

Appendix B EBT Supplemental Information.

[Appendix B.1 EBT Interfaces.](#)

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Appendix B.1 EBT Interfaces.

Requirement 6.8.2.1.1 – Interfaces. Interface layouts are provided in Attachment H: EBT Interface Layouts.

To supplement requirement 6.8.2.1.1, Appendix B.1 EBT Interfaces is a list of interfaces that provides insight into the type of information currently received or will begin to be received by the Agency through interfaces.

Interface	Description	Frequency	Agency to Contractor	Contractor to Agency
Account Maintenance File	Provides account setup and maintenance information on the EBT accounts to the Contractor's EBT solution.	Twice each State business day by 11:00 a.m. CT and by 11:59 p.m. CT	X	
Account Maintenance Summary File	Generated for each account maintenance file. File provides a summary of the file processed, identifies any records not processed, and the reason code for the rejection.	After each account maintenance file		X
Household Member Demographic File	Provides setup and maintenance information on EBT household members to the Contractor's EBT solution.	Once each State business day	X	
Household Member Demographic Summary File	Generated for each household member demographic file. File provides a summary of the file processed, identifies any records not processed, and the reason code for the rejection.	After each household member demographic file		X
Household Member Demographic Reject File	Contains the details of the household member demographic rejected by the EBT solution.	After each household member demographic file		X
Benefit Maintenance File	Used to add and cancel benefits on the Contractor's EBT solution.	Once each State business day and once monthly	X	
Benefit Maintenance Summary File	Generated for each benefit maintenance summary file. File provides a summary of the file processed, identifies any records not processed, and the reason code for the rejection.	After each benefit maintenance file		X
Daily Activity File	Contains transaction activity performed against EBT accounts.	Daily		X

Interface	Description	Frequency	Agency to Contractor	Contractor to Agency
Benefit Aging File	Used to identify inactivity on EBT accounts.	Daily		X
Adjustment Activity File	Used to identify activity on retailer and recipient-initiated claims. Contains records on new adjustment claims, changes to the status of the claim and key events that occur during the adjustment time period.	Daily		X
Returned Cards File	Used to identify EBT cards returned as undeliverable by USPS. Contains: <ol style="list-style-type: none"> 1. case number, 2. Last name, first name, 3. PAN 4. Address card was mailed to 5. USPS forwarding address information found on “returned” card envelopes processed by the Contractor or that no forwarding address was provided, 6. Date and time card was mailed, and 7. Date and time card returned to Contractor 	Daily		X

Requirement 6.8.2.2.1 – FNS Interfaces.

Interface	Description	Frequency	Contractor to FNS	FNS to Contractor
Account Management Agent (AMA) File	Daily the Contractor shall provide data necessary to support the increases and/or decreases to the State's ASAP account balance at the Benefit Redemption Systems Branch (BRSB) in Minneapolis, which service as the account management agent for the FNS SNAP EBT benefit payment account. The AMA will interface with the Treasury Department's automated standard application for payments, and will	Daily	X	

Interface	Description	Frequency	Contractor to FNS	FNS to Contractor
	<p>establish automated standard application payments account funding limits for the State for SNAP EBT activity.</p> <ol style="list-style-type: none"> 1. The Contractor shall interface with the AMA and provide necessary data, 2. The data shall be provided in a formatted file, and 3. The data elements and file format information is specified by FNS and provided in Attachment K. 			
Store Tracking and Redemption Subsystem (STARS) File	<p>On a weekly basis, the Contractor shall provide detailed daily SNAP redemption data by retailer identification number to STARS, the FNS SNAP redemption database, through the Benefit Redemption Systems Branch (BRSB) in Minneapolis.</p> <ol style="list-style-type: none"> 1. STARS provides data to the FNS field offices, area offices, regional offices, and the national office to monitor compliance with regulations by retailers, Benefit Redemption Systems Branch (BRSB) member institutions, and the Contractors that participate in SNAP. 2. The data elements and file format for this data are specified by FNS and provided in Attachment M. 	Weekly	X	
Anti-Fraud Locator of EBT Retailer Transaction (ALERT) File	<p>The Contractor shall provide transaction data, starting at the implementation, of store transaction history on a daily basis to FNS through the ALERT file.</p> <ol style="list-style-type: none"> 1. The ALERT file is part of a fraud detection decision support system designed to monitor and track electronically conducted transactions completed by 	Daily	X	

Interface	Description	Frequency	Contractor to FNS	FNS to Contractor
	<p>SNAP recipients in authorized meal program and food retailer locations.</p> <p>2. The Contractor shall be responsible for settling and reporting any manual vouchers that carry over from the previous system.</p> <p>3. The data element requirements and file layout for the ALERT file can be found in Attachment J.</p>			
Retailer Electronic Benefit Transfer Data Exchange (REDE) File	<p>The Contractor shall access and process the FNS REDE system daily, Monday through Friday, for the exchange of retailer data. The file contains notification of newly authorized EBT retailers and EBT retailers who have been withdrawn or disqualified as participants in SNAP as well as national retailer data for interoperability between states.</p> <p>1. The Contractor will also be responsible for removing a withdrawn or disqualified retailer from the EBT redemption process within two (2) days of notification from FNS.</p> <p>2. The file layout for the REDE file can be found in Attachment L.</p>	Daily (Monday – Friday)		X

Appendix B.2	EBT Reports.
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To supplement requirement 6.10.1.1, Appendix B.2 EBT Reports is a list of reports that provides insight into the type of information currently received or will begin to be received by the Agency through reports. The Agency does not require that the Contractor adopt the specific reports listed below. However, the Agency does expect to receive all of the data elements described below at the frequency indicated.

Reporting Category	Description of Data Received	Frequency
Financial Reports		
ACH Daily	Lists details and provides a summary of ACH daily activity.	Daily
Benefit Expungement Details	Lists details and provides a summary of all benefit authorizations and amounts that have been expunged from the solution due to inactivity for a particular settlement date.	Daily
Benefit Liability	Shows the beginning liability balance and details the debits and credits resulting in the ending liability balance specified.	Daily
CPCM Billing	Includes detailed information on all case and account types (e.g., SNAP, Disaster SNAP) and the number of cases being billed for CPCM to allow the Agency to bill for services.	Monthly
Daily DSNAP Issuance	Includes daily disaster benefits issued for the Disaster Food and Disaster Supplemental subprograms. The report is used to populate the FNS daily report spreadsheet.	Daily
DSNAP Event Summary	Verifies disaster benefits for the entire disaster period issued for the subprograms Disaster Food and Disaster Supplemental. The report is used to populate the 292B final report.	By Request
Monthly DSNAP Issuance	Includes the monthly disaster benefits issued for the subprograms Disaster Food and Disaster Supplemental.	Monthly
Settled Funds	Summarizes the total funds that are being settled for the processing day by program and sub-program type, which require funding.	Daily
Settlement & Reconciliation Report	Used to reconcile benefits posted to the EBT solution, settlement of benefits utilized by recipients, and the outstanding liability remaining on the EBT solution at the end of the processing day.	Daily
Daily Adjustment (Claim) Disposition Detail Report	Lists all SNAP settled adjustments both debit and credit on a daily basis and all claims closed by other means such as denials and abandoned claims.	Daily
Monthly Open Claims Report	Lists claims that were open as of the last day of the month.	Monthly, 5 calendar days after the last day of the month
Monthly Overdue Client Claims Report	Lists all open cardholder-initiated claims determined to be overdue for resolution in accordance with FNS regulations,	Monthly

Reporting Category	Description of Data Received	Frequency
	Quest rules, and/or State guidelines.	
Administrative Terminal – Benefits	Report of all the benefits added on the administrative terminal and the user who issued the benefit.	Daily
Unavailable Benefit	Lists benefit authorizations that have not yet been made available to the cardholder by benefit type and availability date.	Daily
Voucher Authorization	Lists all vouchers authorized for settlement date. This data is imported into an Agency database.	Daily
Voucher Expiration	Lists all vouchers expired for a settlement date. This data is imported into an Agency database.	Daily
Voucher Settlement	Lists all vouchers settled for a settlement date. This data is imported into an Agency database.	Daily
Statistical Reports		
Card Mailer Report	Includes the following: <ul style="list-style-type: none"> – Date and time the card mailer file was received – Date the EBT cards are scheduled to be mailed out – Actual date the EBT card(s) were mailed out – New EBT cards mailed out in English and Spanish – Replacement EBT cards mailed out in English and Spanish – Daily amount of MCR notices mailed – Monthly total of MCR notices mailed\ 	Monthly
Recipient Customer Service Representative (CSR) Statistics	Provides statistics regarding recipient customer service performance. The following items should be included in the report: <ul style="list-style-type: none"> – Number of CSR calls per day – Number of CSR calls handled per day – Percentage of CSR calls handled – Number of abandoned calls – Percentage of abandoned calls – Average speed of abandonment – Average speed of answered calls – Average CSR talk time – Average CSR handle time – Report should total all daily data so monthly totals are provided. 	Monthly
Recipient Interactive Voice Response (IVR) Call Statistics	Provides statistics such as: <ul style="list-style-type: none"> – Number of daily IVR calls offered – Number of daily IVR calls answered – Percent of daily IVR calls answered – Daily IVR average speed of answer 	Monthly

Reporting Category	Description of Data Received	Frequency
	<ul style="list-style-type: none"> – Daily IVR average talk time – Daily number of CSR opt out calls – Daily percentage of CSR opt out calls – Daily number of new PINs – Daily number of RePINs – Daily number of total PINs – Report should total all daily data so monthly totals are provided. 	
Customer Service Statistics	<p>Provides a summary of the number of calls received by the recipient customer service by reason, for both IVR and CSR. Reasons include, but not limited to:</p> <ul style="list-style-type: none"> – Lost/stolen card – Balance inquiry – Transaction history – Other 	Monthly
CSR Recipient Call Report	The data file documents all “CSR Recipient Call” transactions recorded in the transaction history of cases. The “CSR Recipient Call” transaction type records the narrative of a call placed to customer service.	Monthly
Customer Satisfaction Survey Results	Reports on the results of the customer satisfaction surveys.	Quarterly
Deployed Terminals	Lists details for State-equipped retailers, including retailer FNS number and deployment date.	Monthly
Host Response Time	Summary of solution response time by transaction types.	Monthly
Transaction Activity by County	Summary of transaction activity by county.	Monthly
Total Transaction Count	Lists transaction count and dollar totals by SNAP and Interoperable transactions.	Monthly
Monthly Utilization	Summarizes the number and type of transactions performed at each State equipped retailer.	Monthly
Transactions by Day	Summarizes the transactions by day of month to show peak processing days for the EBT solution.	Monthly
Retailer Customer Service Representative (CSR) Statistics	<p>Provides statistics regarding retailer customer service performance. The following items should be included in the report:</p> <ul style="list-style-type: none"> – Number of CSR calls received per day – Number of CSR calls handled per day – Percentage of CSR calls handled – Number of abandoned calls 	Monthly

Reporting Category	Description of Data Received	Frequency
	<ul style="list-style-type: none"> – Percentage of abandoned calls – Average time to abandon – Average speed of answered calls – Average CSR talk time – Average CSR handle time – Report should total all daily data so monthly totals are provided. 	
Retailer Interactive Voice Response (IVR) Statistics	<p>Provides statistics such as:</p> <ul style="list-style-type: none"> – Daily number of IVR calls received per day – Daily number of IVR calls answered – Daily percent of IVR calls answered – Daily IVR average speed of answer – Daily average IVR talk time – Daily number of CSR opt out calls – Daily percentage of CSR opt out calls – Report should total all daily data so monthly totals are provided. 	Monthly
Retailer Customer Service Statistics	<p>Provides statistics regarding Retailer customer service performance. The following items should be included in the report:</p> <ul style="list-style-type: none"> – Number of calls received by reason (including SNAP voice authorization, terminal problems, settlement questions, number of adjustment requests) for IVR and CSR – Retailer help tickets, including open, closed, and reason 	Monthly
System Availability Report	Shows system uptime.	Monthly
Transaction Processing Report	Shows transaction accuracy.	Monthly
Online Transaction Response Time	Report of administrative terminal response times by hour of the day for all update and inquiry transactions.	Monthly
Online Transaction Summary	Report of the standard online transaction summary totals that is required for the Online Shopping Pilot.	Monthly
Online Transaction Details	Provides online transaction information details in a comma-separated values (CSV) format, including the delivery street address and zip code. This is required for the Online Shopping Pilot.	Monthly
Solution Availability	Report of the solution availability of each performance component: EBT processor, transaction switch, EBT-only	Monthly

Reporting Category	Description of Data Received	Frequency
	<p>acquiring third party processor (if subcontracted), Cardholder IVR, and Retailer IVR. Includes detailed documentation and explanation of both scheduled and unscheduled downtime or processing interruptions.</p> <p>Must include dates and times of outages and percentage of time each component was available for the month.</p>	
EBT Solution Incident Report	<p>Provides an explanation of outages with the EBT solution. It should include retailer complaints and other operational issues. The report shall include:</p> <ul style="list-style-type: none"> – EBT program affected – Date of problem – Start time – End time – Other states impacted, if any – Problem type – Detailed problem description – Detailed problem resolution – Prevention of future occurrences – Name of individual completed report 	<p>Initial report within 24 hours of identification of the incident.</p> <p>Daily status reports shall be made until the final incident report is received.</p> <p>Final incident reports are due within 48 hours of the incident resolution.</p>
Fraud Reports		
Access Definition	Report lists group IDs, role IDs, and status change date of individual incumbent and State staff, dating back to 2003.	Monthly
Account Activity	Report lists the load of benefit authorizations and purchases.	Daily
After Hours Transactions	Lists transactions that occurred between 1:00 a.m. and 5:00 a.m. CT.	Monthly
Automatic Reconciliation	Report of the automatic reconciliation that lists purchases, reversal counts, and amounts.	Daily
Card Replacement	Report of EBT card replacements by county. Provides the PAN and reason for the replacement.	Daily
High Volume Card Replacements	Report of cases with a high number of replaced EBT cards.	Monthly
Even Dollar Transactions	Lists approved even dollar transactions over \$100.	Monthly
Exceeded PIN Attempts	Lists cases where recipients exceeded the PIN attempt limit.	Monthly
Excessive Card Replacement	Report lists recipients who have had four (4) or more EBT card replacements in the past 12 consecutive calendar months.	Monthly

Reporting Category	Description of Data Received	Frequency
Batch Processing Response File	A response file that is sent back to the State after the batch files are sent to the EBT solution.	Daily
Retailer Adjustment	Report of retailer adjustment information including: <ul style="list-style-type: none"> – Account – Name – Business Date – Type – Amount – Entered time 	Daily
Full Food Stamp Withdrawals	Lists transactions of \$100 or more where the full SNAP balance was withdrawn in the transaction.	Monthly
IOP ACH Daily	Report listing account numbers, amounts, and processors.	Daily
IOP Auto Recon	A point of sale device reconciliation report.	Daily
Invalid Card Transactions	Lists transactions performed using cards with a card status other than active.	Monthly
Large Dollar Transactions	List of transactions of \$250 or more where the retailer has had five (5) transactions of \$250 or more in a given month.	Monthly
Large Return Transactions	Lists return transactions \$100 or more in a given month.	Monthly
Manual Card Entry	Lists transactions by retailer where the PAN was manually entered into the POS terminal instead of being swiped.	Monthly
Monthly Out of State Activity	List of all transactions performed by Iowa EBT cardholders at locations outside of Iowa. Transactions are separated by transactions occurring in States within 50 miles of the Iowa border versus elsewhere.	Monthly
Monthly Out of State Purchases	Data file purchase transaction list, with no column headings, of all confirmed purchases performed by Iowa EBT cardholders at locations outside of Iowa during the prior month, where the cardholder had no confirmed purchases inside of Iowa during the prior two (2) months. The Contractor shall transmit this data file to the Agency on the first day of each calendar month. The following data items shall be included in the file: <ul style="list-style-type: none"> – Recipient case number – Recipient last name – Recipient first name – Recipient case most recent benefit issuance amount – Purchase date – Purchase location city 	Monthly

Reporting Category	Description of Data Received	Frequency
	<ul style="list-style-type: none"> – Purchase location state – Cardholder PAN used for the purchase 	
High Frequency Transactions	List of debit transactions of \$50 or more that occur within a one (1) hour time frame.	Monthly
POS Supply ACH	A report providing checking/savings credit and debit records.	Monthly
REDE Summary	A report version of the REDE file.	Daily
Retailer Terminal Activity	Lists processor information by terminal identification, including: <ul style="list-style-type: none"> – Adjustments – Vouchers – Purchases – Reversals – Returns – Voids – Other transactions 	Daily
Transaction Denial	Lists both detail and summary information on denied transactions.	Monthly
EBT Support Reporting Data		
Active Users	List of authorized users showing activation date and level of permissions assigned.	Monthly
Administrative Action	Lists detail on all administrative transactions performed by users.	Daily
Card Distribution	Report of the information sent to the EBT card production facility. Confirms the daily EBT card production total.	Daily
Replacement Card Distribution	Modified version of the card mailer file, including the reason that a card was replaced.	Daily
Disabled Users Report	List of users and the date a user became disabled.	Monthly
Invalid Logon Attempts	List of State staff that entered an invalid password for their user ID when logging on to the administrative terminal.	Daily
PIN Not Set	List of cases where the customer service was contacted to change a PIN, but the process was not successful.	Daily
Administrative Terminal Actions	Report on administrative terminal activity, including: <ul style="list-style-type: none"> – Accounts added – Secondary recipients added – Secondary recipients deleted 	Daily

Reporting Category	Description of Data Received	Frequency
	– Demographic changes made	
Inactive Accounts	List of administrative terminal accounts that have been inactive for 30 days.	Monthly

Appendix B.3 EBT Service Level Agreements.

To supplement requirement 6.12.1.4, Appendix B.3 EBT Service Level Agreements lists the SLA requirements that the Contractor shall be expected to meet for the overall quality of services provided. If the EBT Service Level Agreements are not met, damages may be assessed.

ID#	Category	Requirement	Performance Deficiency	Liquated Damage Amount
EBT1	EBT Solution Availability	<p>The EBT central computer shall be “up” ninety nine point nine percent (99.9%) of the time twenty four (24) hours per day, seven (7) days per week measured on a monthly basis.</p> <p>The EBT solution consists of all system functions over which the Contractor has control, either directly or through a subcontractor relationship.</p> <p>The central computer is not considered “down” if the system continues to automatically process transactions or, voucher approvals, whether electronically or via the IVR.</p> <p>The maximum unscheduled downtime during one episode before back-up systems are in place will be one hour.</p> <p>Unscheduled downtime for more than one hour will be considered system failure for which penalties may be assessed.</p>	<p>Failure of the EBT central computer to be “up” ninety nine point nine percent (99.9%) of the time measured on a monthly basis.</p> <p>(Scheduled maintenance time is not calculated in the ninety nine point nine percent (99.9%) "up" time).</p>	Contractor shall pay the Agency liquated damages of \$2,500 per day for every day that the system fails to meet uptime.
EBT2	EBT Updates, Patches & Repairs	The Contractor must conduct regression testing to ensure all previous updates, patches and repairs are incorporated in the scheduled release and does not impact operations. If upon release of an update, patch or repair, and subsequent system	Release of an update, patch or repair that introduces an error into Production that results in inaccurate payments or inability to access benefits.	Contractor shall pay the Agency liquated damages of \$5,000 per day for any error that results in inaccurate payments or inability to access benefits.

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ID#	Category	Requirement	Performance Deficiency	Liquated Damage Amount
		problems arise due to the new release, the State may assess liquidated damages.		
EBT3	EBT Settlement and ACH Process	The ACH settlement timeframe requirement in 7 C.F.R. § 274.3(a)(3) states the Contractor must provide credits within two (2) business days of the daily cut-over period for retailer settlement. The timeframe for ACH settlement must be met ninety nine percent (99%) of the time measured on a monthly basis.	Failure to meet the ninety nine percent (99%) ACH settlement timeframe each month.	Contractor shall pay the Agency liquated damages of \$1,000 per day if failure to meet the ninety nine percent (99%) threshold.
EBT4	AMA Accuracy	Maintain ninety nine percent (99%) accuracy for AMA data entries provided to the Benefit Redemption Systems Branch (BRSB) in Minneapolis each business day.	Failure to meet the ninety nine percent (99%) AMA data entry accuracy each business day.	Contractor shall pay the Agency liquated damages of \$500 for two or more errors in providing AMA data entries to the Benefit Redemption System Branch (BRSB) in Minneapolis each business day over a two (2) month period.
EBT5	STARS Accuracy	STARS daily redemption totals must be provided to the Benefit Redemption Systems Branch (BRSB) weekly with ninety nine percent (99%) accuracy.	Two or more errors in the STARS daily redemption totals provided to the BRSB at least weekly over a two (2) month period.	The Contractor shall pay the Agency liquated damages of \$100 for two or more errors in the STARS daily redemption totals provided to the BRSB at least weekly over a two (2) month period.
EBT6	EBT Daily Benefit Availability	The daily benefit file transmitted to the EBT Contractor in batch processing must be posted and available in the EBT accounts within sixty (60) minutes following receipt of the file.	Failure to make daily benefits available within sixty (60) minutes after receipt of the file.	The Contractor will be given four (4) hours to correct and process the file. The four (4) hours will commence once either the Agency has notified the Contractor or the Contractor has notified the Agency. The Contractor shall

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ID#	Category	Requirement	Performance Deficiency	Liquated Damage Amount
				pay the Agency liquated damages of \$3,000 per day in which the benefits have not been made available.
EBT7	EBT Monthly Benefit Availability	<p>The monthly recurring benefit file is transmitted to the EBT Contractor in batch processing six (6) days prior to the end of the month. The monthly benefits must be available to recipients by 6:00 a.m. CT on the specified availability date provided by the Agency.</p> <p>Processing the monthly recurring benefit file must not interfere with the daily benefits.</p>	Failure to make monthly recurring benefits available by 6:00 a.m. CT on the availability date specified by the Agency.	<p>The Contractor will be given four (4) hours to correct and process the file. The four (4) hours will commence once either the Agency has notified the Contractor or the Contractor has notified the Agency.</p> <p>The Contractor shall pay the Agency liquated damages of \$3,000 per day in which the benefits have not been made available.</p>
EBT8	EBT Switch Services Availability	The EBT/Debit Switch service shall be available ninety nine point eight percent (99.8%) in any calendar month after deducting for scheduled downtime or failure of communication lines or telecommunications equipment out of the control of the Contractor.	Failure to meet the ninety nine point eight (99.8%) Debit/EBT Switch availability threshold each month.	Contractor shall pay the Agency liquated damages of \$500 per each month that the ninety nine point eight (99.8%) threshold is not met.
EBT9	EBT Transaction Response Time	<p>As defined in 7 C.F.R. § 274.8(b)(1),</p> <p>(1) For leased line communications, ninety eight percent (98%) of EBT transactions shall be processed within ten (10) seconds or less and one hundred percent (100%) of all EBT transactions shall be processed within fifteen (15) seconds.</p>	(1) Failure of ninety eight percent (98%) of leased line communications to process transactions within ten (10) seconds or less and one hundred (100%) of all transactions within fifteen (15) seconds each month.	(1) Contractor shall pay the Agency liquated damages of \$2,500 for each month the leased line communications do not meet the transaction response time.

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ID#	Category	Requirement	Performance Deficiency	Liquated Damage Amount
		(2) For dial-up systems, 95% of the EBT transactions shall be processed within fifteen (15) seconds or less and one hundred percent (100%) of all EBT transactions shall be processed within twenty (20) seconds or less.	(2) Failure of ninety five percent (95%) of dial-up systems to process transactions within fifteen (15) seconds or less and one hundred percent (100%) of all transactions within twenty (20) seconds.	(2) Contractor shall pay the Agency liquated damages of \$2,500 for each month the dial-up systems communications do not meet the transaction response time.
EBT10	EBT Transaction Accuracy	As defined in 7 C.F.R. § 274.8(b)(2)(ii), the EBT Solution central computer shall permit no more than two (2) inaccurate EBT transactions for every ten thousand (10,000) EBT transactions processed on a monthly basis.	No more than two inaccurate EBT transactions for every ten thousand (10,000) EBT transaction processed each month.	The Contractor shall pay the Agency liquidated damages of \$1,000 per each incident, per month with more than two inaccurate EBT transactions.
EBT11	EBT Call Center Response Time & Tracking	<p><u>IVR</u> (1) Ninety nine percent (99%) of all calls answered within twenty five (25) seconds. Measured over a calendar month.</p> <p><u>CSR</u> (1) IVR calls transferred to a customer service representative shall have an average wait time of three (3) minutes or less, measured over a calendar month.</p> <p>(2) One hundred percent (100%) of all calls to a CSR shall be documented, including the date, time, nature and resolution of the call.</p> <p>(3) One hundred percent (100%) of all calls to a CSR shall be recorded and</p>	<p><u>IVR</u> (1) Failure to answer ninety nine percent (99%) of IVR calls within twenty five (25) seconds.</p> <p><u>CSR</u> (1) Failure to answer all CSR calls within three (3) minutes.</p> <p>(2) Failure to document one hundred percent (100%) of all CSR calls.</p> <p>(3) Failure to record one hundred percent (100%) of CSR calls. Failure to produce a recording of a CSR call.</p>	<p><u>IVR</u> (1) Contractor shall pay the Agency liquidated damages of \$1,000 per month of failure to answer ninety nine percent (99%) of IVR calls within twenty five (25) seconds.</p> <p><u>CSR</u> (1) Contractor shall pay the Agency liquidated damages of \$1,000 per month of failure to answer all CSR calls within three (3) minutes.</p> <p>(2) Contractor shall pay the Agency liquidated damages of \$1,000 per month of failure to document one hundred percent (100%) of all CSR calls.</p> <p>(3) Contractor shall pay</p>

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ID#	Category	Requirement	Performance Deficiency	Liquated Damage Amount
		retrievable for investigative and/or monitoring purposes.		the Agency liquidated damages of \$1,000 per month of failure to record one hundred percent (100%) of CSR Calls or failure to produce a recording of a CSR call.
EBT12	EBT Host Response time for Administrative Terminal System	Host response time for administrative terminal transactions for on-line data shall not exceed two (2) seconds, ninety eight percent (98%) of the time, measured on a monthly basis.	Failure to respond to administrative terminal transactions within two (2) seconds, ninety eight percent (98%) of the time, each month.	Contractor shall pay the Agency liquidated damages of \$500 for each month for failure to respond to administrative terminal transactions within two (2) seconds, ninety eight percent (98%) of the time, measured on a monthly basis.
EBT13	EBT-Only POS Terminal Delivery	One hundred percent (100%) of EBT-only POS terminals must be delivered and ready for operational use within fourteen (14) calendar days of the EBT Contractor receiving the retailer/merchant's contract measured over a calendar month.	Failure to deliver and setup POS terminals within fourteen (14) calendar days of receipt of retailer/merchant contract each month.	The Contractor shall pay the Agency liquidated damages of \$100 per terminal per day after fourteen (14) calendar days that the POS terminal is not accepting EBT cards.
EBT14	EBT Card Issuance	<p>(1) For EBT card issuance requests received by the Contractor by 11:59 p.m. CT, EBT cards shall be mailed no later than the following business day.</p> <p>(2) For EBT card issuance requests received by the Contractor by 11:00 a.m. CT, EBT cards shall be mailed the same day.</p> <p>(3) Disaster Cards shall be shipped with next day delivery upon notification by the</p>	<p>(1) Failure to mail EBT cards no later than the following business day</p> <p>(2) Failure to mail EBT cards the same day when requested by 11:00 a.m. CT.</p> <p>(3) Failure to send all DSNAP cards with next day delivery.</p>	<p>(1) The Contractor shall pay the state liquidated damages of \$300 per card per day mailed after the schedule.</p> <p>(2) The Contractor shall pay the Agency liquidated damages of \$300 per card per day mailed after the schedule.</p> <p>(3) The Contractor shall pay the Agency liquidated damages of</p>

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ID#	Category	Requirement	Performance Deficiency	Liquated Damage Amount
		Agency, to an address specified by the Agency.		\$1,000 per day for DSNAP cards mailed after the schedule.
EBT15	Penalties for Conversion Delays	A timely, successful, and problem free transition from the current Contractor to a new EBT Contractor is considered critical to the Agency's EBT program, both because of the public perception regarding the EBT program, and the additional costs to the Agency from problems and delays relating to the conversion. Because of the importance of the conversion, three deliverables are considered critical: 1) the Project Work Plan; 2) the conversion of the EBT databases to the Contractor's EBT system; and 3) the readiness of the Contractor's system to meet the requirements stated in this RFP. For those delays directly attributed to the fault of the Contractor, a fine of \$2,500 per day will be imposed for each day of delay beyond the required timeframe defined in the Project Work Plan and the agreed upon date for the transition. Any additional costs incurred by the Agency because of the failure by the Contractor to complete the transition on the scheduled date, including, without limitation, additional costs for the continuation of EBT services, shall also be the responsibility of the Contractor,		
EBT16	Hourly Charges for Agency Office or Local Agency Personnel	Contractor responsiveness to performance issues raised by the Agency from time to time during the term of the Contract (regardless of whether the performance task is specifically described in the Contract) is of paramount importance to the Agency. Accordingly, in addition to the assessment of liquidated damages as described in the Contract for performance deficiencies described therein, the Agency may, in its discretion, assess additional charge against the Contractor in the amount of \$100 per hour for each person-hour spent by either Agency Office or Local Agency personnel in resolving, or attempting to resolve, a particular performance deficiency. The Agency will notify the Contractor of any such performance deficiency, and simultaneously provide Contractor with notice of the timeframe, which shall be established by the Agency in its reasonable discretion, within which such performance deficiency shall be cured. If the performance deficiency is not cured within the specified timeframe or any additional period agreed upon by the Agency and Contractor, the Agency shall thereafter be entitled to assess a charge against the Contractor in the amount of \$100 per hour for each person-hour spent by Agency Office or Local Agency personnel in resolving the performance failure. The Agency shall provide notice to the Contractor of any amounts charged hereunder, and shall be entitled to offset all such amounts from the next succeeding payment due to Contractor under the Contract.		