

DEPARTMENT OF HUMAN SERVICES
REQUEST FOR PROPOSALS
ELECTRONIC BENEFITS TRANSFER SYSTEM
OTH/SEBT-23-017-S
QUESTIONS AND RESPONSES # 1

December 7, 2023

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| 1. | | | | Are there any restrictions on the file size that can be uploaded to the eMMA system? | No, there are no restrictions on the file size that can be uploaded to the eMMA. |
| 2. | | | | Please clarify if offerors are to provide required attachments (i.e., Retailer and TPP Reports, Draft Project Work Plan, Financials, etc.) in Tab O Required Forms and Certifications or in a separate Attachments tab (i.e., Tab P). | Unless otherwise indicated, required attachments, forms and certifications shall be submitted under Tab O. |
| 3. | | | | Please clarify if the Vendor Feedback form is required with submission. If so, please clarify if it is to | The Vendor Feedback form is required if a provider will not submit a proposal. |

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| | | | | provide it in Tab O Required Forms and Certifications? | |
| 4. | 1.1, 3.10.1, 5.3.2.I | 1, 99-100, 130 | <p>RFP Section 3.10.1, Preferred Offeror Experience, states that "The Preferred Offeror Experience for this RFP is to have a minimum of Seven (7) years of experience..."</p> <p>RFP Section 1.1, Offeror Minimum Qualifications states that "There are no Offeror Minimum Qualifications for this procurement."</p> <p>RFP Section 5.3.2.I, References states that "... References used to meet any Minimum Qualifications (see RFP Section 1, Minimum Qualifications) may be used to meet this request."</p> | There seems to be inconsistency across these three sections. Additionally, RFP Section 5.3.2.I regarding references refers to Section 1.1 that states there are no minimum qualifications. For evaluation purposes and to ensure the State receives relatable experience for goods and services specified in this RFP, will the State align RFP Section 1.1, Offeror Minimum Qualifications with RFP Section 3.10.1, Preferred Offeror Experience? | <p>There are no minimum qualifications required to submit a Proposal. However, the Department has identified some preferred qualifications in Section 3.10.1. Under either circumstance, at least 3 references are required to demonstrate the Offeror's ability to provide the services.</p> <p>Please see Amendment 1 for revisions to Section 3.10.1.</p> |
| 5. | 2.3.1.8.4 | 17-18 | | Please confirm RFP Section 2.3.1.8.4, subsection C was misnumbered and should be A. Otherwise, please provide offerors with any missing information. | See Amendment 1. |
| 6. | 2.3.1.13.1.A Call Center Requirements | 33 | 5. Is located within the boundaries of the United States. | Increased service availability and direct cost savings can be realized by the State if Call Centers located within the United States and United States Territories can be | No. |

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| | | | | <p>used for service. Will the State please revise the RFP Section 2.3.1.13.1.A requirement to read "Is located within the boundaries of the United States and United States Territories" to leverage of these benefits in the new contract?</p> | |
| 7. | 2.3.1.12.2.F a) Retailers Using EBT-Only POS Devices | 31 | <p>a) Shipment of EBT-Only POS devices to retailers following the execution of the Retailer Agreement. Prior to shipment the device shall be tested to ensure it is configured properly and in working order. The shipment shall include all cords accessories and training materials.</p> | <p>Please confirm RFP Section 2.3.1.12.2 a) was misnumbered and should be 1. Otherwise, please provide offerors with any missing information.</p> | <p>See Amendment 1.</p> |

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| 8. | 2.3.1.12.4 IRS-1099 Forms | 32 | <p>Due to revisions to the Internal Revenue Service (IRS) tax code, the EBT retailer shall create and distribute IRS-1099 forms to EBT-only retailers and third-party processors (TPP) that perform more than 200 transactions totaling \$20,000 or more during any calendar year. Offerors may find the requirements at 26 CFR Parts 1, 31 and 301, "Information Reporting for Payments Made in Settlement of Payment Card and Third-Party Network Transactions".</p> | <p>Please confirm that RFP Section 2.3.1.12.4 should read Contractor instead of EBT Retailer in the following sentence "Due to revisions to the Internal Revenue Service (IRS) tax code, the EBT retailer shall create and distribute IRS-1099 forms to EBT-only retailers."</p> | <p>See Amendment 1.</p> |

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| 9. | 2.3.1.13.4.A Retailer Help Desk and IVR | 38 | 3. Is located within the boundaries of the United States. | Increased service availability and direct cost savings can be realized by the State if Call Centers located within the United States and United States Territories can be used for service. Will the State please revise the RFP Section 2.3.1.13.4.A requirement to read " <i>Is located within the boundaries of the United States and United States Territories</i> " to leverage these benefits in the new contract? | No |
| 10. | 2.3.1.18.2.G, 3.5.1.E, 3.5.1.G | 45, 82, 83 | G. Conduct annual system testing, as well as user acceptance testing to ensure that all requirements in the approved disaster requirements document are being met. E. The Contractor shall test the contingency/ DR plans at least twice annually... G. The Contractor shall test its | Industry best practice for EBT Systems is to conduct annual system testing to include contingency/DR plans and the Disaster Recovery Process. Would the State please align RFP Sections 3.5.1.E and 3.5.1.G with RFP Section 2.3.1.18.2.G to state that testing shall be conducted annually? | See Amendment 1. |

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| | | | disaster recovery processes every six (6) months... | | |
| 11. | 2.3.3.5 | 55-56 | A. Resolve defects identified during UAT or any previous testing prior to system conversion. Defect status is a component of the go/no go approval to proceed to system conversion | The last bullet in RFP Section 2.3.3.5 is A. Would the State confirm that this should be labeled E instead? | See Amendment 1. |
| 12. | 3.2.3.B Transition-Out Tasks | 77-79 | <p>1. Plans to complete tasks and any unfinished work items (including open change requests, and known bug/issues); and</p> <p>2. Any risk factors with the timing and the Transition-Out schedule and transition process. The Contractor shall document any risk</p> | Please confirm the sub-sections numbered 1 and 2 at the bottom of RFP Section 3.2.3.B should be numbered 10 and 11. | Yes. See Amendment 1. |

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| | | | factors and suggested solutions. | | |
| 13. | 4.31.1 Non-Disclosure Agreement (Offeror) | 121, 140 | <p>4.31.1 Non-Disclosure Agreement (Offeror)</p> <p>A Non-Disclosure Agreement (Offeror) is not required for this procurement.</p> <p>Table 1: RFP ATTACHMENTS AND APPENDICES</p> <p>Before Proposal, as directed in the RFP.</p> | There is conflicting information about the Non-Disclosure Agreement (Offeror) form. RFP Section 4.31.1 states it is not required. However, Section 7, Table 1 states it is required before the proposal. Please clarify if this form is required and if so, when it is to be submitted. | The Non-Disclosure Agreement (Offeror) form is not required. See Amendment 1. |
| 14. | 4.32 & 7 | 121, 139 | <p>4.32 HIPAA - Business Associate Agreement</p> <p>A HIPAA Business Associate Agreement is not required for this procurement.</p> <p>Table 1: RFP ATTACHMENTS AND APPENDICES</p> <p>5 Business Days after recommended award – However,</p> | There is conflicting information about the HIPAA – Business Associate Agreement form. RFP Section 4.32 states it is not required. However, Section 7, Table 1 states it is required 5 business days after award, but suggested with proposal. Please clarify if this form is required and if so, when it is to be submitted. | The HIPAA Business Associate Agreement form is not required. See Amendment 1. |

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| | | | suggested with Proposal | | |
| 15. | 5.2.6 | 125 | 1. Technical Proposal and all supporting material in Microsoft Word format, version 2007 or greater | <p>RFP Section 5.2.6, item 1 requires that offerors provide the Technical Proposal in Microsoft Word and pdf format. The forms the State provided are only in pdf format. In addition, some items offerors are to include (i.e., financials and scanned signed forms) are only available in pdf format.</p> <p>Would the State consider removing item 1 requiring responses in Word format to allow offerors to upload files only available in pdf format?</p> <p>If not, how should offerors provide the pdf files when uploading files in the required Word format under item 1? Can offerors provide these documents as a pdf imbedded in the Word document to satisfy this requirement?</p> | Documents that can be uploaded in WORD shall be in WORD. Documents that are in PDF format or need to be scanned may be submitted in PDF format. |
| 16. | 5.2.6.1 & 5.3.2.K | 125, 131 | <p>1. Technical Proposal and all supporting material in Microsoft Word format, version 2007 or greater</p> <p>K. Financial Capability (Submit under TAB J)</p> | <p>As our financial documentation is not available in Word format, would the State allow offerors to provide them as a pdf imbedded in a Word document to satisfy RFP Section 5.2.6, item 1 Technical Proposal submission requirements?</p> <p>Alternatively, as our financial statements can be hundreds of pages in length, would the State accept a link to the financial records in lieu of</p> | The State will accept financial documents in PDF format via Emma, not a link. |

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| | | | <p>The Offeror must include in its Proposal a commonly-accepted method to prove its fiscal integrity. If available, the Offeror shall include Financial Statements, preferably a Profit and Loss (P&L) statement and a Balance Sheet, for the last two (2) years (independently audited preferred).</p> | <p>the full documentation being included with submission?</p> | |
| 17. | 5.3.1 | 125-126 | <p>5.3.1 In addition to the instructions below, responses in the Offeror's Technical Proposal shall reference the organization and numbering of Sections in the RFP (e.g.,</p> | <p>We will be submitting some pre-existing documents (e.g., financial reports and other required documentation) that have existing page numbering. Because these are long and complex documents, may we leave them unaltered?</p> | <p>Yes, if they are being submitted as attachments.</p> |

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| | | | <p>“Section 2.2.1 Response.. : “Section 2.2.2 Response.. ,”). All pages of both Proposal volumes shall be consecutively numbered from beginning (Page 1) to end (Page “x”).</p> | | |
| 18. | 5.3.1 | 125-126 | <p>5.3.1 In addition to the instructions below, responses in the Offeror’s Technical Proposal shall reference the organization and numbering of Sections in the RFP (e.g., “Section 2.2.1 Response.. : “Section 2.2.2 Response.. ,”). All pages of both</p> | <p>Would the State allow offerors to number the pages by major section (i.e., A-1, B-1)?</p> <p>Would the State allow offerors to exclude signed forms, attachments, tables of contents, etc. from the sequential numbering requirement?</p> | <p>Proposals may be numbered consecutively per Tab. Forms and other signed documents are excluded from the sequential numbering.</p> |

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| | | | Proposal volumes shall be consecutively numbered from beginning (Page 1) to end (Page "x"). | | |
| 19. | 5.3.2.F.2, Table Reference 2.3.1.12.1 | 127 | | Please confirm the reference in the 5th line (on page 127) in the table should be 2.3.1.12 instead of 2.3.1.12.1? | See Amendment 1. |
| 20. | 5.3.2.F.2, Table Reference 2.3.1.12.6 | 127 | | Please confirm the reference in the 6th line (on page 127) in the table should be 2.3.1.12.5 instead of 2.3.1.12.6? | See Amendment 1. |
| 21. | 5.3.2.F.2, Table Reference 2.3.1.12.15 | 128 | | Please confirm the reference in the 5th line (on page 128) should be 2.3.1.15 instead of 2.3.1.12.15. | See Amendment 1. |
| 22. | 5.3.2.F.2, Table Reference 2.3.1.19.1 | 128 | | Please confirm the reference in the 6th line (on page 128) should be 2.3.1.19 instead of 2.3.1.19.1. | See Amendment 1. |
| 23. | 5.3.2.F.2, Table Reference 2.3.2.4 | 128 | | Please confirm the reference in the 9th line (on page 128) should be 2.3.2.5 instead of 2.3.2.4. | See Amendment 1. |
| 24. | 6.2, 6.3 | 135 | The criteria to be used to evaluate each Technical Proposal are listed below in descending order of importance. | Would the State please provide evaluation methodology, including points, weighting, or percentages for the Technical and Financial proposal evaluation criteria? | The evaluation criteria are specified in sections 6.2 and 6.3 in the RFP. All Proposals will be ranked from highest to lowest technically and from lowest price to highest price, then given an overall ranking. No points or scoring will be used. |

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| 25. | Attachment B-2 | Tab 4 | | In Attachment B-2, would the State please update the title of this tab and change row 1 to <i>Table 4 - Alternative Card Technology</i> to match the tab title? | See Amendment 1 and the revised Financial Proposal Form. |
| 26. | Attachment B-2 | Tab 4 | | In Attachment B-2, would the State please add additional rows to the table in Tab 4 to allow for additional technologies? | See Amendment 1 and revised Financial Proposal Form. |
| 27. | Attachment B-2 | Table 1 Base Options Price | Column B (State Provided Estimates) | In Attachment B-2, would the State please confirm if an off-cycle spike in case volumes, like the one in March 2023 for Cash Payments, is expected on an annual or regular basis? Please consider removing the anomalous month's data from the average calculation to provide the State with the most competitive pricing and equitable evaluation for services provided. | See Amendment 1 and the revised Financial Proposal Form. |
| 28. | Attachment B-2 | Table 1 Cost Per Case Month Pricing | | Generally, ATM cash transaction fees are charged per transaction and not as a CPCM. In Attachment B-2, Table 1, would the State please separate the ATM Cash Transaction Fee line item into a separate table that reflects transaction-based pricing rather than CPCM? | Maryland will not separate ATM Cash Transaction Fee. |
| 29. | Attachment B-2 | Table 4 | | Cost inputs may be transaction based as opposed to being tied to a CPCM depending on technologies proposed. | Maryland will not revise the table. |

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| | | | | In Attachment B-2, Table 4, would the State please consider structuring the table to allow a flexible price format in addition to an implementation fee or CPCM? | |
| 30. | Attachment B-2 | Instructions | | In Attachment B-2, Instructions, would the State please confirm the references to the cells and the links are accurate? | See Amendment 1 and the revised Financial Proposal Form. |
| 31. | Attachment T | 202 | Restaurant Meal Program Food Stamp Activity Report (Monthly) | In Attachment T, would the State please change the description language of the Restaurant Meal Program Food Stamp Activity Report (Monthly), so it doesn't reflect the criteria of the Restaurant Meal Customer Report? | See Amendment 1. |
| 32. | Key Information Summary Sheet | iii | N/A | What is the end date of the current contract for EBT services, and are there any remaining extension terms that the State may opt to take if necessary? | The end date of the current contract is June 30, 2024, and includes two 6-month options. |
| 33. | Key Information Summary Sheet | iii | N/A | If the State awards to a vendor other than the incumbent, is there a target date for the conversion from the current EBT system to the awarded vendor's EBT system? | The target date for conversion is May 2025. |
| 34. | Key Information Summary Sheet | iii | Contract Duration: Five (5) year base period with two, 2-year renewal option periods. | Please share the contract month and year date range that aligns to the contract duration/term for this contract. | Please see responses to questions above. The new contract will begin after all approvals are obtained. |

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| 35. | 2.3.1.7.3 | 11 | E. Provide the customer with one free replacement card within a 12-month period. All other replacement cards have a fee of \$2.00 per replacement. | Can the State confirm if this fee is currently retained by the Contractor or returned to the State and, if so, the method for doing so? | The fee is returned to the State. |
| 36. | 2.3.1.8 Transaction Processing | 15 | T. Provide DHS with the ability to remove key entry capability at individual retailer locations if the function is abused. | The Offeror cannot turn the individual retailer ability to perform manual, key entry transactions if the retailer is behind a TPP. Can the State please update the RFP to indicate that this would be for EBT-only retailers? | Per the ISO X9.58 message specification, <i>Bit 22-1 Card Reading Method used at POS</i> allows for the entry of '01 - Manual (key entered)'. This value allows for the EBT processor to deny EBT transactions if they are entered manually. |
| 37. | 2.3.1.8.4 | 17 | C. The Contractor shall ensure that retailers: | It appears that the numbers should be letters and the letters C-E are carryover letters from the question immediately above and should not have letters with them. Please change the lettering in this section to start with Letter "A." | See Amendment 1. |
| 38. | 2.3.1.8.8 | 19 | B. The transfer of funds between client and group home accounts will be accomplished through State administrative terminal functionality. | Can the State please provide a description of how this transfer works today within your administrative system? Is this done through a web-interface or through a POS device? | The transfer of funds is accomplished through a web-interface. |
| 39. | 2.3.1.12.2 | 31 | Numbering issue | The first bullet under "F" is "a)" when it should be a "1." Please correct this numbering issue or confirm if number "1" content is missing. | See Amendment 1. |

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| 40. | 2.3.1.12 .2 | 31 | F. Provide the following services for all deployed EBT-Only POS devices: 3. Routine maintenance. 8. Use of manual vouchers. | Can the State please confirm how often routine maintenance should be performed on EBT-only POS devices? | The Contractor shall propose how it intends to provide these services. |
| 41. | 2.3.1.12.5 | 32 | The Contractor shall: A. Establish additional access sites DHS determines access to be inadequate. C. Provide a method for maintaining a database and tracking retailers providing cash back. D. Provide a method for identifying the POS terminal and location and ATM identification number and location associated with any EBT cash transaction. E. Ensure that all ATMs accessible by Maryland customers display the Quest® logo. | This contract does not encompass deployment of ATMs and thus, the contractor should not be held responsible for Quest logo identifiers/stickers on the terminals. Can the State please remove the requirements in letter "E"? | The State will not remove the requirement. |
| 42. | 2.3.1.17.2 | 44 | The Contractor shall: A. Prepare ad hoc reports as requested. B. Return all requests for ad hoc information or reports to the requestor within the timeframe requested or based on the priority levels identified below. Notwithstanding the below priority, DHS | Can the State please provide statistics on how many ad hoc requests are made each month (or annually) in each of the priority levels, high (within 48 hours), medium (within 5 business days), and low (within 10 business days)? | There were less than 10 ad hoc requests made in 2023. |

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| | | | <p>reserves the right to change priority levels as needed mutually agreeable with the Contractor.</p> <ol style="list-style-type: none"> 1. High priority requests shall be returned within 48 hours. 2. Medium priority shall be returned within five (5) business days. 3. Low priority shall be returned within ten (10) business days or a mutually agreed upon time frame. | | |
| 43. | 2.3.1.18.4 | 46 | A. Maintain a stock of disaster vault cards with pre-assigned PINs and/or pre-loaded cards to be available during a disaster. | Included in the requirements for Level II Disaster Support, the Offeror must maintain a stock of disaster vault cards. What is the State's expectation for the volume of cards that must be maintained by the Offeror? | Offerors shall propose how they intend to meet this requirement based on historical and information provided in the RFP. |
| 44. | 2.3.1.18.4 | 47 | B. Provide and maintain a State-specified inventory of disaster training material throughout the term of the contract. | Will the State please provide in what format the State-specified inventory of disaster training materials should be provided and maintained? Specifically, is the training material to be in the form of a brochure, laminated cards that include instructions, or some other format? | At a minimum, these materials must include card holder brochures in English and Spanish and quick reference guides for State staff. Offerors may propose other solutions. |
| 45. | 2.3.1.19.2 | 49 | C. Provide proactive account activity alerts through SMS (text), | Will the State please provide data on the number of clients that currently have | There are approximately 73,864 unique mobile app users. |

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| | | | mobile app and/or email when the following actions occur on an account along with monthly reports of the alert activity. | the existing mobile app for the Maryland SNAP program installed? If that is unknown, will the State please provide the current number of downloads of the Maryland SNAP mobile app? | |
| 46. | 2.3.1.19.2 | 49 | C. Provide proactive account activity alerts through SMS (text), mobile app and/or email when the following actions occur on an account along with monthly reports of the alert activity. | Will the State please provide statistical data on the number of clients that are currently receiving SMS (text) alerts for the Maryland SNAP program? | This information is not available. |
| 47. | 2.3.1.19.2 | 49 | C. Provide proactive account activity alerts through SMS (text), mobile app and/or email when the following actions occur on an account along with monthly reports of the alert activity. | Will the State please provide data on the volume of SMS (text) messages currently being sent out on a monthly basis to Maryland SNAP clients? | The information is not available. |
| 48. | 2.3.1.19.4 | 51 | The Contractor shall replace SNAP and cash benefits deemed to be lost to fraud in accordance with the Consolidated Appropriations Act of 2023. This includes: A. Accepting additional benefit types reflecting a replacement benefit for each type of benefit issued by DHS. | Can the State please confirm who would be replacing the benefits in this scenario? The State should be responsible for replacing the benefits, though the processor would be responsible for updating the database. Please update this requirement appropriately. | See Amendment 1. |

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| 49. | 2.3.3.5 | 56 | Numbering issue | The final bullet is "A." Please confirm it should be "F" and make the change to the RFP. | See Amendment 1. |
| 50. | 2.6.2.1 | 66 | Numbering issue | This heading has no title, when all the headings prior and after have one. Will the State please update the RFP to include a title for this section? | No. |
| 51. | 3.5.2 | 83 | <p>A. The Contractor shall, at no additional cost or charge to the State, in an industry standard/non-proprietary format:</p> <p>B. perform a full or partial import/export of State data within 24 hours of a request; or</p> <p>C. provide to the State the ability to import/export data at will and provide the State with any access and instructions which are needed for the State to import or export data.</p> <p>D. Any import or export shall be in a secure format per the Security Requirements.</p> | Can the State please provide what data would be imported or exported during disaster recovery? | Data requested including but not limited to information to support business continuity. |
| 52. | 5.3.2.F.2 Table | 127 | Row 6, 2.3.1.12.6, Cash Access | Please confirm this should be listed as section 2.3.1.12.5, Cash Access. | See Amendment 1. |
| 53. | 5.3.2.F.2 Table | 128 | 2.3.1.19.1, Fraud Prevention Support | Can the State please confirm whether this is meant to reference 2.3.1.19.1 Anti- | See Amendment 1. |

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| | | | | Fraud Plan or for 2.3.1.19 Fraud Prevention Support? | |
| 54. | 5.3.2.F.2 Table | 128 | 2.3.2.4. Customer Service Conversion | Can the State please confirm whether this is meant to be for 2.3.2.5, Customer Service or for 2.3.2.4, Retailer Conversion? | See Amendment 1. |
| 55. | 5.3.2.F.2 Table | 128 | 2.3.2 Testing Requirements | Please confirm this should be listed as section 2.3.3, Testing Requirements. | See Amendment 1. |
| 56. | 5.3.2.F.2 Table | 128 | 2.3.1.12.15 System Security | Please confirm that this should be 2.3.1.15 System Security. | See Amendment 1. |
| 57. | d) Table 4: Alternative Card Technologies | 147 | <p>This represents the cost for implementing, and increase to CPCM if applicable, alternative card solutions.</p> <p>The cost for the Alternative Card Technologies shall be entered into Table 4 – Alternative Card Technologies worksheet within the Attachment B-2 Financial Proposal Form document. The type of alternative shall be identified in cells A5 – A9, additional alternatives may be added if more lines are needed. Costs for the implementation of EMV are required to be provided. One-time costs for implementation shall be entered into B5 – B9. Ongoing costs representing an increase</p> | Offerors are required to provide an implementation cost and increase to CPCM cost for the implementation of EMV. What is the State's expected timeline for implementation of EMV? | This will be determined as project initiation discussions begin. |

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| | | | to CPCM costs (provided in Table 1) shall be provided for base and optional periods fin cells C5 – E9. | | |
| 58. | d) Table 4: Alternative Card Technologies | 147 | This represents the cost for implementing, and increase to CPCM if applicable, alternative card solutions. The cost for the Alternative Card Technologies shall be entered into Table 4 – Alternative Card Technologies worksheet within the Attachment B-2 Financial Proposal Form document. The type of alternative shall be identified in cells A5 – A9, additional alternatives may be added if more lines are needed. Costs for the implementation of EMV are required to be provided. One-time costs for implementation shall be entered into B5 – B9. Ongoing costs representing an increase to CPCM costs (provided in Table 1) shall be provided for base and optional periods fin cells C5 – E9. | Offerors are required to provide an implementation cost and increase to CPCM cost for the implementation of additional alternative card technologies. What is the State's expected timeline for implementation of additional alternative card technologies, such as mobile payments? | This will be determined as project initiation discussions begin. |
| 59. | Attachment B-2 Financial Proposal | Tab 1 Table 1 | | What is the current CPCM for SNAP, TANF, and Combination cases charged | This information is not relevant as the services have changed and not all current charges were included in the current contract. |

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| | | | | to the State by the current EBT provider? | |
| 60. | Attachment B-2 Financial Proposal | Tab 1 Table 1 | | Please confirm if the Optional Periods 1 and 2 will be scored. | Financial Proposals, including the option years are ranked, not scored. |
| 61. | Attachment B-2 Financial Proposal | Tab 4 Table 4 | | Can the State please confirm if the implementation of EMV will be a mass conversion or by attrition? | Mass Conversion |
| 62. | Attachment B-2 Financial Proposal | Tab 4 Table 4 | | If a mass conversion is required for EMV, how many cards are estimated to be needed? Also, if cards are required for inventory purposes, please provide the estimated quantity. | Current estimates are: ACTIVE: 2,283,638 ACTIVE with activity since 10/23: 965,259 |
| 63. | Attachment B-2 Financial Proposal | All | | Please identify the tables within Attachment B-2 that will be scored. | Financial Proposals are ranked, not scored. |
| 64. | Attachment P, Table 3 | | See Table 3, specifically 2022 and 2023 numbers. | Attachment P, Table 3 includes historical data for EBT Card issuance for the Maryland SNAP program. Please provide a month-by-month breakdown of card issuance for 2022 and January-June of 2023? | See Amendment 1. |
| 65. | Attachment P, Table 3 | | See Table 3, specifically 2022 and 2023 numbers. | Attachment P, Table 3 includes historical data for EBT Card issuance for the Maryland SNAP program. Will the State please provide a breakdown of card issuance with and without PEBT benefits for 2020, 2021, 2022 and January-June 2023? | See Amendment 1. |

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| 66. | Attachment P, Table 3 | | See Table 3, specifically 2022 and 2023 numbers. | Attachment P, Table 3 includes historical data for EBT card issuance for the Maryland SNAP program. When doing a comparison of the data for 2022 and January-June 2023 to the data for 2020 and 2021, the data provided for 2022 and Jan-June 2023 seems inconsistent. Will the State please confirm that the data provided for 2022 and January-June 2023 is accurate? | See Amendment 1. |
| 67. | Attachment P, Table 3 | | See Table 3, specifically 2022 and 2023 numbers. | If the existing data from Table 3 is accurate, can the State please extrapolate on the change in EBT card issuance for 2022 and January-June 2023? | See Amendment 1. |
| 68. | | | | Will the State allow for a second round of questions? | No. However, any inconsistencies or errors found in the RFP should be brought to the attention of the Procurement Officer. |
| 69. | 2.1.1-2.3.1 | 2 | Summary and Background | Should the contractor respond to section 2.1.1 through 2.3.1? If so, does a simple acknowledgement of or agreement with the requirement suffice. | At a minimum, Sections 2.1.1 through 2.3.1 shall be acknowledged by the Contractor. |
| 70. | 2.3.1.2 B | 4 | 2.3.1.2 System Interfaces and Environments | Does the MD Eligibility System exchange case/benefits info using web services? | No |
| 71. | 2.3.1.3.1 | 5 | EBT Account Management | Does closing the accounts mean only making them inactive or deleting the account from the system? | Closing the accounts makes them inactive, they are not deleted. |

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| 72. | 2.3.1.3.1 | 5 | Cash Benefits | What does "prefunded benefits" mean in this context? | Prefunded benefits is the amount of funds deposited when a cash benefit is issued for the eligible family or person. |
| 73. | 2.3.1.3.3 D | 5 | SNAP /P-EBT Benefits | Please confirm if the P-EBT benefits require a new case to be created. | Yes, new cases are established. |
| 74. | 2.3.1.6 | 8 | EBT Card Production | How many colors are printed in the current EBT card in production? | Currently, there are 5 colors, the base card color is not included. |
| 75. | 23.1.7.5 | 11 | Vault Card issuance and inventory | Are the Vault cards white card stock? | No. |
| 76. | 23.1.7.5 | 11 | Vault Card issuance and inventory | How many vault cards does the State require on hand at the LDSS offices? | This information is determined based on the number of recipients the location supports. |
| 77. | 2.3.1.7.9 | 12 | Cardholder training | Please clarify what 'interactive' means for online cardholder training? | Interactive online will be supported using a training video. |
| 78. | 2.3.1.8.5 | 19 | ATM Cash Transaction Fee/Limits | Can you tell us how many cash withdrawals exceed the initial 3 free of charge each month for 2022 and 2023? | This information is not available. |
| 79. | 2.3.1.6 | 20 | Direct Deposit | Is the state or EBT Contractor responsible for collecting the cardholders' bank account? How many direct deposits reject monthly? | The State sets up the direct deposit. Direct deposit rejects are minimal. |
| 80. | 2.3.1.11.6 | 27 | Adjustment processing | Can the State provide stats on the number of cardholder and retailer adjustments there are on average each month? | The number of cardholder and retailer adjustments monthly is minimal. |
| 81. | 2.3.1.13.1 - A4 | 33 | Cardholder Call Center | Can you provide an example of the current vendors survey along with survey results. What is the expected | Contractor to provide with their proposed cardholder survey and interval process |

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| | | | | interval for the cardholder survey? | |
| 82. | 2.3.1.13.1 - B6 | 33 | Cardholder Interactive Voice Response (IVR) system | Is speech recognition an available option with your current vendor? Can you provide reports to showing the usage of speech recognition? What is the avg number of failed speech recognition attempts? How many attempts are made before removing speech recognition during the call requiring the caller to use the key prompts? | Yes it's available, however we do not have the data available. |
| 83. | 2.3.1.13.1 - B16 | 34 | Cardholder Interactive Voice Response (IVR) system | Is key-ahead prompting an available feature in your current IVR? Do you have any stats you can share showing the use of this feature? | Yes it's available, however we do not have the data available. |
| 84. | 2.3.1.18.4 | 46 | Level II Disaster Support | Can the State provide historical data on when it had to implement a Level II disaster? How many vault cards were used for each event? | The State has never had to implement a Level II disaster. |
| 85. | 2.3.1.18.4 | 46 | Level II Disaster Support | Can the DSNAP cards be white card stock or do they need to color printed as the EBT cards are? | The card specifications for disaster cards shall be identical to the specifications for standard EBT cards. |
| 86. | 2.3.1.18.4 | 46 | Level II Disaster Support | Does the State currently use pin mailers for Level II disaster support? | Pin mailers are not currently used. |
| 87. | 2.6.7.2 - 10 | 76 | Customer Service Level Measurements SLA with | Can we get a copy of the current Administrations Desk Reference Guide? | No |

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| | | | SLA credits - Call Resolution | | |
| 88. | 4.1.2 | 108 | Pre-Proposal Conference | Please clarify that any vendor who does not meet the MBE/VBSE requirement will be negatively impacted if they also did not attend the pre bidders conference. If so, how is that penalty scored? | The MBE/VBSE requirement set forth in the RFP must be met. Vendors who did not attend the pre bidders conference will not be impacted in the evaluation selection criteria. |
| 89. | 4.33 | 121 | Nonvisual Access | What is currently provided to meet the nonvisual access requirement? Are there additional features the state would like implemented? | See 4.33 listed requirements |
| 90. | 5.3 | 125 | Technical Proposal | The State requires a submission of the Technical Proposal with all supporting material in word format, however, a number of the RFP Attachments and Appendices from Section 7 require signatures and are only provided in PDF format. Can the state provide these attachments in Microsoft word format? Can offerors provide non-signed versions of these attachments in the Microsoft Word version of the Technical Proposal and signed copies in the searchable PDF format? Or, how does the State prefer the offerors to handle proposal attachments? | Technical Proposals and all supporting documents that needs to be signed are to be submitted in pdf format via eMMA |
| 91. | 5.3.2 A | 126 | Title page and TOC | Since the proposal submittal is strictly electronic - are the TABS referred to in Section 5.3.2 (page 126) just a | Section 5.3.2 specify the format about how the technical proposals are to be labeled and submitted in that format. |

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| | | | | naming mechanism for separate sections of the Technical Proposal? (i.e. TAB A, content for within tab A, page break, TAB B, content for within TAB B, etc.)? | |
| 92. | 5.3.2 F.5 | 129 | Technical Proposal | Are vendors expected to download the VPAT from the internet or does the state have one they would like to be used? Where in the proposal should this document be submitted? | Yes, download the VPAT and include it with your Technical Proposal. |
| 93. | 50 | 221 | Attachment U | Please provide a copy of the SLA Monthly Metrics report | The Contractor shall provide a suggested format. |
| 94. | Attachment B Financial Proposal | | Table 2, 3 & 4 | How will tables 2, 3 & 4 be scored in the financial points review? They are not included in the current calculation for the grand total of the contract. | Tables 2, 3, & 4 are to be used in the evaluation. |
| 95. | Table 1 | | Financial Proposal | Are there going to continue to be PEBT only cases since FNS ended PEBT and the financial proposal is requesting a price? Is PEBT a valid item for pricing? | Yes, it should be included and a valid item for pricing. |