costs related to the EBT system.

**CHANGE NO. 10:**

A CHANGE TO INVITATION TO NEGOTIATE, APPENDIX IX: STANDARD CONTRACT PART 2, SUBSECTION C-1.1.12., SETTLEMENT, IS HEREBY REVISED AS FOLLOWS:

**C-1.1.12 Settlement**

The Provider shall be responsible for the execution of EBT settlement and reconciliation activities. EBT settlement and reconciliation shall be conducted in accordance with current Federal regulations as updated throughout the life of the Contract, and FNS reconciliation and settlement guidance. The Provider's host system shall operate on a 24-hour processing cycle. At a designated cutoff time, each day, the Provider shall close out the current processing day and begin the next processing day. To support the settlement function, the Provider or its designated financial agent must have an originating and receiving membership in the NACHA network.

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The Provider shall designate a standard daily cutoff time for EBT transaction processing. The 24-hour period between the cutoff time on Day 1 and Day 2 constitutes the EBT transaction day. The specified cutoff time must allow the Provider sufficient time to originate ACH payments for next day settlement. It is also preferred that the EBT cutoff coincide as closely as possible with the cutoff time of the prevailing EBT transaction switch and/or regional ATM/POS networks, if possible, to minimize the need for carry over or suspense accounting.

Settlement to retailers, acquirers/TPPs, and ATM networks shall be through the existing commercial banking ACH infrastructure. The Provider must have an originating and receiving relationship with ACH, either directly or through a subcontractor. The ACH transfer for settlement must make the FRB cut-off time for next business day settlement.

The Provider shall establish settlement windows for the retailers to submit daily transaction data for creation of the ACH tapes for settlement purposes for each business day. ~~All retailers, acquirers/TPPs, and ATM networks shall be allowed to select cutoff times that accommodate their business day.~~ The Provider's agreement with these entities must fully explain the settlement process including time frames, debits, credits and adjustments.

The Provider shall be responsible for initiating next business day settlement of funds to EBT acquirers including retailers, TPPs, and financial institutions directly or through financial networks, financial institutions or other payment intermediaries. The Provider shall own and reconcile a clearing account used for daily settlement.

The Provider shall maintain the historical data for the EBT daily reports, and the reports should be readily available with combined daily and monthly report totals.

The Provider will research all variances and provide documentation to support the resolution within five business days after notification.

**CHANGE NO. 11:**

A CHANGE TO INVITATION TO NEGOTIATE, APPENDIX IX: STANDARD CONTRACT PART 2, SUBSECTION C-1.2.5.3., CARDHOLDER SUPPORT SERVICES, IS HEREBY REVISED AS FOLLOWS:

**C-1.2.5.3 Cardholder Support Services**

The Provider shall increase Customer Service support for cardholders and retailers as needed to cover unanticipated high call volumes. The Provider's customer service system shall be able to identify callers in disaster-designated areas.

The Provider shall be prepared to provide more WIC EBT cards, if needed, during a disaster.

The Provider shall cover all mailing costs and/or service delivery costs (e.g. FedEx or UPS or similar means, necessary) to replace cards and other miscellaneous. ~~mailed materials as part of the disaster services activities.~~ **Additionally, as part of the disaster services activities the Provider shall cover all mailing costs and/or**

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service delivery costs (e.g. FedEx or UPS or similar means, necessary) to replace cards and other miscellaneous mailed materials.

**CHANGE NO. 12:**

A CHANGE TO INVITATION TO NEGOTIATE, APPENDIX IX: STANDARD CONTRACT PART 2, SUBSECTION C-1.2.6.2., CARDHOLDER SERVICES WEBSITE, IS HEREBY REVISED AS FOLLOWS:

**C-1.2.6.2 Cardholder Services Website**

The Provider shall provide a cardholder services website (Cardholder Portal) for participants that provides the following functionality:

1. This portal shall provide the cardholder with their current available WIC benefit balances. The portal data shall be up-to-date within five minutes of the last transaction processed effecting the participant's balance within the WIC EBT system.
2. Provide the ability to display all results in app functionality in either English, Spanish or Haitian Creole
3. Provide a history of transactions performed by the cardholder for the last 90 days.
4. Support changing the cardholder's PIN.
5. Provides external information for the cardholder, including
  - a. WIC income guidelines;
  - b. WIC contact information (clinic and state);
  - c. WIC prescreen tool for qualification;
  - d. How WIC works information;
  - e. Clinics' geographic location, address and number; and
  - f. Retailers' geographic location, address and number.
6. Include ability to display alerts, including:
  - a. Benefit expiration; and
  - ~~b. Next WIC Appointment; and~~
  - ~~b.g.~~ Broadcast messages
7. Provide participant family benefit data.

**CHANGE NO. 13:**

A CHANGE TO INVITATION TO NEGOTIATE, APPENDIX IX: STANDARD CONTRACT PART 2, SUBSECTION C-1.2.18., RETAILER MANAGEMENT, IS HEREBY REVISED AS FOLLOWS:

The Provider shall be responsible to assist the WIC State Office to manage retailer participation in the State of Florida WIC program. The Provider's primary roles and responsibilities include:

1. Providing every WIC authorized retailer with the opportunity to participate in the WIC program.
2. Maximizing the use of the existing commercial POS terminals.

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3. Installing, maintaining and otherwise supporting the WIC State Office-provided single function stand-beside POS equipment as necessary in accordance with FNS and WIC State Office WIC policy and procedure.
4. Assist WIC authorized retailers possessing a WIC provided VX520 to upgrade their POS to the improved POS provided under this Contract for selected WIC authorized retailers. Provide assistance to WIC authorized retailers that require technical assistance upgrading from a stand-beside to an integrated system.
5. The Provider shall use retailer and TPP agreements approved by the WIC State Office. Such agreements are to be made available to the WIC State Office for approval at least 14 days in advance of being used.
6. Process transactions from retailers authorized for WIC and/or the Farmers Market Nutrition Program (FMNP). For Farmers' Markets and/or FMNP, the following should be noted:
  - a. FMNP benefits are issued to category 97, subcategory 000.
  - b. Two generic FMNP UPC/PLUs (similar to the use of PLU 4469 in category 19) are used within category 97 for the redemption of FNMP benefits; one PLU is used to identify regular produce and the other PLU is used to identify organic produce.
- ~~7. Support direct connection to the processor for Farmers Market app users to reduce processor costs.~~
- 7.8.** Provide within its processing system the ability to limit the type of transaction the Successful Provider type may process. The Provider type selected within the processor's system by the WIC State Office shall include the following capabilities:
  - a. Corporation – redeem all products on the WIC approved product list (APL), but not FMNP products
  - b. Farmers Market (CVB Only) - redeem only category 19 items on the APL, but not FMNP products
  - c. Farmers Market (CVB and FMNP) - redeem only category 19 items on the APL and items in category 97 for the Farmers Market Nutrition Program
  - d. Farmers Market (FMNP Only) - redeem only items in category 97 for the Farmers Market Nutrition Program, but not CVB balances
  - e. Franchisee – redeem all products on the WIC APL, but not FMNP products
  - f. Independent Grocer - redeem all products on the WIC APL, but not FMNP products
  - g. LLC - redeem all products on the WIC APL, but not FMNP products
  - h. Partnership - redeem all products on the WIC APL, but not FMNP products
  - i. Sole Proprietor - redeem all products on the WIC APL, but not FMNP products

**CHANGE NO. 14:**

A CHANGE TO INVITATION TO NEGOTIATE, APPENDIX IX: STANDARD CONTRACT PART 2, SUBSECTION C-1.2.18.2.4., TRANSACTION SET, IS HEREBY DELETED AS FOLLOWS:

~~**C-1.2.18.2.4 Transaction Set**~~

~~The following transactions shall be supported by the apps:~~

- ~~1. Purchase~~
- ~~2. Balance Inquiry~~
- ~~3. Voids or Cancellations~~
- ~~4. Reversals~~

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~~These applications will each provide the retailer access to the participant's current WIC benefit balances to facilitate transaction processing between and within the WIC EBT system. Access to the specific category of benefit balances is controlled at the EBT Provider system as described within the WIC system requirements (e.g. exclusive display of FMNP balance in the farmer's app only).~~

**CHANGE NO. 15:**

A CHANGE TO INVITATION TO NEGOTIATE, APPENDIX V: BUDGET SUMMARY AND DETAIL INSTRUCTIONS, APPENDIX VI: PROJECT BUDGET SUMMARY, AND APPENDIX VII: PROPOSED COST ALLOCATION PLAN, IS HEREBY DELETED IN ITS ENTIRETY.

**CHANGE NO. 16:**

A CHANGE TO INVITATION TO NEGOTIATE, APPENDIX IX: STANDARD CONTRACT PART 2, SECTION E-3.2., OPERATIONS PHASE PERFORMANCE MEASURES, PERFORMANCE MEASURE #23, IS HEREBY REVISED AS FOLLOWS:

**E-3.2. Operations Phase Performance Measures**

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#	Performance Expectation	Performance Deficiency	Financial Consequences	Evaluation Methodology
23	<p><u>Response to Department and or Provider Reported Defects</u></p> <p>The EBT Provider shall respond to and resolve reported defects/system issues in a timely manner based upon defect priority.</p> <p><b>1.4.</b> Critical priority defects (defects impacting state operations with no work around) shall have a response within two hours of being reported and shall resolve the issue within 24 hours of being reported.</p> <p><b>2.5</b> Medium priority defects (impacting operations but a work around exists) shall have an initial response within four hours and shall resolve the issue within five business days.</p> <p><b>3.6.</b> Low priority defects (defects not impacting operations) shall have an initial response within five business days and be resolved within one month of being reported.</p> <p>Status of all reported defects shall be included in the required status reports until resolved.</p>	<p>Failure to resolve defects in a timely manner, as specified by defect priority.</p> <p>Not including the reporting of defects in the required Status Report(s).</p>	<p>The Provider shall pay the Department \$5,000 per day as liquidated damages for failure to resolve critical priority defects within 24 hours of being reported.</p> <p>The Provider shall pay the Department \$2,500 per day as liquidated damages for failure to resolve medium priority defects within five business days.</p> <p>There are no specific liquidated damages associated with the failure to resolve low priority defects within the time specified; however subject to hold back remedies pursuant to this Contract.</p>	<p>Status Reports and required meetings</p>

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**CHANGE NO. 17:**

A CHANGE TO INVITATION TO NEGOTIATE, APPENDIX IX: STANDARD CONTRACT PART 2, SECTION E-4.2., OPERATIONS PHASE PERFORMANCE MEASURES, PERFORMANCE MEASURE #14, IS HEREBY REVISED AS FOLLOWS:

**E-4.2. Operations Phase Performance Measures**

#	Performance Measure	Performance Deficiency	Financial Consequences	Evaluation Methodology
14	<u>Equipment Repair for EBT-only Retailers</u> The Provider must repair or replace EBT-only POS equipment and supplies within <b>24 48</b> hours (two business days) of request. Provide repair or replace EBT-only POS equipment identified as failed no later than 24 hours after notice when notified and repair action must be accomplished at some point after normal business hours.	Failure to replace or repair POS equipment or supplies 98% of the time for the calendar month.	The Department will impose financial consequences in the amount of \$2,000 per calendar day past the due date established.	EBT-only Replacement, Repair Report

**CHANGE NO. 18:**

APPENDIX XVI, WIC EBT EVALUATION MANUAL, IS REPLACED IN ITS ENTIRETY AND ATTACHED HERETO. VENDORS SHALL USE THIS REVISED ATTACHMENT WHEN RESPONDING.

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APPENDIX XVI

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

**REVISED** - WIC EBT Evaluation Manual

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

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

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

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

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**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 of complete lack of skill and experience and extensive non-responsiveness.	Insufficient	0-20% of the maximum points for the area.

- 2.4 When completing score sheets evaluators should record references to the sections of the Invitation to Negotiate (ITN) (including any Appendices) and the written Reply materials which most directly pertain to the criterion and upon which their scores were based. More than one section may be recorded. Evaluators should not attempt an exhaustive documentation of every bit of information considered but only key information. In general, the reference statements should be brief. If the Reply does not address an evaluation criterion, evaluators should indicate "not addressed" and score it accordingly.

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- 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](mailto: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

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- 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"> <li>• <b>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.</b></li> </ul>		
<ul style="list-style-type: none"> <li>○ Company qualifications and experience</li> </ul>	10	1%
<b>Criteria 1 Subtotal</b>	<b>10</b>	<b>1%</b>
<ul style="list-style-type: none"> <li>• <b>The input provided by the references provided in Tab 6 of the Vendor’s Reply.</b></li> </ul>		
<ul style="list-style-type: none"> <li>○ Company references</li> </ul>	10	1%
<b>Criteria 2 Subtotal</b>	<b>10</b>	<b>1%</b>
<ul style="list-style-type: none"> <li>• <b>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.</b></li> </ul>		
<ul style="list-style-type: none"> <li>○ Plan for providing required staff</li> <li>○ Quality and qualification of staff</li> </ul>	150	15%
<b>Criteria 3 Subtotal</b>	<b>150</b>	<b>15%</b>
<ul style="list-style-type: none"> <li>• <b>Proposed subcontractors are qualified and have experience in performing their responsibilities. The Vendor provides detail on how subcontractors will be coordinated and managed.</b></li> </ul>		
<ul style="list-style-type: none"> <li>○ Qualification of subcontractors</li> <li>○ Management of subcontractors</li> </ul>	10	1%
<b>Criteria 4 Subtotal</b>	<b>10</b>	<b>1%</b>
<ul style="list-style-type: none"> <li>• <b>The Vendor proposed solution meets the WIC technical requirements specified in APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C.</b></li> </ul>		

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

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<ul style="list-style-type: none"> <li>• <b>The Vendor provides a comprehensive response for each innovation and how it will address innovations within the resulting Contract.</b></li> </ul>		
<ul style="list-style-type: none"> <li>○ Comprehensive response for each innovation</li> <li>○ Description of how innovations will be addressed within the contract</li> </ul>	20	2%
<b>Criteria 10 Subtotal</b>		<b>20</b>
<ul style="list-style-type: none"> <li>• <b>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.</b></li> </ul>		
<ul style="list-style-type: none"> <li>○ Continuity of Services</li> <li>○ Testing requirements</li> <li>○ Project Management</li> </ul>	20	2%
<b>Criteria 11 Subtotal</b>		<b>20</b>
<ul style="list-style-type: none"> <li>• <b>The Vendor provides a complete and comprehensive change management process.</b></li> </ul>		
<ul style="list-style-type: none"> <li>○ Change Management process is complete</li> <li>○ Change Management process is comprehensive</li> </ul>	20	2%
<b>Criteria 12 Subtotal</b>		<b>20</b>
<b>WIC Programmatic Criteria Total</b>		<b>740</b>
		<b>74%</b>



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**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.

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**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

**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					

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**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.

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**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					

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**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.

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**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 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

***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.**

***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					

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**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.

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**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.

**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					



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**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.

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**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.

**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					

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**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**

**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					

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**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**.

**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					

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**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**.

**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					

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**WIC Evaluation Criteria 9**

**COMPLETED BY Programmatic Evaluators ONLY**

<p><b>Criteria 9:</b> The Vendor demonstrates understanding and agreement with the settlement and reconciliation process in place for WIC.</p> <p><b>Sub criteria:</b></p> <ul style="list-style-type: none"> <li>Daily Settlement Invoice</li> <li>Timeliness of submission</li> </ul>						
<p><b>ITN Programmatic Response Instructions: Section 4.2.7</b> of the ITN The Vendors shall demonstrate their technical capability and approach to meet the core requirements outlined in <b>APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C</b>. The requirements defined in <b>APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C</b> 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.</p>						
<p><b>ITN Related Text: Section 4.2.7</b> 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.</p>						
<p><b>Guidance:</b> Detailed requirements for the sub criteria are contained in <b>APPENDIX II: STANDARD CONTRACT PART 2, EXHIBIT C, Section C.1.2.20.5</b></p>						
<p><b>Notes/Rationale:</b></p>						
<p><b>Score (0-120):</b> _____</p>			<p style="text-align: right;"><b>Evaluator Initials:</b> _____</p>			
<b>Topic</b>	<b>Max Points</b>	<b>Superior (81-100%)</b>	<b>Good (61-80%)</b>	<b>Adequate (41-60%)</b>	<b>Poor (21-40%)</b>	<b>Insufficient (0-20%)</b>
Settlement & Reconciliation	120					

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**WIC Evaluation Criteria 10**

**COMPLETED BY Programmatic Evaluators ONLY**

<p><b>Criteria 10:</b> The Vendor provides a comprehensive response for each innovation and how it will address innovations within the new contract.</p> <p><b>Sub criteria:</b></p> <ul style="list-style-type: none"> <li>Comprehensive response for each innovation</li> <li>Description of how innovation will be addressed within the contract</li> </ul>
<p><b>ITN Programmatic Response Instructions: Sections 4.2.7</b> <b>4.2.7 TAB 7: INNOVATIONS</b></p> <p>Innovations are services beyond those core services previously required by <b>TAB 5 and TAB 6</b> 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.</p> <p>Vendors shall provide a response to each of the innovations included in <b>APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C</b>. 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.</p>
<p><b>ITN Related Text: Section 4.2.7 of the ITN: Same as Above</b></p>
<p><b>Guidance: Same as above</b></p>

<b>Notes/Rationale:</b>						
<b>Score (0-20):</b> _____			<b>Evaluator Initials:</b> _____			
Topic	Max Points	Superior (81-100%)	Good (61-80%)	Adequate (41-60%)	Poor (21-40%)	Insufficient (0-20%)
Innovation	20					

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**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



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**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**

**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					

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**WIC Evaluation Criteria 12**

**COMPLETED BY Programmatic Evaluators ONLY**

<p><b>Criteria 12:</b> The Vendor provides a complete and comprehensive Change Management process.</p> <p><b>Sub criteria:</b></p> <ul style="list-style-type: none"> <li>• Change Management process is complete</li> <li>• Change Management process is comprehensive</li> </ul>						
<p><b>ITN Programmatic Response Instructions: Section 4.2.7</b> of the ITN The Vendors shall demonstrate their technical capability and approach to meet the core requirements outlined in <b>APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C</b>. The requirements defined in <b>APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C</b> 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.</p>						
<p><b>ITN Related Text: Same as Above</b></p>						
<p><b>Guidance:</b> Detailed requirements for the sub criteria are contained in <b>APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C, Section C.1.2.19</b>.</p>						
<p><b>Notes/Rationale:</b></p>						
<p><b>Score (0-20):</b> _____</p>			<p><b>Evaluator Initials:</b> _____</p>			
<b>Topic</b>	<b>Max Points</b>	<b>Superior (81-100%)</b>	<b>Good (61-80%)</b>	<b>Adequate (41-60%)</b>	<b>Poor (21-40%)</b>	<b>Insufficient (0-20%)</b>
Change Management	20					

**Programmatic Evaluators STOP HERE**

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**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 of complete lack of skill and experience and extensive non-responsiveness.	Insufficient	0-20% of the maximum points for the area.

6.4 When completing score sheets the evaluator should record references to 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. The evaluator should not attempt an exhaustive documentation of every bit of information considered but only key information. In general, the reference

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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@myflfamilies.com](mailto: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.

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**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"> <li>• <b>The Vendor’s financial management approach, financial stability, and related financial information.</b></li> </ul>		
<ul style="list-style-type: none"> <li>○ Vendor has adequate financial resources and capability to perform all financial requirements associated with the contract</li> <li>○ Vendor has an approach to reduce administrative costs</li> <li>○ Dun &amp; Bradstreet (D&amp;B) Comprehensive Report shows Commercial Credit Score (CCS) and the Financial Stress Score (FSS) that indicate low risk of financial issues</li> </ul>	100	10%
<b>Criteria 13 Subtotal</b>	<b>100</b>	<b>10%</b>
<ul style="list-style-type: none"> <li>• <b>The Vendor’s Cost Information Reply.</b></li> </ul>		
<ul style="list-style-type: none"> <li>○ How well does the Vendor follow State and federal budgeting and cost requirements?</li> <li>○ Overall, is the Vendor’s proposed cost justified for the WIC program being served</li> </ul>	160	16%
<b>Criteria 14 Subtotal</b>	<b>160</b>	<b>16%</b>
<b>WIC EBT Financial and Cost Information Criteria Total</b>	<b>260</b>	<b>26%</b>

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**WIC Financial Stability Evaluation Criteria 13**

**COMPLETED BY Financial Management and Cost Information Evaluator ONLY**

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**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.

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**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					

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**WIC Cost Information Evaluation Criteria 14**

**COMPLETED BY Cost Information Evaluator ONLY**

<p><b>Criteria 14: The Vendor's Cost Information Reply.</b></p> <p><b>Sub criteria:</b></p> <ul style="list-style-type: none"> <li>How well does the vendor follow State and federal budgeting and cost requirements?</li> <li>Overall, is the vendor's proposed cost justified for the WIC program being served.</li> </ul>						
<p><b>ITN Reply Instructions: Section 4.3.3</b> of the ITN</p> <p>Each Vendor shall use the Cost Sheet Form provided in <b>APPENDIX XI: COST SHEET FORM</b>.</p> <p>Cost Data must be entered in the Cost Sheet Form, <b>APPENDIX XI: COST SHEET FORM</b>, 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 <b>APPENDIX XI: COST SHEET FORM</b>.</p> <p>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 <b>APPENDIX XI: COST SHEET FORM</b> shall not be considered.</p>						
<p><b>ITN Related Text: Appendix XI: Cost Sheet Form</b></p> <p><b>Appendix XI</b> correlates to <b>Exhibit F</b> in <b>Appendix IX</b> 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.</p>						
<p><b>Notes/Rationale:</b></p>						
<p><b>Score (0-160):</b> _____</p>			<p><b>Evaluator Initials:</b> _____</p>			
<b>Topic</b>	<b>Max Points</b>	<b>Superior (81-100%)</b>	<b>Good (61-80%)</b>	<b>Adequate (41-60%)</b>	<b>Poor (21-40%)</b>	<b>Insufficient (0-20%)</b>
Cost Information	160					

**Financial Management and Cost Information Evaluator  
STOP HERE**



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1	Fidelity Information Services, LLC	1.1.4	This section states that the Vendor must have the capability to begin providing services no later than December 15, 2021. However, Section 2.4, <i>Timeline</i> , states that the planned effective date of the new contract will be February 11, 2022. Would the State please confirm the contract effective date and the project start date?	Please see Change No. 1 and Change No. 2, of this Addendum.
2	Fidelity Information Services, LLC	4.1.1 and 4.1.2	These sections require hard copies and electronic copies of Vendor's proposal to be submitted. But Section 2.8 requires proposals to be submitted via email only. Please confirm what format (electronic or hard copy) and what delivery method (email, USB, courier) that the State requires	The Department prefers an electronic copy; however, the Vendor may choose to submit a hard copy Reply. Please see Change No. 3 of this Addendum, for more information.
3	Fidelity Information Services, LLC	4.1.3	This section says all pages should be sequentially numbered. Is it acceptable for Vendors to number the pages sequentially within each tab of the proposal? For example, Tab 4 would begin with page 4-1, Tab 5 would begin with page 5-1, etc.	It is acceptable for the following format: Tab and the sequential pages (4-1, 4-2, 4-3, etc.).
4	Fidelity Information Services, LLC	4.2	This section specifies that cost-related information is not to be in the Programmatic Reply. Does the State intend for the Programmatic Reply and the Financial Reply to be submitted in separate emails?	The Vendor may submit the Programmatic and Financial Replies in the same email; however, the Replies must be in different PDF files.

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<u>#</u>	<u>Vendor</u>	<u>ITN Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
5	Fidelity Information Services, LLC	4.2.3.3	Based on the instructions that the Cross-Reference Table must be directly behind the title page, should the Cross-Reference Table be inserted before Tab 1 instead of within Tab 2?	The Cross-Reference Table should be inserted in Tab 1.
6	Fidelity Information Services, LLC	4.2.5.7	The Core Team Qualifications section of the proposal is limited to 25 pages. Will the resumes required in this section count toward the 25-page total?	The Department will allow resumes to be included as an Appendix to the Core Team Qualifications criteria. The Department prefers a 1-page, high-level resume, per representative.
7	Fidelity Information Services, LLC	4.2.5.7.1.4 and 4.2.5.7.2	Due to the page limit and given that these two requirements are nearly identical, will the State remove section 4.2.5.7.1.4?	Please see Change No. 3 of this Addendum.
8	Fidelity Information Services, LLC	4.2.6 and 4.2.7	The requirement for the signed <i>EBT Services Historical Data and Statistics Acknowledgement</i> form in the instructions for Tab 5 is duplicated in the instructions for Tab 6. Will the State confirm if the form is to be included in Tab 5 or Tab 6 of the proposal?	A form should be submitted per Tab requirement. Tab 5 reflects Vendor's Technical Capability for SNAP/CASH, whereas, Tab 6 reflects Vendor's Technical Capability for WIC.

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<u>#</u>	<u>Vendor</u>	<u>ITN Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
9	Fidelity Information Services, LLC	4.2.6	The 5 <sup>th</sup> paragraph of ITN Section 4.2.6 states that vendors are to provide “a completed, comprehensive and detailed technical response(s) to each SNAP/Cash requirement specified in Appendix IX: Standard Contract Part 2, Exhibit C.” However, specific sections of Exhibit C are called out for response in ITN Sections 4.2.6.1 through 4.2.6.21. Are Vendors to respond 4.2.6.1 through 4.2.6.21 instead of or in addition to each SNAP item in Exhibit C-1.1? Or are these paragraphs only intended to convey important details the State	Please comply with the requirements per DCF ITN 2021 001, Section 4.2.6, Subsections 4.2.6.1 - 4.2.6.21.
10	Fidelity Information Services, LLC	4.2.7	The 5 <sup>th</sup> paragraph of ITN Section 4.2.7 states that vendors are to provide “a completed, comprehensive and detailed technical response(s) to each WIC requirement specified in Appendix IX: Standard Contract Part 2, Exhibit C.” However, specific sections of Exhibit C are called out for response in ITN Sections 4.2.7.1 through 4.2.7.4. Are Vendors to respond to 4.2.7.1 through 4.2.7.4 instead of or in addition to each WIC item in Exhibit C-1.2? Or are these paragraphs only intended to convey important details the State will be looking for in the related Exhibit C items referenced?	Please comply with the requirements per DCF ITN 2021 001, Section 4.2.7, Subsections 4.2.7.1 - 4.2.7.21.

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11	Fidelity Information Services, LLC	4.3.2.5	We understand the State is requiring a copy of each Vendor's Dun & Bradstreet Comprehensive Report, and states that failure to provide it may result in the Vendor being deemed non-responsive. However, the materials requested are copyrighted by Dun & Bradstreet and disclosure would violate such copyright. Would the State consider removing this requirement or allow each Vendor to pay the fee on behalf of the State if it wishes to procure the report directly from the issuing entity?	Please see Change No. 5 of this Addendum.
12	Fidelity Information Services, LLC	4.3.3	The last sentence of this section states: "The budget totals should be based on available funding projections, if any, and if different, the vendor should explain the differences." The ITN does not provide funding projections, and the Cost Sheet Form does not include a "budget total" line item. Will the State please provide the funding projections and clarify what budget totals are to be provided and the location where they are to be included?	The Department will not provide funding projections. Please insert budget total in Tab 1: Financial Information.
13	Fidelity Information Services, LLC	4.4.2	Is the redacted copy of the Programmatic Reply to be submitted via a separate email from the unredacted Programmatic Reply?	The redacted copy of the Programmatic Reply does not need to be submitted in a separate email from the

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				unredacted copy. However, the two different version must be saved in separate PDF files.
14	Fidelity Information Services, LLC	5.2.1	Is the Innovation response required under Tab 7, <i>Innovations</i> , a scored component of the Programmatic Reply?	Yes. The Innovation response is a scored component of the Programmatic Reply.
15	Fidelity Information Services, LLC	5.2.1	The Innovations section within the SNAP requirements of the Statement of Work (C-1.1.18) is worth up to 30 points of the SNAP/Cash Evaluation. How many total points are available for the Innovation response that is required to be provided in Tab 7, and will those points be part of the SNAP evaluation or the WIC evaluation?	SNAP evaluation and WIC evaluation points are awarded separately. Appendix IX: Standard Contract Part 2, Exhibit C - Task List, Subsection C-1.2.6.3, describes Innovation requirements for WIC; additionally, as stated in DCF ITN 2021 001, Subsection 5.2.1.2, WIC Evaluation Criteria, up to 20 points will be awarded for innovations.
16	Fidelity Information Services, LLC	5.2.1.1	The first row of the SNAP/Cash Evaluation Criteria table includes evaluation of "subcontractors" as part of the 140 points that could be awarded for this criterion. The fourth row describes a criterion that is specific	This requirement will remain unchanged. The first row of the SNAP/Cash Evaluation Criteria table reflects the

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			<p>to subcontractor qualifications and the Vendor's management of its subcontractors with this criterion worth up to 30 points.</p> <p>Are the subcontractor qualifications being double counted in the evaluation? If not, please clarify what specific to subcontractors is being evaluated in the first criterion and what is being evaluated in the fourth.</p>	<p>overall company structure; whereas, the fourth row reflects the subcontractor's management oversight.</p>
17	Fidelity Information Services, LLC	5.2.1.2	<p>Several items are included in the WIC Evaluation Criteria that are not included in the ITN. These are:</p> <ul style="list-style-type: none"> <li>- UPC Maintenance</li> <li>- WIC Cardholder Mobile App</li> <li>- Merchant General App</li> <li>- Farmer's Market App</li> </ul> <p>Will the State update the evaluation criteria to remove these items and then confirm the relative value and maximum score for each revised criterion?</p>	<p>Please see Change No. 5 of this Addendum.</p>

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18	Fidelity Information Services, LLC	5.2.1.2	The tenth row of the WIC Evaluation Criteria table references scoring for each innovation and how it will address innovations within the resulting contract. Would the State confirm which specific WIC section this criterion is aligned with?	Reference Appendix IX: Standard Contract Part 2, Exhibit C - Task List, Subsection C-1.2.6.3.
19	Fidelity Information Services, LLC	Appendix II Item (a)	This certification binds the Vendor to the ITN's and Contract document's specifications, terms and conditions. Given this is an Invitation to Negotiate and time is set aside in the calendar of events for negotiations, could the State confirm that the reference to the "Contract document" means the <u>final negotiated</u> contract between the State and the awarded vendor?	Yes.
20	Fidelity Information Services, LLC	Appendix II Item (a)	Are Vendors to include items they wish to negotiate in their proposals? If so, within which proposal section should these items be included?	Vendors may propose contract exceptions with their Reply; however, insert an Appendix for the Department's purpose.  This may be addressed during the negotiation phase of procurement.

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<u>#</u>	<u>Vendor</u>	<u>ITN Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
21	Fidelity Information Services, LLC	Appendix V Appendix VI Appendix VII	The required pricing methodology for this Contract is cost-per-case-month (CPCM) which must cover the delivery of all of the requirements in the ITN. The State will not be invoiced for salaries, travel, expenses, etc. Therefore, will the State confirm that these appendices are not applicable to this procurement and the Project Budget Summary and Proposed Cost Allocation Plan forms are not required for the EBT Contract?	Please see Change No. 14 of this Addendum.
22	Fidelity Information Services, LLC	Appendix IX: Standard Contract Part 2, Exhibit C, C-1.1.7.1.4	This section states that callers will enter their card number and security code when prompted. Is it the State's intent to change the current IVR flow so that the security code is entered by the caller prior to the available balance being provided?	This only applies to client accounts that have a security code, which must be validated by the client via the Interactive Voice Response (IVR) prior to any function or information is provided.
23	Fidelity Information Services, LLC	Appendix IX: Standard Contract Part 2, Exhibit C, C-1.1.9.6	The last paragraph of this requirement states that the required audit must cover the entire 365-day reporting period which is to equate to the State's fiscal year. The audits to which our data centers and operations are subject cover an entire 365-day period and are completed at the same time each year. Due to the large number of clients and processes supported by the data centers and	The Department will continue to align with the Federal Fiscal Year (FFY), but the report must cover the entire 365 days, or a gap letter provided by the auditing entity, not company management.



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			operations, it isn't possible to change the timing of these audits. Will the State remove the last sentence of this requirement which states, "The timeframe for the audit shall be the SFY"?	
24	Fidelity Information Services, LLC	Appendix IX: Standard Contract Part 2, Exhibit C, C-1.1.10.5	The last sentence of this requirement, which immediately follows the requirement that no more than 2 in 10,000 transactions can be inaccurate, says the Contractor is to resolve all errors in 2 business days and in compliance with Quest rules and Federal regulations. Rules and Regulations have different time frames for resolution for SNAP transactions than Cash transactions, whether a Fair Hearing is requested or not, whether the adjustment error is a system error or cardholder-initiated adjustment request, etc. Given the various scenarios of an "error" will the State remove the language that all errors are to be resolved in 2 business days?	Please see Change No. 7 of this Addendum.
25	Fidelity Information Services, LLC	Appendix IX: Standard Contract Part 2, Exhibit C, C-1.1.11.2	This section requires newly authorized retailers to have access to the system to perform transaction within 2 weeks of the Provider receiving the USDA-FNS authorization notice for the retailer. While we understand this is an FNS standard, it isn't possible to provide equipment to a retailer until the signed agreement has been returned. Would the State	This requirement will remain unchanged.

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			consider modifying this requirement for the Provider to provide access within 2 weeks of its receipt of the retailer's signed agreement?	
26	Fidelity Information Services, LLC	Appendix IX: Standard Contract Part 2, Exhibit C, C-1.1.11.9	Will the State agree to change the timeframe for repair or replacement of POS terminal equipment to 48 hours (2 business days) instead of 24 hours?	Please see Change No. 8 of this Addendum.
27	Fidelity Information Services, LLC	Appendix IX: Standard Contract Part 2, Exhibit C, C-1.1.12	This section requires all retailers, acquirers/TPPs and ATM networks to be allowed to select cutoff times that accommodate their business day. As nationwide providers supporting retailers in multiple states, these entities must use the same cutoff time and settle to the prevailing switch. Will the State remove this language?	Please see Change No. 9 of this Addendum.

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<u>#</u>	<u>Vendor</u>	<u>ITN Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
28	Fidelity Information Services, LLC	Appendix IX: Standard Contract Part 2, Exhibit C, C-1.1.12.1	Currently, the EBT provider draws from the State's Letter of Credit for benefits to be posted to both regular and investigative accounts, and does the draw down for both at the same time. Subsequent reporting provides the breakdown of benefits posted to regular accounts and investigative accounts. Would the State agree to modify this requirement to be consistent with the current process?	This may be addressed during the negotiation phase of procurement.

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29	Fidelity Information Services, LLC	Appendix IX: Standard Contract Part 2, Exhibit C, C-1.1.12.2 and C-1.1.12.3	<p>In Section C-1.1.3.2 the ITN requires that, “The Provider shall initiate funds transfers or draws after benefit usage by cardholders” and Section in C-1.1.12.2 the requirement is as follows, “The Provider shall interface with the State to draw funds for the settlement of State administered day of draw cash benefit programs”. However, the requirement in Section C-1.1.12.3 is contradictory. It requires that, “The State initiates a wire transfer request to the EBT Service Provider’s specified bank account to cover the existing daylight overdraft for cash settlement.”</p> <p>Will the State please confirm whether you are planning to continue the current wire-transfer process or change to a new process for cash benefit reimbursement?</p>	This may be addressed during the negotiation phase of procurement.
30	Fidelity Information Services, LLC	Appendix IX: Standard Contract Part 2, Exhibit C, C-1.2.5.3	This section ends with the following sentence fragment, “mailed materials as part of the disaster services activities.” Would the State clarify what this sentence should say?	Please see Change No. 10 of this Addendum.

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<u>#</u>	<u>Vendor</u>	<u>ITN Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
31	Fidelity Information Services, LLC	Appendix IX: Standard Contract Part 2, Exhibit C, C-1.2.17	This section requires the Vendors to support maintenance and replacement of the current in-place equipment (1,018 Mag-Tek Mini-Wedge Swipe Magnetic Card Readers and 1,000 XAC xPED 8006 L1 PIN Pads). In which price category should this cost item be included within Section F-5.2, WIC EBT Services, of Appendix XI: Cost Sheet Form?	Maintenance or replacement of current in-place equipment is part of the cost per case month.
32	Fidelity Information Services, LLC	Appendix IX: Standard Contract Part 2, Exhibit C, C-1.2.18.2.4	Should this section be deleted? The transaction sets described relate to an app for retailers to access WIC benefit balances and that retailer app is not required in this ITN?	Please see Change No. 13 of this Addendum.

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<u>#</u>	<u>Vendor</u>	<u>ITN Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
33	Fidelity Information Services, LLC	Appendix II, Exhibit C C-2.1.1 and C-2.1.4	The majority of WIC EBT technical and analysis support is delivered by Vendor resources working at the Vendor site or remotely. This model has proven successful in all of the statewide WIC EBT projects currently in production. Will the State agree that the WIC EBT Business Analyst/Programmer does not have to be embedded in the WIC State Office, but must be available as necessary and reasonable in the WIC State Office throughout the life of the contract?	This requirement remains unchanged.
34	Fidelity Information Services, LLC	Appendix II, Exhibit C C-2.1.1 and C-2.1.4	The pool of available resources is extremely limited, possibly non-existent, given the combination of requirements for this position. In short, the ITN states that an existing employee of the Vendor with extensive EBT/financial system project management, technical and business analysis experience is required to relocate to Tallahassee. Would the State consider removing either the requirement for the resource to be an employee of the provider (or its subcontractor)?	This requirement remains unchanged; however, this may be addressed during the negotiation phase of procurement.
35	Fidelity Information Services, LLC	Appendix II, Exhibit C C-2.1.3.1	The requirements for the WIC EBT Business Analyst/Programmer indicate a level of technical skill to be able to conduct data queries and data analysis, but also include five years of Project	This requirement remains unchanged; however, this may be addressed during the negotiation phase of

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		and C-2.1.4.1	Management experience and successful management and delivery of EBT services. Typically, a project manager, business analyst and programmer/ developer are three separate positions. Would the State modify the requirements to specify which role/position is required?	procurement.
36	Fidelity Information Services, LLC	Appendix II, Exhibit C C-2.5	Although it is not referenced in the instructions, is a response to Section C-2.5, Records and Documentation, required? If so, where within their proposals should Offerors include their response to this section?	No response is required to Appendix IX: Standard Contract Part 2, Exhibit C – Task List, Section C-2.5, Records and Documentation.
37	Fidelity Information Services, LLC	Appendix II, Exhibit C C-2.5.2	Please clarify exactly what support is required related to the deaf or hard-of-hearing single point of contact designation? What specifically does the Offeror need to do to meet this requirement?	Per Children and Families Operating Procedures (CFOP) 60-10, Chapter 4 which states: " <u>Single-Points-of-Contact</u> . Ensure facilities are equipped with the resources necessary to ensure effective communication with customers or companions who are deaf or hard of hearing and shall ensure that all DCF staff document services delivered to the same. Manage service

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<u>#</u>	<u>Vendor</u>	<u>ITN Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
				records and report this data and any resource and/or training needs to their designated ADA Section 504 Coordinator.”
38	Fidelity Information Services, LLC	Appendix II, Exhibit C C-2.5.4	As no staff will be paid in whole or in part directly with the contract funds resulting from this procurement, will the State remove this requirement?	No, this requirement will not be removed.
39	Fidelity Information Services, LLC	Appendix II, Exhibit C C-2.6	Although it is not referenced in the instructions, is a response to Section C-2.6, Reports (programmatic and to support payment), required? If so, where within their proposals should Offerors include their response to this section?	No response is required to Appendix IX: Standard Contract Part 2, Exhibit C – Task List, Section C-2.6.
40	Fidelity Information Services, LLC	Appendix II, Exhibit C C-2.6	As this section appears under the Administrative Tasks section, it isn’t clear what scope of reporting is referenced here. Is this section asking for a detailed response to reporting supporting invoicing and payment as implied by the title, or is this asking for a detailed response to each report contained in Exhibit D, even though a number of them are already referenced and required throughout the technical requirements of Exhibit C?	A detailed response is required for Appendix IX: Standard Contract Part 2, Exhibit C – Task List, Section C-2.6.



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<u>#</u>	<u>Vendor</u>	<u>ITN Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
41	Fidelity Information Services, LLC	Appendix II, Exhibit C C-3	Although it is not referenced in the instructions, is a response to Section C-3, Standard Contract Requirements, required? If so, where within their proposals should Offerors include their response to this section?	No response is required for Appendix IX: Standard Contract Part 2, Exhibit C – Task List, Section C-3.
42	Fidelity Information Services, LLC	Appendix II, Exhibit D D-1.14, #2	Retailer Management Plan – Item #2 in regard to Retailer and TPP agreements states, “The Provider shall provide the final versions of the draft agreements provided in their response to the ITN for review and approval by the Department...” There are no instructions for providing a draft of these agreements in the Offeror’s response. Please confirm copies of Retailer and TPP agreements are not required with the ITN response.	A copy of the Retailer and TPP agreements are required with authorized signatures. The Department recommends adding these agreements as an Appendix to the technical response.
43	Fidelity Information Services, LLC	Appendix II, Exhibit E E-3.2, #23	Item #23 contains numbered paragraphs 4, 5 and 6. Were paragraphs 1 through 3 to also be included or is this incorrectly numbered?	Please see Change No. 14 of this Addendum.
44	Fidelity Information Services, LLC	Appendix II, Exhibit E E.4.2, #14	This first sentence of this performance measure states equipment must be repaired or replaced within 48 hours (two business days) of request. However, the next sentence references equipment being repaired or replaced no later than 24 hours after notice. Will the State please resolve this	Please see Change No. 15 of this Addendum.

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			conflicting statement by confirming equipment repairs or replacements are to be handled within two business days as stated in the first sentence?	
45	Solutran, LLC	1.1.1	<p>This section states: "The Department reserves the right to award one or more contracts to one or more Vendors for the Department's Food Assistance and Cash Assistance programs and the DOH's WIC program."</p> <p><b>Question:</b> Based on the above statement please confirm the State will accept a proposal which only responds to the Food Assistance and Cash Assistance programs or only to DOH's WIC program but not to both programs.</p>	No. An ITN Reply should contain responses for all requirements.

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46	Solutran, LLC	1.1.4 and 2.4	<p>This section states: "The Vendor must have the capability to begin providing services no later than December 15, 2021."</p> <p><b>Question 1:</b> Is it the intent of this section to provide a date as to when the transition to a new EBT processor is to be complete?</p> <p><b>Question 2:</b> If this date is not the transition complete date, please provide the definition of this date.</p> <p><b>Question 3:</b> Section 2.4 states "Effective date of Contract: February 11,2022" Given February 11, 2022 is the contract start date, please update the "December 15, 2021" to be the new expected implementation date.</p>	Please see Change No. 1 and Change No. 2, of this Addendum.
47	Solutran, LLC	2.4	Bidders want to provide a detailed and complete response to the ITN. However, there are additional SNAP procurements that have been released. To allow time to effectively respond to all released procurements, please change the "Sealed Reply must be received by the Department" date to October 9, 2021.	Please see Change No. 1 of this Addendum.
48	Solutran, LLC	4.2.7.4	Section C-1.2.20.1. Reconciliation Process Overview - Section 4.2.7.4. states that Vendor shall provide a copy of its reconciliation procedures as part of its documentation submitted with its Reply to this ITN.	Yes, this information should be included as an Appendix within the Programmatic Reply.

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			<p><b>Question 1:</b> Are the reconciliation procedures the same as those provided in the Settlement/Reconciliation Manual?</p> <p><b>Question 2:</b> If yes, does the State want the Vendor to submit a Draft Settlement/Reconciliation Manual?</p> <p><b>Question 3:</b> If yes, should this be included as a separate document to the Programmatic Reply, included as an appendix within the Programmatic Reply, or within Section C-1.2.20.1?</p>	
49	Solutran, LLC	4.3.2.5	<p>Vendor's Financial Statements: This section states that the Vendor shall provide the firm's audited financial statements for the Vendor's last three State Fiscal Years (SFY) [SFY 2018/2019; SFY 2019/2020; SFY 2020/2021]. For a public firm, this can be their last three Form 10-K submitted to the Securities and Exchange Commission. For a privately held firm, this must be their last three years of audited financial statements.</p> <p><b>Question:</b> Due to the size (in pages) of the financial statements, can we provide a link to our financial statements?</p>	No, the Department will not accept a link to financial statements.

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50	Solutran, LLC	5.2.1.1	SNAP/Cash Evaluation criteria: Financial Management Evaluation <b>Question:</b> Can you please clarify what Active account volume tier range will be used for evaluation purposes?	The question is unclear.
51	Solutran, LLC	5.2.1.2	WIC Evaluation criteria: Financial Management Evaluation <b>Question:</b> Can you please clarify what Active account volume tier range will be used for evaluation purposes?	The question is unclear.
52	Solutran, LLC	C-1.1.7.1	Please provide the number of Customer Service Center calls per month that require Haitian Creole as a language.	In June 2021, the percentage usage is 0.008 of SNAP Haitian Creole population.
53	Solutran, LLC	C-1.2.2	This section states: The Provider shall also provide the Florida WIC office with three customer support resources at no additional cost, to be located within the Florida WIC offices in Tallahassee. The Provider shall retain the incumbents currently in these positions and designate one of the three individuals on-site as the team lead for purposes of local personnel coordination and other support. WIC call center operational details that define the limited call center access shall be found in the Systems Operations and Interface Procedures Manual. In	The customer support resource positions are provided and funded by the current vendor, as per the current contract, therefore, this information is not available to the Department.

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			<p>addition to providing WIC call center support, these three staff members shall provide the services described in Section C-2.1.1.</p> <p><b>Question:</b> Since the ITN requires the current three positions be fulfilled by the incumbents, please provide the salary, benefit and any other cost factors included in retaining this staff. This information is critical to assure that bidders have a level playing field in costing the bid.</p>	
54	Solutran, LLC		<p>This section states: The Provider shall be required to change the card design as requested every four years at no additional cost.</p> <p><b>Question:</b> Please confirm that when the card design changes the new design will be distributed as replacement cards and not a mass replacement.</p>	The new design cards will be distributed as replacement cards, but not as a mass replacement.
55	Solutran, LLC	C-1.2.5.2.	How many replacement cards have been issued for disaster situations over the course of the current WIC contract?	The Department did not issue any replacement cards for disaster situations.
56	Solutran, LLC	C-1.2.6	Customer Service: This section states that outside of the business hour timeframes (i.e., 8:00 AM – 5:00 PM E.T., Monday through Friday, excluding State approved holidays), calls shall be routed from the IVR to the Provider’s call center to be answered by the Provider’s live CSRs.	Yes. The Provider is expected to provide live CSR support for 24-hours, 7-days a week, and 365 calendar days.

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			<b>Question:</b> Outside of the stated business hour timeframes, is the Provider expected to provide live CSR support 24/7/365?	
57	Solutran, LLC	C-1.2.6.2	Would the Program be open to the Haitian Creole Cardholder Services Website being accessed by a link from the English/Spanish site?	No, the current cardholder portal allows the user to toggle between the different languages before login and once logged in.
58	Solutran, LLC	C-1.2.6.2.	This section states: 6. Include ability to display alerts, including: a. Benefit expiration; b. Next WIC Appointment; and c. Broadcast messages <b>Question 1:</b> Will there be an update to the MIS to EBT interface to include the “Next WIC Appointment” as the WUMEI Specification does not contain this data element? <b>Question 2:</b> If not, how will the eWIC provider receive this information to provide to cardholders?	Please see Change No. 11 of this Addendum.
59	Solutran, LLC	C-1.2.13	The requirement to update the Universal Interface was a part of the cancelled 2018 ITN. <b>Question 1:</b> Since this is still a requirement in the new ITN, does this mean that the interface has not been updated?	This update is in process.

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			<p><b>Question 2:</b> If the interface has been updated, please reflect this in an amendment with the date of operational release.</p> <p><b>Question 3:</b> If the interface has not been updated, what are the limitations in adopting the new interface?</p>	
60	Solutran, LLC	C-1.2.18	<p>This section states: 7. Support direct connection to the processor for Farmers Market app users to reduce processor costs.</p> <p><b>Question 1:</b> Since the ITN does not require the Processor to provide a Farmers Market app, does the above requirement still apply?</p> <p><b>Question 2:</b> If it does still apply, please provide details on the Farmers Market app interface and who is providing the app.</p>	Please see Change No. 12 of this Addendum.



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61	Solutran, LLC	C-1.2.18.1	Please provide the number of Vendor Certifications performed per year for the past 3 years by certification type (1, 2, and 3).	The WIC State Office is not responsible for conducting level 1 and level 2 certifications. These types of certifications are conducted and retained by the current Provider. However, the current Provider and the WIC State Office may conduct level 3 certifications.
62	Solutran, LLC	C-1.2.21.2	Please provide the annual number of consulting hours used in the current contract including the scope of the requests (e.g., queries, reports, etc.) so a bidder has a more detailed contextual understanding of this requirement.	There are currently 2000 professional development hours annually in the contract. These hours have been used for system enhancements and development.
63	Solutran, LLC	C-1.2.21.3.	Please provide the annual number of professional services hours used in the current contract.	Please see Answer to Question 62.
64	Solutran, LLC	C-1.2.21.3.	This section states: 3. When policy, rules or regulatory changes are made by Florida legislation and the changes do not become noncompliant with FNS rules, Provider shall make any and all required changes to the WIC EBT system without additional fees to the Department. <b>Question 1:</b> Please provide examples of State policy,	The Department is not aware of any changes required or any pending legislation changes.

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			<p>rules, or regulatory changes where changes were required to the WIC EBT system for the past contract period.</p> <p><b>Question 2:</b> Please detail if there are currently any pending legislation changes.</p>	
65	Solutran, LLC	C-2.1.1	<p>This section states: Provider shall provide one Business Analyst/programmer to facilitate data acquisition, interface construction, data exchange and updates and upgrades required of the provider's system and its interface with the State. The individual will be embedded in the WIC State Office working on WIC EBT interoperability, program abuse and fraud detection systems.</p> <p><b>Question 1:</b> Does the State require the current staff be retained for this position?</p> <p><b>Question 2:</b> If they are to be retained, please provide the salary, benefit and any other cost factors included in retaining this staff. This information is critical to assure that bidders have a level playing field in costing this portion of the bid.</p> <p><b>Question 3:</b> If they are not to be retained, would the Program consider remote staff to fulfill this position? The COVID pandemic has proven that remote workers provide effective and efficient</p>	<p>Question 1: This is not a current staff position.</p> <p>Question 2: This information is not applicable.</p> <p>Question 3: The Department will not consider remote staff to fulfill this position.</p> <p>Question 4: Various purposes such as data files to verify system is in sync with the MIS system, transactions keyed manually and card issuance change status.</p>

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			support and maintain a high level of collaboration with advanced video conferencing tools such as Microsoft Teams. <b>Question 4:</b> For what purposes has “data acquisition” been performed over the past 3 years?	
66	Solutran, LLC	D-1.14	Retailer Management Plan: This section states that the Provider shall provide the final versions of the draft (retailer and acquirer/TPP) agreements provided in their response to the ITN for review and approval by the Department and FNS following Contract execution in accordance with the approved Transition and Conversion Plan. <b>Question:</b> Where in the Programmatic Reply should we provide a draft of these agreements?	Please see Answer to Question 42.
67	Solutran, LLC	E-4.	Please provide historical information on the Financial Consequences by Performance Measure assessed under the current contract.	The current contract has no Financial Consequences assessed per the Performance Measures.
68	Solutran, LLC	E-4.2. #14	Equipment Repair for EBT-only Retailers: The Provider must repair or replace EBT-only POS equipment and supplies within <b>48 hours</b> (two business days) of request. Provide repair or replace EBT-only POS equipment identified as failed no later than <b>24 hours</b> after notice when notified and	Please see Change No. 15 of this Addendum.

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			<p>repair action must be accomplished at some point after normal business hours.</p> <p><b>Question:</b> The first sentence of this operations phase performance measure states equipment must be repaired or replaced within <b>48 hours</b> (two business days) of request. However, the next sentence references equipment being repaired or replaced no later than <b>24 hours</b> after notice. Please resolve this conflicting statement by confirming equipment repairs or replacements are to be handled within 48 hours (two business days), as stated in the first sentence.</p>	
69	Solutran, LLC	F-5.1.2.	Please provide historical ACH originations quantities by month and benefit type.	ACH originations currently are ~ 100.
70	Solutran, LLC	Data Workbook	<p>The Data Workbook contains consolidated card issuance data by card issuance type.</p> <p><b>Question 1:</b> Please provide further breakdown to segregate by benefit program and issuance type (Food Assistance Only EBT, Cash-Only EBT, Combined Food Assistance &amp; Cash and WIC EBT).</p> <p><b>Question 2:</b> Please provide breakdown of card issuance volumes sent direct to cardholder versus sent bulk to clinic location.</p>	The Department does not track this data requested.

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71	Solutran, LLC	Data Workbook	The Data Workbook contains consolidated IVR data by Client IVR and Retailer IVR. <b>Question 1:</b> Please provide further breakdown to segregate IVR call volumes by Client/Retailer and benefit program (Food Assistance Only EBT, Cash-Only EBT, Combined Food Assistance & Cash and WIC EBT).	The Department does not track granular level data.
72	Solutran, LLC	Data Workbook	The IVR data in the Data Workbook shows IVR minutes between Client and Retailer. <b>Question:</b> Please provide the number of calls represented by those minutes per month, by Client and Retailer and by benefit program (Food Assistance Only EBT, Cash-Only EBT, Combined Food Assistance & Cash and WIC EBT).	The Department does not track granular level data.
73	Solutran, LLC	Data Workbook	Please provide monthly customer service center historical call volumes (call quantities and duration in minutes January 2018 - August 2020) by benefit program (Food Assistance Only EBT, Cash-Only EBT, Combined Food Assistance & Cash and WIC EBT) split by English, Spanish, and Haitian Creole.	The Department does not track granular level data; however, the Department may provide a percentage of population by English, Spanish, and Haitian Creole, upon request.
74	Solutran, LLC	Data Workbook	The Data Workbook contains consolidated transaction data for SNAP. Please provide transaction data for WIC EBT as well.	Reference Data Workbook: <a href="https://www.myflfamilies.com/vendors/index.asp?path=EBT-2020">https://www.myflfamilies.com/vendors/index.asp?path=EBT-2020</a> .

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75	Conduent State & Local Solutions, Inc.	4.2.3.3	There is a discrepancy in where the cross-reference table should be included. Please clarify whether the Programmatic cross-reference table should be included in Tab 2: Specifications or behind the title page.	Please see Answer to Question 5.
76	Conduent State & Local Solutions, Inc.	4.2.5.7.1 and 4.2.5.7.4.2	Will the State allow bidders to submit additional documentation, such as resumes, subcontractor letters of commitment, etc. as a separate attachment rather than included in the 25-page limit.	Please see Answer to Question 6.
77	Conduent State & Local Solutions, Inc.	4.2.5.7.1 and 4.2.5.7.4.2	Recruitment, training, supervision, and retention of qualified personnel requirements are not specified in APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C as indicated in RFP Section 4.2.5.7.2. Please provide bidders with the missing information.	Reference DCF ITN 2021 001, Subsections 4.2.5.7.1 and 4.2.5.7.4.2 for Reply requirements.
78	Conduent State & Local Solutions, Inc.	4.2.5.7.2	Requirements language is missing at the end of RFP Section 4.2.5.7.2. Please provide missing text.	Please see Change No. 3 of this Addendum.
79	Conduent State & Local	4.2.5.7.4.1	Employment Screening and Employment Eligibility Verification requirements are not specified in APPENDIX IX: STANDARD CONTRACT PART 2,	The requirements are listed throughout Appendix X: Standard Contract Part 1 and

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	Solutions, Inc.		EXHIBIT C as indicated in RFP Section 4.2.5.7.4.1. Please provide bidders with the missing information.	Appendix IX: Standard Contract Part 2, Exhibit C – Task List, it is the Vendor's responsibility to review and comply with the terms of the ITN.
80	Conduent State & Local Solutions, Inc.	4.2.5.7.4.2	Subcontractor requirements are not specified in APPENDIX IX: STANDARD CONTRACT PART 2, EXHIBIT C as indicated in RFP Section 4.2.5.7.4.2. Please provide bidders with the missing information	The requirements are listed throughout Appendix IX: Standard Contract Part 2, Exhibit C – Task List, it is the Vendor's responsibility to review and comply with the terms of the ITN.
81	Conduent State & Local Solutions, Inc.	C-1.1.10.6	The last sentence in RFP Section C-1.1.10.6 appears to be missing some text. Please provide bidders with missing text.	Appendix IX: Standard Contract Part 2, Exhibit C – Task List, Section C-1.1.10.6 is a complete sentence. Additional information is not required for this section.
82	Conduent State & Local Solutions, Inc.	Attachment 2, Attachment 3	Please confirm that the following attachments are not required with bidders' responses: Attachment 2 Certification Regarding Lobbying and Attachment 3 Certification Regarding Debarment.	The Department confirms Attachment 2 and Attachment 3 are required with the Vendor's response(s).

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83	Conduent State & Local Solutions, Inc.	Section 4.3.2.5	Please confirm that RFP Section 4.3.2.5 Vendor's Financial Statements should be numbered 4.3.2.6.	The Department confirms DCF ITN 2021 001, Subsection 4.3.2.6 should reflect the Vendor's Financial Statements and should be inserted with the Financial Reply.
84	Conduent State & Local Solutions, Inc.	Section 4.3.2.5	Given the length of our audited financial statements (more than 200 pages), can Bidders provide these documents in electronic format only?	The financial statements need to be provided in the format that the Vendor decides to submit its Reply. Reference Section 4. INSTRUCTIONS FOR RESPONDING TO THE ITN and Change No. 3 of this Addendum.
85	Conduent State & Local Solutions, Inc.	Appendix V, VI, and VII	Are Appendices V, VI, and VII for informational purposes only? If bidders are required to provide responses to these forms, please provide clarification on where they are to be included in responses.	Appendix V is for informational purposes only; Appendix VI and Appendix VII shall contain proposed budget and cost allocation for the terms and conditions of this ITN. The Department recommends inserting this information in Tab 1: Financial Information.



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86	Conduent State & Local Solutions, Inc.	2.8	Please confirm that electronic only (via email) responses are permitted and the preferred response delivery method by the State.	Please see Answer to Question 2.
87	Conduent State & Local Solutions, Inc.	4.1.3	The RFP restricts page size to 8 ½ X 11 inch paper. For complex documents like Microsoft Project plans and architecture diagrams, may Bidders use larger paper folded down to 8 ½ X 11 inch size?	Vendors may use larger paper folded down for compliance of the 8-1/2 x 11-inch size.
88	Conduent State & Local Solutions, Inc.	4.1.3	RFP Section 4.1.3 indicates requirements to number the pages of response sequentially. Can Bidders exclude signed forms, attachments, tables of content, etc. from the sequential numbering requirement?	No. It is acceptable to follow this format: Tab and the sequential pages (4-1, 4-2, 4-3, etc.).
89	Conduent State & Local Solutions, Inc.	4.1.3	RFP Section 4.1.3 indicates requirements to number the pages of response sequentially. Can Bidders number the pages by major section (i.e., A-1, B-1)?	Please see Answer to Question 3.

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90	Conduent State & Local Solutions, Inc.	4.4.1	RFP Section 4.4.1 states "...in a manner compliant with Section 4.1.4..." However, the referenced section is not included in the RFP. Please provide bidders with the missing section referenced.	Please see Change No. 3 of this Addendum.
91	Conduent State & Local Solutions, Inc.	4.4.1	RFP Section 4.4.1 indicates that all trade secret data be pulled out and placed in a separate document. For smooth reading start to finish, may we request that the main response retain all trade secret information, though obviously marked as such, and then provide a redacted document for use in Public Disclosure, instead of trade secret language being pulled out and separated?	No. Please follow the format per DCF ITN 2021 001, Subsection 4.4.1.
92	Conduent State & Local Solutions, Inc.	C-1.1.11.1	Will the State please provide the most recent retailer data available for the FL EBT SNAP program?	As of June 2021, there are 15,105 authorized SNAP retailers and 141 authorized SNAP Farmer's Markets and Direct Farmer's markets. Currently, 106 EBT Only terminals and 6 wireless terminals deployed in the state for exempt retailers.

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93	Conduent State & Local Solutions, Inc.	E-3.2, item 10 and 12 and E-4.2, item 10	Will the State consider adjusting the performance measures of "97% of all calls to a Cardholder CSR within two minutes" to call center industry standards of 85%?	At this time, the performance measure will remain unchanged.
94	Conduent State & Local Solutions, Inc.	Exhibit C, C-1.3.2	Some of the schedule due dates in the chart "System Test Requirements" in RFP C-1.3.2 (p. 124) are different than those in RFP D-1.8 (p. 135). Please clarify which dates are correct for the purposes of this ITN.	The "System Testing Requirements" listed in Appendix IX: Standard Contract Part 2, Exhibit C., Task List, Section C-1.3.2., is the schedule that shall be followed.
95	Conduent State & Local Solutions, Inc.	E-3.1 & E-4.1, Performance Measure 2	Would the State consider adding to the Financial Consequences column the statement "if the Provider is responsible for a delay that is under the control of the Provider" as is included in Performance Measure 6?	At this time, the performance measure will remain unchanged.
96	Conduent State & Local Solutions, Inc.	E-3.1 & E-4.1, Performance Measure 3	Would the State consider adding to the Financial Consequences the statement "if the Provider is responsible for a delay that is under the control of the Provider" as is included in Performance Measure 6?	At this time, the performance measure will remain unchanged.

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97	Conduent State & Local Solutions, Inc.	E-3.1, Performance Measure 6	Can the State please clarify the criterion that is to be defined by the "TBD" to be used for this Performance Measure? For example, is the "TBD" being referenced a mutually agreed upon go-live date for the new EBT/WIC system?	At this time, the performance measure will remain unchanged.
98	Conduent State & Local Solutions, Inc.	E-3.2, Performance Measure 4	The AMA Entries, STARS daily redemption, and ALERT data Performance Expectations are measured by completion accuracy, but the 30 minutes specified in the Financial Consequences is only applicable to the ACH settlement window.  Would the State consider moving the AMA Entries, STARS daily redemption, and ALERT data to a separate Operation Performance Measure with a Performance Expectation of 98% instead of 100%, to align with industry standards?	At this time, the performance expectations will remain unchanged.
99	Conduent State & Local Solutions, Inc.	E-3.2, Performance Measure 5	Would the State consider modifying this Performance Expectation to 98% instead of 100%, to align with industry standards?	At this time, the performance expectations will remain unchanged.
100	Conduent State & Local	E-3.2, Performance	Does the definition "per incident (individual benefit unavailable)" mean that the Financial Consequences amount of \$100 is applicable to each occurrence that	At this time, the performance measure will remain unchanged.

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	Solutions, Inc.	Measure 5	processing of a benefit file is delayed, or is the \$100 amount multiplied by the number of records contained in the benefit file that is delayed?	
101	Conduent State & Local Solutions, Inc.	E-3.2, Performance Measure 5	Due to the current and anticipated caseloads, this penalty has the potential to quickly become punitive in nature. Would the State consider a fixed dollar amount per file as is industry standard and modify the maximum Financial Consequence to no greater than 10% of the monthly invoice?	At this time, the performance measure will remain unchanged.
102	Conduent State & Local Solutions, Inc.	D-1.4	The requirement states "The Provider shall assume that the conversion, if required, from the current EBT service provider must be completed no later than TBD, or before the Contract with the current EBT service provider terminates (or sooner, if deemed necessary by the Department)." Can the State provide the end date of the current contract?	Please see Change No. 1 of this Addendum.
103	Conduent State & Local Solutions, Inc.	C-1.1.8.2.11	RFP Section C-1.1.8.2.11 references Section C.1.1.18.4.2 for information on the Disaster Account Set-up and Benefit Add function. However, there is no such section in the RFP. Please provide bidders with the missing information.	Please see Change No. 6 of this Addendum.

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<u>#</u>	<u>Vendor</u>	<u>ITN Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
104	Conduent State & Local Solutions, Inc.	General	It is our understanding that FNS recommends allowing bidders a full 90 days to respond to an EBT RFP. With the due date immediately following a holiday, the conflicting requirements regarding proposal delivery, and the response time under 90 days, will the state consider extending the proposal due date by two weeks.	Please see Change No. 1 of this Addendum.
105	Conduent State & Local Solutions, Inc.	2.4	Will the State confirm the dates for submission of and expected response to the second round of questions listed in Section 2.4?	Potential Dates are To Be Determined at this time. Any changes, updates or modifications will be reflected in Addendum to DCF ITN 2021 001 and posted to the Vendor Bid System (VBS).
106	Conduent State & Local Solutions, Inc.	C.1.2	Is the current version of the FL-WISE EBT interface based on the WUMEI 2018.1 preview or are modifications required?	Reference WUMEI Specification-2018.1-Preview <a href="https://www.myflfamilies.com/vendors/index.asp?path=EBT-2020">https://www.myflfamilies.com/vendors/index.asp?path=EBT-2020</a> .
107	Conduent State & Local Solutions, Inc.	C.1.2	Will the state please provide the FL-WISE EBT interface specification to be used during implementation?	Reference WUMEI Specification-2018.1-Preview <a href="https://www.myflfamilies.com/vendors/index.asp?path=EBT-2020">https://www.myflfamilies.com/vendors/index.asp?path=EBT-2020</a> .

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<u>#</u>	<u>Vendor</u>	<u>ITN Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
108	Conduent State & Local Solutions, Inc.	C-1.2.4.7	How many PIN selection devices require replacement on an annual basis?	The number of PIN selection devices require replacement on an annual basis is unknown, currently.
109	Conduent State & Local Solutions, Inc.	C-1.2.4.7	Please confirm that these are plug and play USB devices that do not require a software load to communicate with the MIS.	The Department does not conform that these are plug and play USB devices that do not require a software load to communicate with MIS. The PIN devices will require programming to work with the MIS system.
110	Conduent State & Local Solutions, Inc.	C-1.2.12	Is the extract of data to be available through the data warehouse or does the state simply expect a file of the data?	The Department's expectation is to be able to extract data through the data warehouse and expects a file of the data.
111	Conduent State & Local Solutions, Inc.	C-1.2.13	Please clarify the interface version required for go live and the interface version to be moved to in the first year.	Reference WUMEI Specification-2018.1-Preview <a href="https://www.myflfamilies.com/vendors/index.asp?path=EBT-2020">https://www.myflfamilies.com/vendors/index.asp?path=EBT-2020</a> .

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<u>#</u>	<u>Vendor</u>	<u>ITN Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
112	Conduent State & Local Solutions, Inc.	C-1.2.13	Is it expected that the universal update effort will be completed through the change request process and funded by the state?	The universal update will be required and will not be a change request to be funded by the state.
113	Conduent State & Local Solutions, Inc.	C-1.2.16.2	Is the Business Consultant embedded in the WIC State office a full time resource and is there currently someone employed in this role?	The Business Consultant is full time resource and currently this position is vacant.
114	Conduent State & Local Solutions, Inc.	C-1.2.16.2	If there is currently a resource in the Business Consultant role, does the State prefer to continue with that same resource under the new contract, if possible?	Please see Answer to Question 113.
115	Conduent State & Local Solutions, Inc.	C-1.2.17	Historically, how many devices have needed to be replaced each year?	Please see Answer to Question 108.



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<u>#</u>	<u>Vendor</u>	<u>ITN Section Number</u>	<u>Written Question Received</u>	<u>Department's Written Answer:</u>
116	Conduent State & Local Solutions, Inc.	C-1.2.18.2	Are the 100 updated WIC POS stand-beside devices provided to the state to be used for testing or another purposes?	The 100 updated WIC POS stand-beside devices provided to the state are to be used for testing and for equipping WIC-only stores that are newly approved during the contract.
117	Conduent State & Local Solutions, Inc.	C-1.2.18.2.2	Confirm that the WIC-only equipment and the multi-tender equipment is the same device, but the WIC State Office only provides at no cost those configured as WIC only devices.	The Department confirms that the WIC-only equipment and multi-tender equipment are the same device. The WIC State Office only provides at no cost to those devices configured as WIC only devices.
118	Conduent State & Local Solutions, Inc.	General	May vendors propose contract exceptions with their proposal submission, or should those be raised during negotiations/after the issuance of the Notice of Intent to Award?	Vendors may propose contract exceptions with their Reply; however, insert an Appendix for the Department's purpose.  This may be addressed during the negotiation phase of procurement.