



Questions and Responses:

- Q1. General Question:** The Bidder seeks standard payment return times in order to offer the best pricing possible to the State and to meet our payment obligations to our vendors and subcontractors. Will the State consider a payment schedule that is net 30 days?
- R1. No. The State does not find a payment schedule to be necessary because the majority of the payments made by the State are made in the form of reimbursements the same day the billing/invoice is received or are prepaid.**
- Q2. RFP Section 3.1.1, page 20, Child Support Debit Cards :** What is the timing for Alabama to launch an electronic debit card program for child support?
- R2. The Child Support Enforcement Division would like to implement using a phased approach and would like to begin the phase in period during the first year of the contract, but Vendors should propose a realistic time frame. Specific details will be worked out once a Vendor is selected.**
- Q3. RFP Section 4.0, page 23, Proposal Requirements :** Is stating the section/subsection headings for each requirement, employing the same numbering system used in the RFP, required for Section 5 and 6 or all sections of the proposal?
- R3. The requirement is relevant to all sections of the proposal that require a response. Also see Section 4.2, Proposal Format for additional information.**
- Q4. RFP Section 4.2, page 23, Proposal Format:** Do bidders have the option to include a Transmittal Letter and an Executive Summary? If so, where in the proposal format should the Transmittal Letter and an Executive Summary be included?
- R4. Yes. Include them as separate documents.**
- Q5. RFP Section 4.2, page 23, Proposal Format:** Can text within graphics, call out boxes, headers and footers be smaller than 12 font?
- R5. Yes.**
- Q6. RFP Section 4.2.2, page 24, Table of Contents :** Should the total number of pages reflected in the bottom margin reflect total page count of the Technical and Cost proposal or should the total number only reference the Technical proposal within the Technical response and total number only reference the Cost proposal within the Cost response?
- R6. The total number should only reference the Technical proposal within the Technical response and total number should only reference the Cost proposal within the Cost response.**
- Q7. RFP Section 4.2.6, page 24, Attachments :** Please confirm all applicable forms should not be numbered consecutively within the Technical proposal response.
- R7. Confirmed.**
- Q8. RFP Section 5.0, page 26, Technical Proposal:** Should Section 5.0 be labeled "Technical Proposal" or "Scope of Project"?
- R8. Technical Proposal.**
- Q9. RFP Section 5.13, page 63, Direct Deposit:** Is direct deposit supported today for the delivery cash benefits and if so, how many cases have opted for the direct deposit?



R9. Direct deposit is an option in the State's existing contract for EBT services, but is currently only used by the Medicaid Agency for the NET Program. As of October 2010, there are 99 Transporters set up to receive direct deposit for transportation services redirected at the Medicaid recipients' request. During the month of October 2, 825 reimbursements were directly deposited into Transporters accounts.

DIR implemented direct deposit in 2001, but the services are not being provided by the State's current Contractor because the services are provided to the department at no cost. DIR is interested in direct deposit as an option in the event that the department begins incurring cost in the future and the cost proposed by the Vendors responding to this RFP is reasonable and affordable. As on November 2010, fifty-eight (58%) percent of their deposits are made via direct deposit, they made 269,154 direct deposit payments and the average payment is approximately \$200.00 per week.

The State is also interested in direct deposit as an option for other cash programs that elect to use the services during the life of the contract that is entered into as a result of this RFP.

Q10. RFP Section 5.8.4, page 49, Current Phone Numbers : Will current phone numbers for customer service and merchant authorization be transferred from current vendor to the new vendor to avoid the reissuance of EBT cards?

R10. The current Vendor will work with the new Vendor to transfer the current EBT Customer and Merchant services numbers.

Q11. RFP Section 5.15, page 65, Adequate Cash Access: If the current cash access plan is replicated, will the bidder be in compliance ("no cash client must travel any further than 15 miles to any cash access location")? Would the State please provide the current cash access plan?

R11. Yes. Vendors will be in compliance if no cash client must travel more than fifteen (15) miles to a cash access location. Vendors are required to submit their own unique cash access plan. Effective immediately, Medicaid has officially withdrawn the requirement for NET clients to have access to cash via a teller within a financial institution; therefore, Vendors do not need to respond to the aforementioned requirement.

Q12. Appendix A Standard Terms and Conditions, page 100: The language in the RFP is silent in regard to a limitation on liability. Bidder respectfully requests a cap on liability consistent with industry standards and reasonable apportionment of risk on projects of similar size and complexity. Such a cap will have a positive effect on pricing for the State. Will the State consider limiting Contractor's liability under the contract to the total amount paid to Contractor by the State during the twelve (12) months prior to the incident in dispute?

R12. Detailed contract language will be discussed with the selected Vendor.

Q13. Appendix A, Introductory Terms (page 100): It is important to Bidders that its confidential and proprietary information remains exempt from public disclosure. Inadequate protection may result in substantial competitive and financial harm to Bidder in future procurements. In the event of an audit of Contractor's records to determine contract compliance, will the State consider extending protections to any Contractor confidential or proprietary information divulged or discovered during the course of such audit?



- R13. The State can not extend protections at this time to any Contractor regarding confidential or proprietary information that may be divulged or discovered during the course of an audit. The State is required to cooperate during audits as mandated by federal, state and local laws and ordinances.**
- Q14. Appendix A, Introductory Terms (page 101):** It is Bidder's understanding that Contractor's potential liability with regard to direct damages is limited to damages resulting from Contractor or its agents, employees, representatives, assigns and subcontractor negligent errors, acts and omissions. Joint responsibility attributed to both the Contractor and the State will be apportioned to each party based on fault. Can the State please confirm that this is an accurate interpretation of the Contractor's liability under the contract?
- R14. Detailed contract language will be discussed with the selected Vendor.**
- Q15. Appendix A, Introductory Terms (page 101):** Indirect damages are difficult to ascertain in the event of a dispute between the parties. As such, will the State consider adding the following mutually beneficial language to the paragraph: "Notwithstanding anything else contained herein, neither party shall be liable to the other party for any incidental, consequential, indirect, special or punitive damages including without limitation, any loss of use or production, or any loss of data, profits or revenues, regardless of form of action (whether for breach of warranty, breach of contract, contract termination or in tort) and whether advised of the possibility of such damages or not"?
- R15. Detailed contract language will be discussed with the selected Vendor.**
- Q16. Appendix A, Introductory Terms (page 101) and Sections B(26)(a) and B(28)(b):** Prior notice of suspension of work and/or termination of the contract for default allows the Contractor to conclude any outstanding items and provides the State with the cost benefit of not having to hire a third party to tie up any remaining loose ends. The Bidder respectfully requests that the State provide thirty (30) days prior written notice to the Contractor if it opts to suspend the work and/or terminate the contract for default. This language is consistent with the notice language provided by the State in the event of a termination for convenience. Will the State consider including such notice language in the final contract?
- R16. Detailed contract language will be discussed with the selected Vendor.**
- Q17. Appendix A, Section B(28)(a)(1) (page 116) – Termination for Lack of Funds, Section B(28)(c) (page 118) – Termination for Convenience:** In the event of early termination not precipitated by Contractor's breach, would the State consider providing equitable compensation for all work performed prior to the effective date of termination, as well as for unamortized start-up and overhead costs incurred by Contractor in connection with its performance?
- R17. Detailed contract language will be discussed with the selected Vendor.**
- Q18. Appendix E, page 124-125, Card Volumes:** Would the State please provide the card volumes for the most recent month for each category (FA, UI, etc.) under the EBT program?
- R18. As of November 2010, the approximate number of active EBT cards is 927,167 and the approximate number of AL Vantage cards is 159,158.**
- Q19. Page 43 Section 5.7.1 Creation of EBT/EFT Accounts**



This sections states that “Clients receiving both Family Assistance (FA) and SNAP benefits are contained in different eligibility systems (SCI-II and FACETS), which utilize different case numbers. The existing interface to the EBT system combines the different cases under one EBT account (see Appendix F, EBT/EFT File Formats)”.

In this scenario, based on the file formats in appendix F, we assumed that 2 separate Case/Client records will be sent, one for SNAP and one for FA. Each of the records will carry the original Case Numbers from the state eligibility systems, however the EBT Account Number assigned from the pool will be the same in both records. Is our assumption correct?

- R19. Yes, two separate Case/Client records will be sent and each will have the same account number if the client receives both SNAP and FA benefits.**
- Q20. Page 43 Section 5.7.1.1 EBT/EFT Account Number Assignment**
This requirement refers to the assignment of 12 and 16 digit account numbers. Can the State please clarify the requirement for the assignment of EBT/EFT Account numbers?
- R20. EBT cardholders have an internally used 12 digit account number that is assigned from the block of account numbers provided to the State by our current Contractor. The account number allows the State to send over multiple benefit types for multiple programs for the same cardholder. AL Vantage cardholders have a 16 digit number. The State understands and is aware of the fact that the primary account number (PAN) for all cards is 16 digits (this number is usually referred to as the card number for EBT purposes). The 16 digit debit card account number is sufficient for the Child Support program and whether or not the number begins with leading zeros is not an issue.**
- Q21. 54 Section 5.11 Customer Service**
This requirement states that the Contractor provide Client Customer Service for EBT/EFT clients via a toll-free, “1-800” number. Is it acceptable to provide two separate toll free numbers, one for EBT cardholders and one for EFT?
- R21. Yes, it is acceptable for Vendors to provide one toll-free number for clients using EBT services and a different toll-free 1-800 for clients using EFT services.**
- Q22. 124 Appendix E EBT/EFT Statistical Data**
How many of the 32,178 Active Medicaid NET Cases receive their transportation benefits via direct deposit either to their bank account or to a vendor account?
- R22. As of October 2010, there are 99 Transporters set up to receive direct deposit for transportation services redirected at the Medicaid recipients’ request. During the month of October 2,825 reimbursements were directly deposited into Transporters accounts.**
- Q23. 3.1.1 Program Descriptions 20**
Will the State please clarify whether the Child Support Enforcement Program is a new program or if the program is currently supported by an online system? If the latter, who is the vendor?

The RFP contains very few unique requirements for the Child Support Enforcement Program. Would the State please either confirm that the CSED will use the same debit card system and services as provided to the Department of Industrial Relations, or provide specific requirements for child support?



R23. No. Child Support is not a new program. Electronic disbursement of payments is new to the Child Support program. Currently Child Support disburses payments in the form of paper checks issued by the State Comptroller. See Addendum #1 for additional information regarding the minimum requirements for Child Support. The State's requirement is that Vendors propose a debit card system that is comprehensive and flexible enough to accommodate DIR, Child Support and any other cash program that elects to use the system.

Q24. 4.2 Proposal Format 23

The RFP states: "Proposals must be printed/copied onto one side of a standard (8 ½ x11) white typing/copier paper. EBT proposal responses typically exceed 500 pages. While vendors can comply with the requirement, if the response is printed on only one side, it will mean each evaluation copy will require multiple 3-ring binders. Since EBT is a mature product and to reduce the environmental impact of producing and shipping so much paper, we suggest the state consider changing the requirement to print double-sided.

R24. No. All proposals must adhere to the requirements as specified in the RFP document.

Q25. 4.2 Proposal Format 24

To streamline the organization of the proposal, may we suggest that Section 4.2.1 be revised to include the Cover Sheet and Required Forms in sections 4.2.3 (Tax ID) 4.2.4 (Insurance), and 4.2.6 (Attachments) in one tab. Each of these documents is only 1 or 2 pages.

R25. All proposals must adhere to the requirements as specified in the RFP document.

Q26. 4.2 Proposal Format 24

The RFP requires that page numbering begin with page 1 of the Table of Contents. Since EBT proposals exceed 500 pages and multiple Word docs are involved, we suggest the state revise the page numbering requirement to allow the TOC to be numbered separately (e.g. page TOC-i, TOC-ii) from the Technical Proposal response for Section 5.

R26. All proposals must adhere to the requirements as specified in the RFP document.

Q27. Section 5: Technical Proposal

While this RFP is for EBT and EFT (debit) services, most of the requirements are traditional EBT requirements that either are not applicable to or cannot be supported by a debit card system. EBT systems and debit card systems operate separately and under different rules and regulations. It is not sufficient to add "/EFT" to an RFP requirement; specific requirements for debit cards must be provided. The lack of unique debit card requirements leaves the state open to Professional Services charges to provide normally required services because they were not specifically stated in the RFP. The vendors cannot include in their pricing the cost of providing requirements/services not listed in the RFP.

For instance, there is no mention in the RFP that the debit cards must be either Visa or Master Card certified or contain their or the financial institution logo; the debit card track 2 differs from an EBT card; transactions are processed and settled differently for EBT and EFT; reporting requirements differ, retailer interaction differs; card processing SLAs differ, etc.



We suggest the State either:

Consider eliminating the debit card programs from this RFP and issue a separate RFP for these services

Provide detailed requirements for EFT/debit cards as an amendment to this RFP

If the state decides to keep EFT/debit cards as part of this RFP and provide updated specifications, we request an extension to the proposal due date of at least 2 weeks to allow vendors time to analyze the changes, write the response and determine the pricing.

Please confirm or clarify that in those sections that do not specifically state "EBT/EFT", the requirements do not apply to UI and Child Support?

- R27. The RFP is requesting turnkey systems for EBT and EFT services; therefore, any requirements that are legally and functionally necessary for the Vendors to provide those services are considered to be a part of the core services unless the costs are specially stated in Schedule VI-1, VI-3 or VI-4, whichever is relevant. The State has no preference as to whether the branded debit cards are Visa or MasterCard. It is the State's expectation that Vendors acquire services from entities and companies in such a manner as to provide the most economical, efficient and comprehensive services possible to the State.**

The sections that refer only to EBT require only a response relevant to EBT. Those sections that refer to EBT/EFT require a response relevant to EBT and a separate response relevant to EFT. (Example: In Section 5.16 and its subsequent subsections, the Vendors shall explain its web based Administrative Terminal functions for EBT and then in a separate paragraph(s) explain its web based Administrative Terminal functions for EFT.

- Q28. 5.6 Contract Performance 39**

The end of this section states "Note: No points will be assigned to proposals submitted by new or current Vendors who have performed their contractual obligations satisfactorily. However, current Vendors who have performed unsatisfactorily may experience point deductions up to a maximum of 10 points." Will the State please clarify if the reduction in points only applies to the current Vendor as stated? If so, this puts the current vendor at an unfair disadvantage and could be cause for protest. If not, will the State please explain how evaluators will know if a new Vendor performed satisfactorily? Will the State please describe the process for evaluation of performance as it appears to be a subjective process? Will the State please consider removing this option from the RFP?

- R28. Current Vendors who have failed to meet the expected contractual performance should be aware of any concerns the Department may have and of any corrective action plans that may be in place. Contracting divisions may provide unsatisfactory performance information. No.**

- Q29. 5.6.1 Performance Standards 40**

Amendment #3 of the RFP reduces the time frame for processing EBT-only POS transaction from the FNS requirement of 20 seconds to 10 seconds. Section 5.12.1 requires the Contract to meet the FNS performance and technical standards and regulations. This section also states the order of precedence the Contract will use and list the Federal regulations as #1. 7 CFR 274.12, System Processing Speeds, includes "For dial-up systems, 95 percent of the EBT transactions shall be processed within 15 seconds or less and all EBT transactions shall be processed within 20 seconds or less." FNS has indicated they understand that the EBT-only processing speeds are not necessarily



reasonable and allow the states leeway in determining Performance deficiency. Will the State minimally chance the Transaction Response Time back to the FNS requirement?

R29. No. The State is willing to consult with the selected Vendor and mutually agree upon a performance standard that is acceptable for the State, Vendor and FNS. As of June 2010 the EBT regulations that were in 274.12 have been incorporated throughout 274.1 – 274.8.

Q30. 5.6.1 Performance Standards 40

Will Child Support use the DIR Transfer of Funds standard? If not will the State please specify the CSED requirements for funds transfer?

R30. It is the State's expectation that the Vendor's EFT system can accommodate both programs. See Addendum #1 for CSED's minimum requirements.

Q31. 5.7.2.3 Benefit Expungement 46

Will the State please confirm that benefit expungement does not apply to unemployment or child support payments?

R31. Confirmed.

Q32. 5.8.1.1 Card Designs 47

What card design will the Child Support program use, e.g. use the same pre-paid debit card design as the Al Vantage card for Unemployment Insurance or a new design?

R32. Child Support is requiring a new design for its card.

Q33. 5.8.1.3 Card Number/BIN Number 48

What BIN will the Child Support payment card use, e.g. the same BIN as the Al Vantage card for Unemployment Insurance or a separate BIN? Maintaining separate BINs will be more costly and this should be clarified it will impact all bidders pricing strategy. If the state requires separate BINs, please add this to schedule VI-5?

R33. Child Support is requiring a separate BIN. Vendors shall include any and all costs associated with the BIN for Child Support in Schedule VI-1 in the DHR (CS) column to the right of the category labeled "Branded Debit Card (Design, development ...different from the State's current design.)" if the expense will be billed to and payable by Child Support.

Q34. 5.8.2 Card and PIN Issuance 48

Since EBT is a mature system and the State has been successfully using the IVR/SIVR PIN Select feature since the start of EBT in the State, will the State please consider eliminating PIN issuance by mail as a cost saving measure?

R34. No, DHR (SNAP & FA) has elected to continue PIN mailers at this time, but is willing to consider eliminating PIN issuance by mail at a later date and is requiring all Vendors to provide the specific amount of the cost savings as a decrease in the CPCM in Schedule IV-3 so that a decision can be made to eliminate or not eliminate the PIN issuance by mail. All the other program areas do not object to PIN selection using the IVR/SIVR.

Q35. 5.8.3.1 Timeframe Requirements 49

This section states that the State will reimburse the contractor for any additional overnight deliveries. Schedule VI-4 in the cost proposal does not allow the vendor to



price this service. Will the State please add overnight night card delivery after 20 per calendar year to Schedule VI-4?

R35. All Vendors shall include the cost per card over 20 in Schedule IV-3. It is the State's expectation that the State will only be charged the actual cost for delivering each card over 20 overnight.

Q36. 5.8.3.1 Timeframe Requirements 49

Will CSED follow DIR's standard for card replacement timeframes currently supported.

R36. Yes.

Q37. 5.8.3.2 Pin Transferred from Old Card to New Card 49

Currently, for UI cards the PIN is not automatically transferred from the old card to the new card. However, the cardholder can set the PIN to the same value as the old PIN during the card activation process of the replacement card. Will the State accept the current process for UI and Child Support?

R37. Yes.

Q38. 5.9.1.2 Video 51

Please clarify that the video is only required for EBT SNAP/Cash and not for NET which is also considered an EBT program?

R38. Correct. The video is only required for EBT SNAP/Cash (FA).

Q39. 5.9.3.1 Administrative Terminal 51

Will the state accept electronic copies (posted online) of the Administrative Terminal User Manual for each authorized Admin Terminal user?

R39. Yes.

Q40. 5.10.2.3 Cut-off Times 54

The State's current financial settlement time is 6:10 p.m. Central Time not 5pm CT as stated in the RFP Will the State continue to accept 6:10 pm CT as the cut-off time?

R40. The State's current Contractor has confirmed that the current cut-off time is 6:00 p.m. Central Time, but the State has no objections to the 6:10 p.m. settlement time. Also, reference Section 5.10 for additional information concerning the State's preference.

Q41. 5.11 Customer Service

Currently, how does the child support payment recipient know when payments have been made?

R41. Currently, Child Support recipients are issued a paper check when a payment has been made. They also can call a toll-free hotline to find out if payments have been made or they can use the Online Payment Inquiry System.

Q42. 5.11.1.2.4 Transaction History 55

Will the State confirm that the requirements in this section are specific to the EBT programs and do not apply to the UI and Child Support programs? The Vendor has no access to debit card accounts to provide history.

R42. The ten transactions by benefit program is specific to the EBT programs, but DIR is requiring that the AL Vantage cardholders be able to access the last five debit card transactions as is currently available to them.



Q43. 5.12 Transaction Processing 57

Will the State confirm that the requirements in this section are specific to the EBT programs and do not apply to the UI and Child Support programs?

R43. Confirmed.

Q44. 5.13 Direct Deposit of Cash Benefits 63

Will the State confirm that the requirements in this section are specific to the EBT programs and do not apply to the UI and Child Support programs? The direct deposit process for EBT and Debit are not the same as they are separate system with separate requirements.

R44. The direct deposit option is applicable to all cash program areas that elect to use the services. Also refer nce R9 for additional details.

Q45. 5.15 Adequate Cash Access 65

This section requires that NET clients access cash via a teller in a financial institution. These clients do not have a bank account anywhere. This has been researched and the financial institutions do not have the ability or infrastructure to accept EBT transactions in their branches. Will the state either delete this requirement or allow vendors to suggest/price alternatives such as placement of EBT-only terminals in bank branches (if accepted by the bank) and allow cash transactions on an EBT-only terminal? Additional terminals will affect the CPCM or can the pricing for the additional terminals be added to Schedule VI-3, Pricing Table for Alabama EBT/EFT Optional Services?

R45. Effective immediately, Medicaid has officially withdrawn the requirement for NET clients to have access to cash via a teller within a financial institution; therefore, Vendors do not need to respond to the aforementioned requirement.

Q46. 5.16 EBT/EFT Administrative Terminal 65

Will the State confirm that the requirements in this section are specific to the EBT programs and do not apply to the UI and Child Support programs? The administrative terminal features for EBT and Debit are not the same as they are separate system with separate requirements.

R46. The State understands that the systems are separate systems. The sections that refer only to EBT require only a response relevant to EBT. Those sections that refer to EBT/EFT require a response relevant to EBT and a separate response relevant to EFT. In Section 5.16 and its subsequent subsections, the Vendors shall explain its web based Administrative Terminal functions for EBT and then in a separate paragraph(s) explain its web based Administrative Terminal functions for EFT.

Q47. 5.17.1 Financial Reports 69

Will the State confirm that the requirements in this section are specific to the EBT programs and do not apply to the UI and Child Support programs?

R47. Confirmed.

Q48. 5.17.2 Support Reports 70

Will the State confirm that the requirements in this section are specific to the EBT programs and do not apply to the UI and Child Support programs?

R48. Confirmed.



Q49. 5.17.3 Statistical Reports 71

Will the State confirm that the requirements in this section are specific to the EBT programs and do not apply to the UI and Child Support programs?

R49. Confirmed.

Q50. 5.17.4 Administrative Terminal Security Reports 72

Will the State confirm that the requirements in this section are specific to the EBT programs and do not apply to the UI and Child Support programs?

R50. This section applies to the EBT programs and Child Support.

Q51. 5.19.3 Disasters within the state 76

Will the State confirm that the requirements in this section are specific to the EBT programs and do not apply to the UI and Child Support programs?

R51. This section applies to the EBT programs and paragraph 4 applies to all the program areas including UI and Child Support.

Q52. Section 6-Schedule VI-5 Pricing Table for Alabama Electronic Payment/Branded Debit Card Services 90

If a separate BIN is required for Child Support, please add a row (or allow vendors to add row(s)) to this Table to cover BIN fees?

R52. Vendors shall include any and all costs associated with the BIN for Child Support in Schedule VI-1 in the DHR (CS) column to the right of the category labeled “Branded Debit Card (Design, development ...different from the State’s current design.)” if the expense will be billed to and payable by Child Support.

Q53. Section 6-Schedule VI-5 Pricing Table for Alabama Electronic Payment/Branded Debit Card Services 90

We suggest the state amend the RFP or allow vendors to submit separate versions of Schedule VI-5 for Unemployment Insurance and Child Support as the costs for each program are unique.

R53. No. Cost shall be recorded in the Schedules as instructed by the State.

Q54. Appendix A Terms and Conditions – Access and Retention of Records 100

We request that “upon reasonable notice” be added to the first sentence as indicated in Section B.4.b?

R54. Detailed contract language will be discussed with the selected Vendor.

Q55. Appendix A Terms and Conditions – Assignment, Transfer and Subcontracting and Section B.11 100

Will the State please exclude company acquisitions and affiliates so long as the assignment or transfer will not impact or change the services and reasonable notice is given?

R55. Detailed contract language will be discussed with the selected Vendor.

Q56. Appendix A Terms and Conditions Section B.8 – Indemnification 106

We request that the following be added at the end of Section 8 or the Vendor be permitted to negotiate: “The State will be responsible for any amounts required to be paid under any insurance policy “Hammer Clause” as a result of its refusal to consent to a settlement recommended by Insurer and acceptable to the third party claimant.”



R56. Detailed contract language will be discussed with the selected Vendor.

Q57. Appendix A Terms and Conditions Section B.14.a 109

Will the State please clarify or remove the sentence "This provision shall survive the termination of this contract"? If the contract is terminated, there will be no benefits held by the contractor. All benefits will be converted to the new Contractor and this provision will be included in their contract with the State.

R57. Detailed contract language will be discussed with the selected Vendor.

Q58. Appendix A Terms and Conditions Section B.18 111

We request that the State clarify that the Legal Requirements listed in this section apply only to those services offered by the Vendor?

R58. Detailed contract language will be discussed with the selected Vendor.

Q59. Appendix A Terms and Conditions Section B.22 111

Will the State please add or be willing to negotiate the addition of binding arbitration to the dispute resolution process?

R59. Detailed contract language will be discussed with the selected Vendor.

Q60. Appendix A Terms and Conditions Section B.26.b 113

Will the State confirm that this section, in regards to Contractor relief, includes breach or default by the State?

R60. Detailed contract language will be discussed with the selected Vendor.

Q61. Appendix A Terms and Conditions Section B.26.h 114

Will the State please confirm that this section applies only to contract work done by the contractor?

R61. Detailed contract language will be discussed with the selected Vendor.

Q62. Child Support Enforcement Division Overview - Pg. 2

Will all 200,000 custodians be required to receive payments on the payment card at the end of the phased implementation period or will they have the option of having their payments deposited via direct deposit?

R62. No. At least 21.5% (52,000) of these custodians would not be required to receive payment on the debit card. Direct deposit is not an option.

Q63. Current System Description - Pg. 2

Addendum 1 indicates CSED currently makes child support payments via check. What is the relationship between the Child Support Enforcement Agency and the "Spectrum Card" that is currently being used for Child Support? It appears that the Spectrum Card is issued and administered through the ACDD? Is the Spectrum Card entirely a different and separate from this RFP?

R63. There is no relation between CSED and the Spectrum Card. ACDD administers the Spectrum Card. It is separate and apart from this RFP.

Q64. Current System Description - Pg. 2



Does the State Child Support currently provide direct deposit to Child Support recipients as an alternative to receiving checks? If so, to what bank are those funds deposited?

R64. Child Support does not provide direct deposit.

Q65. Project Schedule and Work Plan - Pg. 5

In this requirement, the State is requesting a project schedule and work plan, however in section A.2 of the addendum, you mention that that DHR expects to implement in a negotiated phased approach. Can you provide some additional guidance on how long you expect the negotiated phased approach will take? This will assist in providing an accurate project schedule and work plan.

R65. The Child Support Enforcement Division would like to begin the phase in period during the first year of the contract, but Vendors should propose a realistic time frame. Specific details will be worked out once a Vendor is selected.

Q66. Value Added Requirements - Pg. 7

The Addendum states: "As Part 2 of the proposal, Vendor will submit a comprehensive fee schedule for the proposed debit card program for customers..." Since the addendum did not include a pricing schedule, should the vendor create a version of Schedule VI-5a for the child support fees?

R66. No. Fees not already listed in Schedule VI-1 by the State should be included in Schedule VI-3 if the Vendor is not offering the service at no charge to the State and cardholder.