

Appendix D Wireless EBT Project.
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[Appendix D.1 Wireless EBT Project Reports.](#)

[Appendix D.2 Wireless EBT Project Service Level Agreements.](#)

Appendix D.1 Wireless EBT Project and DUFB Reports.

To supplement requirement 8.13.1.1, Appendix D.1 Wireless EBT Project and DUFB 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
Wireless EBT Project Reports		
Reimbursement	Previous month's activity statements from the Wireless EBT processors for all farmers participating in the Wireless EBT Project. Lists details by each participating farmer on: <ul style="list-style-type: none"> – Fees charged by processor – Any issues and – What the farmer was reimbursed 	Monthly, on the fifteenth (15 th) of each month, or the next business day.
Monthly Activity	Previous month's activity for all farmers participating in the Wireless EBT Project. Lists details by each participating farmer on: <ul style="list-style-type: none"> – Total monthly sales for each participating farmer – Total monthly EBT sales and transaction volume – Total monthly debit and credit sales and transaction volume – Total sales for all farmers – Total number of devices deployed by device type 	Monthly, on the fifteenth (15 th) of each month, or the next business day.
Deactivation and Reactivation	Lists details on the monthly deactivation and reactivation activity: <ul style="list-style-type: none"> – Farmer's name – Business name – Merchant ID – Account open or closed – Date of agency request – Date of Contractor completion 	Monthly, on the last calendar day of the month, or the next business day.
Customer Service	For the previous month, lists details on customer services issues and the resolution found: <ul style="list-style-type: none"> – Farmer's Name – Business Name – Merchant ID – What the issue was – Resolution of the issue – What occurred if resolution was not yet found 	Monthly, on the first (1 st) of each month, or the next business day.
Farmer Products & Locations	Lists details on what products and locations for each participating farmer: <ul style="list-style-type: none"> – Farmer's Name 	Monthly, on the first (1 st) of each month, or the next business day.

Reporting Category	Description of Data Received	Frequency
	<ul style="list-style-type: none"> – Business Name – Farmer’s FNS number – Farmer’s Free Equipment number – Products sold – Locations where the farmer sells their products 	
Device Deployment	<p>Lists by device the details on when the device has been:</p> <ul style="list-style-type: none"> – Activated by the Contractor – Shipped to farmer – The number of days between receipt of the completed application and device shipment – The number of devices per month that have been sent overnight as directed by the Agency at the Contractor’s expense 	Monthly
DUFB Reports.		
DUFB Loads and Redeems	<p>Lists monthly details on DUFB loads and redeems for each participating farmer:</p> <ul style="list-style-type: none"> – Farmer’s Name – Business Name – Amount of DUFB loads – Amount of DUFB redeems 	Monthly, on the first (1 st) of each month, or the next business day.
DUFB remaining incentives	<p>Lists monthly details on the amount of DUFB incentives left on each DUFB card:</p> <ul style="list-style-type: none"> – Incentive Card Number – Amount of DUFB incentives left on the card. 	Monthly, on the first (1 st) of each month, or the next business day.

Appendix D.2 Wireless EBT Project Service Level Agreements.

To supplement requirement 8.14.1.5, Appendix D.2 Wireless EBT Project 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
Wireless EBT1	Farmer Reimbursements	Each farmer will be reimbursed by the 15 th of each month. The timeframe for the EFT reimbursement must be met one hundred percent (100%) of the time.	Failure to meet the one hundred percent (100%) EFT reimbursement for each farmer each month.	Contractor shall pay the Agency liquated damages of \$250 per day past the 15 th of each month.
Wireless EBT2	Device Deployment	All devices will be shipped to the farmers or Agency within ten (10) business days. The timeframe for device deployment must be met at ninety-five (95%) of the time, measured on a monthly basis.	Failure to ship the devices within ten (10) business days of receipt of the completed farmer application each month.	Contractor shall pay the Agency liquated damages of \$50 per device per day after ten (10) business days that the farmer cannot process EBT transactions.
Wireless EBT3	Customer Service	100% of Wireless EBT customer service issues shall be resolved within three (3) business days of notification of any issue.	Failure to resolve Wireless EBT customer service issues within three (3) business days of notification of an issue.	Contractor shall pay the Agency liquated damages of \$50 per day per issue unresolved within three (3) business days.
Wireless EBT4	Device and Account Deactivation	All Wireless POS devices and accounts must be deactivated within five (5) business days of notification. The timeframe for device deployment must be met at ninety-nine (99%) of the time, measured on a monthly basis.	Failure to deactivate the devices and accounts within five (5) business days of receipt of notification.	Contractor shall absorb the costs of any fees that the farmers is assessed on accounts that should have been deactivated.
Wireless EBT5	Device and Account Activation	All Wireless POS devices and accounts must be activated within five (5) business days of notification. The timeframe for account activation must be met at ninety-nine (99%) of the time, measured on a monthly bases.	Failure to activate the devices and accounts within five (5) business days of receipt of notification.	Contractor shall pay the Agency liquated damages of \$25 per day for any devices and accounts that was not activated within five (5) business days.

ID#	Category	Requirement	Performance Deficiency	Liquated Damage Amount
Wireless EBT6	Penalties for Conversion Delays	A timely, successful, and problem free transition from the current Contractor to a new Wireless EBT Project Contractor is considered critical to the Agency's Wireless EBT Project, both because of the public perception regarding the Wireless EBT Project, 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 Wireless EBT Project; and 3) the readiness of the Contractor to meet the requirements stated in this RFP. For those delays directly attributed to the fault of the Contractor, a fine of \$1,000 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 Wireless EBT services, shall also be the responsibility of the Contractor.		
Wireless EBT7	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;		