



Iowa Department of Human Services

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Request for Proposal ACFS 20-001 Iowa SNAP/EBT and TANF/EPC Processing Services

July 9, 2018 – Respondent Questions and Agency Responses – Round 2:

- Table 1 below includes questions that were received by the Agency in response to the above identified RFP during the Second round of bidder questions (1:01p.m. May 21, 2018 thru 1:00p.m. June 25, 2018)
- Table 2 below includes questions received by the Agency in response to the above identified RFP during the First round of bidder questions that the Agency was unable to answer at the release of the Agency response on June 7, 2018.

Table 1.

Bidders' Questions – Round 2			
Question		Agency Response	RFP Section / Page(s)
1.	How are the incentives for the Double Up Food Bucks provided to the cardholder? Is a coupon or other voucher issued or is a credit applied back to the EBT card? Please describe the process.	In the 2017 pilot, the DUFEB was loaded on an incentive card.	Section 2.1, pg. 13
2.	Please provide monthly dollar volume of the following over the last 12-month period: 1) EPC ATM 2) Bank teller 3) POS transactions	Please refer to Bidder Q&A Round 2 Attachment A located at the end of this document.	Section 2.1, pg. 13
3.	The RFP requires Bidders to respond using 11-point font. May Bidders use a smaller, still readable font for each of the following:	Per the RFP, section 4.1, <i>"Bid Proposals must be typewritten. The font must be eleven (11) point or larger (excluding charts, graphs, or diagrams). Acceptable fonts include Times New Roman, Calibri, and Arial."</i>	Section 4.1, pg. 22

	a) headers and footers b) requirement text c) tables		
4.	Please clarify whether this page limit includes both the Technical Proposal and Cost Proposal or applies only to the Technical Proposal.	The bid proposal response page limit is specific to the technical proposal response.	Section 4.1, pg. 22
5.	Please confirm that tabs required to label sections are not included in the page limits.	The required tabs will not be included in the bid proposal response page limit.	Section 4.1, pg. 22
6.	Can Bidders exclude each of the following from <i>sequential numbering</i> : a) signed forms b) attachments (i.e. required samples, resumes, etc. that are excluded from the page count limitation) c) tables of contents	No. Per the RFP, Section 4.1, <i>"All pages are to be sequentially numbered from beginning to end (do not number Proposal sections independently of each other)."</i>	Section 4.1, pg. 22
7.	Would the State be amenable to allow double sided printing to reduce the amount of paper used and reduce the size of binders for State evaluators?	No. Per the RFP, section 4.1, Bid Proposal Formatting, proposals must be submitted using <i>"8.5" x 11" paper (one side only). Charts or graphs may be provided on legal-sized paper."</i>	Section 4.1, pg. 22
8.	The RFP restricts page size to 8 ½ X 11 inch and legal sized paper. For complex documents like Microsoft Project plans and architecture diagrams, may Bidders use larger paper (11 x 17 inch) folded down to 8 ½ X 11 inch size?	Yes.	Section 4.1, pg. 22
9.	The RFP instructions state that the Technical Proposal must be provided in less than five (5) files in Microsoft Word files on the CD/flash drive. It is not feasible to provide technical responses plus all the required plans, reports, manuals, guides and card mailers that are required to be provided in Tab 5 in this manner. Will the	Please see Amendment 2 to Request for Proposal ACFS 20-001.	Section 4.1, pg. 22

	State allow sample reports, plans, guides and card mailers to be saved in separate Word or PDF files on the CD/flash drive?		
10.	Is the complete system security plan due as part of the proposal or upon winning the bid?	<p>FNS requires that the contractor selected as a result of this procurement be in compliance with the provided system security plan.</p> <p>In order to ensure that all respondents to this procurement are able to meet the Agency's security requirements, it is the expectation of the Agency that bidders provide a completed system security plan with their bid proposal. The Agency understands that the information provided may be an initial draft. It is expected that the document will serve as an ongoing working document should the Agency need to seek further clarification on any of the requirements. If bidders believe that this information may be proprietary, bid proposals should be submitted in compliance with the Bid Proposal Formatting requirements outlined in Section 4.1, <i>Request for Confidential Treatment</i>.</p>	Section 4.2.5. pg.24
11.	Does the Agency require samples of all EBT and EPC reports, as listed in Appendices B and C, or just a select few?	Yes. The Agency requires a sample copy of all of the reports in Appendix B and C that the Contractor currently has available. If a report is not currently available, please state that in the response.	Section 4.2.5.1, pg. 25
12.	The RFP requires documentation and description of EBT and EPC in two separate places. Please provide clarification on what a bidder is required to include in Tab 5C, that is in addition to the information provided under Sections 6.6.1 (EBT) and 7.5.1 (EPC).	<p>Processes provided on Tab 5C serve as the detailed documentation of the Bidder's process for EBT and EPC transaction processing.</p> <p>Responses to the Bidder's Response Questions in 6.6.1 and 7.5.1 provide insight in to the approach and methodologies to fulfilling the EBT and EPC transaction processing requirements detailed within each section.</p>	Section 4.2.5.2, pg. 25, Section 6.6.1, pg. 93, Section 7.5.1, pg. 129
13.	Would the State please clarify the need for bidders to provide proprietary financial data? While CPCM rates for EBT contracts are not proprietary, financials such as contract values certainly are and would not appear to have any real value to Iowa. Would the State please remove this requirement or	No, the Agency will not remove this requirement. If bidders believe that this information may be proprietary, bid proposals should be submitted in compliance with the Bid Proposal Formatting requirements outlined in Section 4.1, <i>Request for Confidential Treatment</i> .	Section 4.2.6.1, 2G, pg. 25

	amend it to require only the current CPCM values?		
14.	A large number of documents including plans, reports, manuals, guides and card mailers are required to be provided in Tab 5. Is it the State's intent that bidders provide sample reports of all reports required in the RFP? If only a sampling is to be provided, will the State please clarify which samples are to be provided from the 89 reports/data files defined in RFP Appendix B.2, Appendix C.2 and Appendix D.1?	Yes. The Agency requires a sample copy of all of the reports in Appendix B.2, C.2 and D.1 that the Contractor currently has available. If a report is not currently available, please state that in the response.	Section 4.2.5, pg. 24-25
15.	Item (1) states job descriptions and minimum qualifications for all staff positions "to be funded by the project" are to be provided. Will the State please clarify what is meant by "to be funded by the project"?	Please see Amendment 2 to Request for Proposal ACFS 20-001.	Section 4.2.6.2, pg. 26
16.	Given a turn-key, hosted solution will be provided and supported by a team of resources supporting multiple clients with no individual positions hired or "funded" specifically for the Iowa EBT/EPC project, will the State remove this requirement?	Please see Amendment 2 to Request for Proposal ACFS 20-001.	Section 4.2.6.2, pg. 26
17.	This item requires that the Agency be notified of "suspected" unauthorized access in addition to actual unauthorized access to Agency information. In the current technical environment, there are frequent attempts on all computer systems and the majority do not result in actual unauthorized access. There are also instances when someone typing in the wrong card number could be construed as suspected unauthorized access. To provide notice of all such attempts is cumbersome for both the contractor providing the notice and the	No. The Agency requires notification of suspected and actual incidents of all contractors that store and access Agency data. Reporting all suspected and actual incidents is also standard protocol required of the Agency by our federal partners including the Social Security Administration, the Internal Revenue Service and the Center for Medicare and Medicaid Services.	Section 5.1.1.11.2, pg. 30

	State resource receiving such notices. Will the State agree to modify this requirement to apply only to notifications of actual unauthorized access?		
18.	Please clarify what is meant by “noted deviations or exceptions” in this requirement.	Please see Amendment 2 to Request for Proposal ACFS 20-001.	Section 5.3.2.1.2, pg. 33
19.	For existing systems, FNS allows the use of capacity modeling to project system performance requirements instead of conducting performance/stress testing. Such modeling is much more precise than one taken from hypothetical benchmark information, because it takes into account the real-world transaction mix, response time, and network variability. Would the State agree to modify this requirement to allow capacity modeling to meet this requirement?	Please see Amendment 2 to Request for Proposal ACFS 20-001.	Section 5.3.4.1.7.9, pg. 36
20.	Regarding data conversion and testing/validation for the EPC program: A BIN cannot be transferred from one financial institution to another. Therefore, it is an industry standard practice to re-issue cards to the branded debit card population when transitioning from one issuer to another. Therefore, unlike EBT SNAP programs, the card, case, and history files, etc. are not converted from one platform to another. Instead, cardholders spend down the balance on their existing card and begin making purchases with the newly issued EPC card once funded. As such, would the State remove the requirements to perform a database conversion and related activities for the EPC program?	Please see Amendment 2 to Request for Proposal ACFS 20-001.	Section 5.4.1.16.4, pg. 46
21.	Please clarify the following: 1) How many regular and disaster cards are	1) Iowa has no regular EBT cards in stock. Iowa has 20,000 disaster EBT cards in stock.	Section 5.3.7.1.17, pg. 41

	<p>currently in stock?</p> <p>2) Do the disaster cards have a different appearance from regular cards?</p> <p>3) Do the disaster cards have a specific number in the PAN that designates them as disaster cards?</p>	<p>2) Disaster EBT cards do not have the recipient's name printed on them. Otherwise the appearance is the same.</p> <p>3) No.</p>	
22.	<p>As explained above, the industry standard practice for transitioning an EPC program is to have cardholders spend down the balance on their existing card, and there will be no need for the current contractor to transfer the remaining stored EPC recipient account balances to the new contractor. As such, would the State remove these requirements?</p>	<p>Please see Amendment 2 to Request for Proposal ACFS 20-001.</p>	<p>Section 5.3.7.1.24, pg.41</p> <p>Section 5.4.1.48.4.27, pg. 55</p>
23.	<p>Will the State accept electronic copies only of the training materials and all manuals rather than also requiring hard copies?</p>	<p>Please see Amendment 2 to Request for Proposal ACFS 20-001.</p>	<p>Section 5.4.1.4, pg. 42</p>
24.	<p>All bidders but the incumbent would have to meet this requirement, meaning all bidders but the incumbent would have to account for this expense in their pricing. How will the State fairly score pricing when the incumbent bidder will have to incur less expenses than other bidders potentially resulting in a lower bid price from the incumbent?</p>	<p>The Scope of Work provided in this procurement differs from the current contract scope of work. Cost proposals shall be scored in compliance with the Proposal Scoring and Evaluation criteria described in Section 9.3.</p>	<p>Section 5.4.1.45.1, pg. 53</p>
25.	<p>The selected bidder would only be mailing initial cards to EBT recipients following the conversion. Can the State provide clarification on why a notification of the conversion would need to be included in initial EBT cards mailed after the conversion?</p>	<p>The Agency feels that it is important to notify EBT and EPC recipients of any change that affects their benefit cards. It is the expectation of the Agency that notice of new card issuance be provided with the initial card to help alleviate any confusion for the recipients.</p>	<p>Section 5.4.1.45.2, pg. 53</p>
26.	<p>The team supporting our EBT clients consists of hundreds of individuals. Will the State confirm that Agency approval would only be applicable to staff members designated as Key for the Iowa project, and</p>	<p>Per the RFP, Section 5.5.5.1 is specific to Key Personnel only.</p>	<p>Section 5.5.1.5, pg. 56</p>

	not “all Contractor’s staff members” as stated in this requirement?		
27.	This requirement states that during the transition/database conversion phase, the Program Manager shall be available onsite, if required. Will the State confirm the timeframe it anticipates the Program Manager to be onsite? Is the State’s intention that the Program Manager would only be onsite during the actual conversion weekend or for the months while the project is in the transition/conversion phase?	It is at the discretion of the bidder to identify in their proposed work plan the amount of time that the Program Manager will be onsite outside of those times already identified in the RFP.	Section 5.5.1.7.3, pg. 56
28.	Will the Agency consider using Secure File Transfer Protocol (SFTP) for file transfers, from the project start?	Please see Amendment 2 to Request for Proposal ACFS 20-001.	Section 5.6.1.3, pg. 59
29.	What is the State’s intended use of the results from the survey?	Surveys will be used to gauge client satisfaction with contact with the Customer Service Center. See requirements 6.4.3.4 and 7.4.1.23.	Section 5.8.1.5.8, pg. 61
30.	Please provide the statistics for the number of overnight delivery EBT cards sent per month for the last 12-month period?	Iowa had less than 5 overnight delivery EBT cards sent in 2017. Overnight EBT cards are only used in extreme cases.	Section 6.3.2, pg. 69-70
31.	Please provide the statistics for the number of EBT card issuance requests received by 11:00 a.m. CT over the last 12-month period?	This will be a new process implemented through the contract resulting from this procurement. Therefore, there is no data available.	Section 6.3.2, pg. 70
32.	How often in any given month does the State receive updated addresses by way of the address information found on “returned” card envelopes?	This will be a new process implemented through the contract resulting from this procurement. Therefore, there is no data available.	Section 6.3.2.10.3, pg. 71
33.	In Table 6.4.1: Summary of Exempt Retailers, the total of exempt retailers is 270. However, in the referenced text the number of exempt is 24. Please confirm the number of Exempt Retailers with EBT-only equipment.	There are currently 24 Exempt Retailers with EBT-only equipment.	Section 6.4, pg. 74-75

34.	This requirement references sections “6.5.2.1.1 to 6.5.2.1.7”. Will the State confirm the correct reference should be sections “6.4.2.1.1 to 6.4.2.1.7”?	Please see Amendment 2 to Request for Proposal ACFS 20-001.	Section 6.4.2.1, pg. 75
35.	Can the State please confirm that the Section reference to “6.5.2.1.1 to 6.5.2.1.7” should be “6.4.2.1.1 to 6.4.2.1.7”?	Please see Amendment 2 to Request for Proposal ACFS 20-001.	Section 6.4.2.1, pg. 75
36.	What other languages might the State require and how would the Contractor be notified?	Currently, the only required language is English. However the Agency requires that all services be provided in both English and Spanish. If additional languages are required in the future, it is the expectation that the Contractor will support services in that language at no additional cost. The Contractor will be notified in writing if additional languages are required.	Section 6.4.3.3, pg. 76, Section 6.5.1.9, pg. 84
37.	What other languages are required by State law?	Currently, the only required language is English. However the Agency requires that all services be provided in both English and Spanish. If additional languages are required in the future, it is the expectation that the Contractor will support services in that language at no additional cost. The Contractor will be notified in writing if additional languages are required.	Section 6.4.3.3, pg. 77
38.	Can the State confirm that the surveys offered to every twenty fifth (25 th) caller are for callers who get transferred to a CSR?	Per the RFP, Section 5.8.1.5.8, 6.4.3.5.1, 6.5.1.22.1, and Section 7.4.1.24.1, “ <i>Satisfaction surveys shall be offered to every twenty fifth (25th) caller.</i> ”	Section 6.4.3.4 and 6.5.3.5.1, pg. 77
39.	From where are customer services provided today?	Under the current contract the primary customer service site for Iowa is located in San Antonio, Texas.	Section 6.4.3.7, pg. 77
40.	Will the State confirm this requirement should be numbered 6.4.6.2.1?	Please see Amendment 2 to Request for Proposal ACFS 20-001.	Section 6.6.1.2.1, pg. 79
41.	All bidders but the incumbent would likely have to replace the existing terminals at their own expense, meaning all bidders but the incumbent would have to account for this expense in their pricing. How will the State fairly score pricing when the incumbent	The Scope of Work provided in this procurement differs from the current contract scope of work. Cost proposals shall be scored in compliance with the Proposal Scoring and Evaluation criteria described in Section 9.3.	Section 6.6.1.2.1, pg. 79

	bidder will have to incur less expenses than other bidders potentially resulting in a lower bid price from the incumbent?		
42.	Will the State modify this requirement to reflect that newly authorized retailers will have access to the EBT solution within fourteen (14) days of receipt of the executed contract from the retailer?	Per CFR 274.3(a)(ii) states <i>(ii) Newly authorized retailers shall have access to the EBT system within 2 weeks after the receipt of the FNS authorization notice. However, whenever a retailer chooses to employ a third party processor to drive its terminals or elects to drive its own terminals, access to the system shall be accomplished within a 30 day period or a mutually agreed upon time to enable the third party interface specifications and any State required functional certification to be performed by the State agency and/or its contractor.</i>	Section 6.4.6.10, pg. 80
43.	How many Iowa retailers currently deploy their own terminals?	This data is not available.	Section 6.4.7.2, pg. 82
44.	Please provide the specific state security policies for access to control that are referenced in this requirement.	State security policies can be found here: http://secureonline.iowa.gov/links/index.html , and https://ocio.iowa.gov/home/standards	Section 6.5.1.20, pg. 86
45.	Please clarify what is meant by “pull calls and report back”. What process does this refer to? Retrieval of recorded calls or provision of call center reporting?	This process refers to the retrieval of recorded calls and provision of these to the Agency.	Section 6.5.1.30, pg. 86
46.	Different EBT processors have different cutoff times based on their system requirements. Allowing the EBT processor to use their existing cutoff time means that established procedures do not have to change, minimizing risks and costs associated with this change. As such, will the Agency allow the processor to discuss their existing cutoff time during JAD sessions rather than mandating that a processor change their cutoff time to meet the existing EBT processors internal procedures?	Iowa will not change the requirement for having a firm cutoff time of 2:30 p.m. CT.	Section 6.6.3.7, pg. 96

47.	Please confirm this requirement related to processor and retailer setup and maintenance is the responsibility of the Contractor and not a function to be made available to a state user.	Yes, this is the responsibility of the Contractor.	Section 6.7.1.8, pg. 102
48.	The RFP requirements indicate that DSNAP case creation, card linkage and benefit issuance will be executed through the administrative terminal. Will the Agency also utilize the eligibility system and the batch process, or will this be exclusively an administrative terminal functionality?	No, this will be exclusively in the administrative terminal.	Section 6.7.1.17, pg. 103 Section 6.11.1.2. pg. 112
49.	Please define “processor to processor transactions” and “cross-system balancing”.	Processor to processor adjustment involves movement of funds between the Contractor and a Third Party Processor. The movement of funds never involves a cardholder or retailer. Please see Amendment 2 to Request for Proposal ACFS 20-001.	Section 6.7.1.22, pg. 103
50.	Can the State please confirm that the reference should be the “FNS EBT System <u>Transition</u> Guide (v2.0 June 2005)?	Please see Amendment 2 to Request for Proposal ACFS 20-001.	Section 6.8.1.3, pg. 107
51.	Our EBT solution is available through a browser without the use of VPN. Will the State agree to remove this requirement?	No. In the case of a disaster or in the event that the Agency could not connect through the Agency's browser then the Agency would need access to the AT through the Contractor's VPN.	Section 6.8.3.8, pg. 108
52.	What banking subcontractor currently establishes and maintains the EPC debit accounts and the funds in those accounts under the current contract?	Wells Fargo is the current banking partner. They hold the umbrella account for the current Contractor. The current Contractor establishes and maintains and funds the individual accounts in their system.	Section 7, pg. 115 - 139
53.	What EPC services does the incumbent provide today and what EPC services does the banking subcontractor provide? For example, does the incumbent or its banking subcontractor provide settlement services, EPC cardholder portal, call center, reporting, and all other program management	The incumbent provides settlement services, EPC cardholder portal, call center (thru a sub-contractor), reporting, and all other program management services	Section 7, pg. 115 - 139

	services?		
54.	If the Agency elects to implement the secondary cardholder process for EPC described in 7.1.2.1, is the initial issuance of the secondary card required to be free to the cardholder?	Yes	Section 7.1.2, pg. 116
55.	If the Agency elects to implement the secondary cardholder process for EPC described in 7.1.2.1, will the state proactively issue a secondary card to each household with multiple beneficiaries, or only upon request from the household?	Upon request.	Section 7.1.2, pg. 116
56.	Given that this Section of the RFP relates to EPC Services Requirements, and Benefit Aging and Expungement are generally EBT terms, would the Agency clarify the intent of the requirement? Perhaps label this section “Inactive Account Maintenance, Escheatment and Closures” and modify the requirements to address escheatment procedures for inactivity accounts in the subsections of RFP 7.2.2?	Please see Amendment 2 to Request for Proposal ACFS 20-001.	Section 7.2.2. pg. 117
57.	Of the 150 farmers participating in the wireless program currently, how many use the USDA Free Equipment Program today?	Currently there are 36 Iowa farmers participating in the USDA Equipment program.	Section 8.4.1.2, pg. 146
58.	What is the average number of new farmers added to the wireless program each year? Of that, how many select the USDA Free Equipment Program? (For example, 10 new farmers join the wireless program each year and 3 select to participate in the free equipment program.)	2016 – 32 new farmers 2017 – 19 new farmers All of these farmers participated in the USDA Equipment Program.	Section 8.4.1.2, pg. 146

59.	<p>How many Iowa farmers accept the free equipment for each time period?</p> <ul style="list-style-type: none"> - April through October - November through March - Year-round 	<p>The USDA Equipment Program is a 3 year continuous grant.</p> <p>The farmers determine each year if they will need their wireless equipment during the winter months. This number varies each year.</p>	Section 8.4.1.2, pg. 146
60.	If farmers choose the USDA Free Equipment Program, will they be required to obtain the equipment from the single equipment supplier sanctioned by that program?	<p>This is determined by the USDA as administrators of the program. Please refer to the USDA website provided below: https://www.fns.usda.gov/ebt/snap-ebt-equipment-resources</p>	Section 8.4.1.2, pg. 146
61.	The RFP mentions DUFEB card issuance. Currently, in other states the DUFEB activity is linked to the participant's EBT card. This provides a more secure and less expensive DUFEB implementation. Is the state open to modifications of its current program?	Yes, the Agency is open to modifications of the current program.	Section 8.12, pg. 154
62.	Does the State, the Farmers Market or another entity currently issue the DUFEB cards?	In the 2017 pilot at the Downtown Des Moines Farmers Market, the DUFEB cards were given out at the Farmers Market booth and loaded and redeemed by the farmers.	Section 8.12, pg. 154
63.	Does the State expect the EBT Processor or their wireless provider to reimburse the merchants for DUFEB activity?	It is up to the bidder to demonstrate how they will meet the Wireless EBT Project requirement outlined in section 8.12 of the RFP.	Section 8.12, pg. 154
64.	Is it correct to assume that all participating DUFEB merchants will have the same wireless provider?	It is up to the bidder to demonstrate how they will meet the Wireless EBT Project requirement outlined in section 8.12 of the RFP.	Section 8.12, pg. 154
65.	The current Iowa DUFEB site shows 10 Farmers Market locations currently participating. Is that number still accurate?	The Agency is not currently involved in the DUFEB pilot project. The Agency's involvement ended in October 2017. It is anticipated that the Agency will resume involvement with the DUFEB project in the future.	Section 8.12, pg. 154
66.	Does the State plan on expanding access to the program, and if so who will be responsible for that expansion?	It is the goal of the Agency to expand access to the program. This would entail a joint effort between the Agency, partners and the selected Contractor.	Section 8.12, pg. 154

67.	How many EBT cardholders are currently participating in the DUFEB program?	This information is not available. The Agency is not currently involved in the DUFEB pilot project.	Section 8.12, pg. 154
68.	Is the response to each Bidder Response Question considered an evaluation component which is able to obtain a total possible score of 4?	No. Please refer to the table of the bid proposal components to be scored in section 9.3, <i>Proposal Scoring and Evaluation Criteria</i> . Responses to Bidder's Response Questions provide context for evaluation against the scoring criteria as defined in this section.	Section 9.3, pg. 157
69.	If each Bidder Response Question is worth 4 maximum points (totaling 520 points for 130 BRQs), and the total possible points for the Technical Proposal equals 900 points, on what will the remaining 380 points be awarded?	Responses to Bidder's Response Questions provide context for evaluation against the scoring criteria as defined in Section 9.3.	Section 9.3, pg. 157
70.	How will the 130 maximum points allotted to "Experience and Key Personnel" be distributed across the responses to Sections 4.2.6.1, 4.2.6.2 and 5.5 if only Section 5.5 includes a Bidder Response Question?	RFP section 4.2, <i>Contents and Organization of Technical Proposal</i> , provides instruction regarding what information bidders shall include in their bid proposal response. The information provided by the Bidder will provide context for evaluation against the scoring criteria as defined in Section 9.3.	Section 9.3, pg. 158
71.	How will the 120 maximum points allotted to "Approach to Section 5 General Scope of Work" be distributed across the responses to the 3 defined subsections 5.1, 5.2 and 5.3?	Responses to Bidder's Response Questions provide context for evaluation against the scoring criteria as defined in Section 9.3.	Section 9.3, pg. 158
72.	How will the 300 maximum points allotted to "Approach to Section 6 EBT Scope of Work" be distributed across the responses to the 12 defined subsections 6.1 through 6.12?	Responses to Bidder's Response Questions provide context for evaluation against the scoring criteria as defined in Section 9.3.	Section 9.3, pg. 158
73.	How will the 230 maximum points allotted to "Approach to Section 7 EPC Requirements" be distributed across the responses to the 9 defined subsections 7.1 through 7.9?	Responses to Bidder's Response Questions provide context for evaluation against the scoring criteria as defined in Section 9.3.	Section 9.3, pg. 158 - 159
74.	How will the 120 maximum points allotted to "Approach to Section 8 Wireless EBT Project Scope of Work" be distributed across the responses to the 14 defined subsections 8.1	Responses to Bidder's Response Questions provide context for evaluation against the scoring criteria as defined in Section 9.3.	Section 9.3, pg. 159

	through 8.14?		
75.	Content provided in Tabs 5A, 5B and 5C is not represented in the evaluation components with associated maximum points on pages 158-159. How will all the samples required to be provide in Tabs 5A, 5B and 5C be evaluated and scored?	Please see Amendment 2 to Request for Proposal ACFS 20-001.	Section 9.3, pg. 157-159
76.	The Technical Proposal will consist of bidders' responses to 130 Bidder Response Questions. How will the 900 points available for the technical response be allocated across the 130 questions?	Responses to Bidder's Response Questions provide context for evaluation against the scoring criteria as defined in Section 9.3.	Section 9.3, pg. 160
77.	From within the Appendix E Excel workbook, please clarify which specific tab and cell will be used to determine the lowest cost proposal?	Please see Amendment 2 to Request for Proposal ACFS 20-001.	Section 9.3, pg. 160
78.	If the documents to be provided in Tabs 5A, 5B and 5C will not be scored, will the State remove the requirements to provide them?	Please see Amendment 2 to Request for Proposal ACFS 20-001.	Sections 4.2.5 and 9.3
79.	This item states that there shall be an average wait time of 3 minutes or less for CSR calls. However, the deficiency is stated as failure to answer all calls within 3 minutes. The deficiency should be failure to meet an average wait time (Average speed to answer). Will the State modify this item to reflect the correct deficiency?	Please see Amendment 2 to Request for Proposal ACFS 20-001.	Attachment B, pg. 17
80.	Is it the State's intent to use the values in cell C9 to determine the lowest cost proposal?	Please see Amendment 2 to Request for Proposal ACFS 20-001.	Appendix E, Tab 1
81.	The State's Tab 1, Scoring Total, does not provide a format for the State to arrive at a true monthly cost. Although the value is called the "Total Monthly Cost for EBT and Wireless EBT Services," it actually only	Please see Amendment 2 to Request for Proposal ACFS 20-001.	Appendix E, Tab 1

	<p>represents the proposed average cost for a single case and a single farmer.</p> <p>The CPCM from Table 1 would need to be multiplied by the case month volume, while the cost per farmer would need to be multiplied by the number of participating farmers and the number of active months (i.e., April to October only or the full year).</p> <p>How will the State use the value in cell C9 of Tab 1, Scoring Total, to arrive at a true “Total Monthly Cost for EBT and Wireless EBT Services”?</p>		
82.	Can the State provide a sample of a completed pricing workbook so that bidders can better understand the State’s model?	Please see Amendment 2 to Request for Proposal ACFS 20-001.	Appendix E, Tab 1
83.	How will the State arrive at the total estimated contract cost?	Please see Amendment 2 to Request for Proposal ACFS 20-001.	Appendix E, Tab 1
84.	How will the State prevent a bidder from proposing an unrealistically low CPCM (\$0.01) in the outlier case month tier (i.e., 250,000+) in order to have an artificially low proposed average CPCM?	<p>Please see Amendment 2 to Request for Proposal ACFS 20-001.</p> <p>In addition, the Agency expects Bidder’s to respond to the Cost Proposal ethically and realistic to the costs that are representative of the services provided.</p>	Appendix E, Tab 1
85.	If transactions are not 'in-network' as defined by the contractor, can the contractor assess cardholder fees for the first three withdrawal transactions?	Yes	Appendix E, Tab 2
86.	<p>Please provide the EPC statistics for the number of the following over the last 12-month period:</p> <ol style="list-style-type: none"> 1) ATM balance inquiry 2) ATM transaction denial 3) PIN-based POS transactions 4) Signature-based POS transactions 5) POS denial transactions 6) Overdrafts 	<p>This data was not available at the time of the release of the Agency’s response to bidders questions, round 2. This information will be made available no later than Friday, July 20, 2018.</p>	Appendix E, Table 3

	7) Express EPC deliveries		
87.	Tab 4, Wireless EBT Cost, requires pricing to be provided for activity between April and October, and then different pricing for activity between November and March. Please clarify what is expected to be different for the wireless program between April and October versus November to March. Specifically, what operational differences would there be for the EBT processor during these two 6-month timeframes?	Per the RFP, Appendix E3, <i>"The average farmers market season runs April through October. Historically, this is when the majority of the work load occurs. However, there are some farmers that operate year-round and will require support throughout the year."</i>	Appendix E, Table 4
88.	Quite a few numbered requirement sections have more than one Bidder's Response Question (BRQ) associated with them (for example, RFP Section 6.4.3, Retailer Customer Service Requirements, and its related Bidder's Response Questions #32 and #33). Generally, the second BRQ following a set of requirements asks for information that was provided as a subset of the BRQ that preceded it. For example, BRQ #32 requires a description of the bidder's approach to retailer customer service and BRQ #33 requires a description of the retailer customer service call center. The call center would have necessarily been described in BRQ #32 already. Therefore, the responses like the one required to BRQ #33 will lead to a significant amount of repetition. Given the State's intention for responses to be concise and meet the imposed page limitation, how does the State anticipate Bidders are to address these redundant questions?	Bidders should provide responses directly to the Bidder's Response Question to ensure that the information can be correctly evaluated within the appropriate context.	Various Bidder Response Questions

Table 2

Bidders' Questions - Round 1			
Question		Agency Response	RFP Section / Page(s)
35.	Please provide EPC Card Issuance and Replacement Data over the last 12-month period?	Please refer to Bidder Q&A Round 2 Attachment A located at the end of this document.	Section 7.3.2, pg. 120

ATTACHMENT A

Request for Proposal ACFS 20-001 Iowa SNAP/EBT and TANF/EPC Processing Services July 9, 2018 – Respondent Questions and Agency Responses – Round 2

Table 1, Question 2

Please provide monthly dollar volume of the following over the last 12-month period:

- 1) EPC ATM
- 2) Bank teller
- 3) POS transactions

EPC Monthly Dollar Volume by Type			
Month	ATM	Bank Teller	POS
05/2017	\$1,371,913.51	\$114,147.51	\$1,486,194.34
06/2017	\$1,341,853.97	\$109,865.00	\$1,477,814.44
07/2017	\$1,365,689.91	\$96,910.62	\$1,516,287.02
08/2017	\$1,383,127.12	\$120,247.89	\$1,484,660.38
09/2017	\$1,357,414.92	\$119,411.66	\$1,470,123.15
10/2017	\$1,392,123.25	\$111,245.96	\$1,528,213.97
11/2017	\$1,322,797.55	\$109,803.93	\$1,496,682.21
12/2017	\$1,318,073.20	\$106,278.10	\$1,584,675.74
1/2018	\$1,277,163.82	\$102,809.08	\$1,498,636.93
2/2018	\$1,262,740.26	\$123,497.40	\$1,442,711.61
3/2018	\$1,187,523.55	\$106,159.09	\$1,482,194.57
4/2018	\$1,152,201.12	\$91,143.97	\$1,409,775.71

Table 2, Question 1 (*From Respondent Questions and Agency Responses – Round 1, Question 35*)

Please provide EPC Card Issuance and Replacement Data over the last 12-month period?

Response:

EPC Card Issuance and Replacement Data		
Month	New Card Issuance	Card Replacement
May-17	435	781
Jun-17	472	865

Jul-17	425	780
Aug-17	484	1024
Sep-17	414	902
Oct-17	447	942
Nov-17	399	923
Dec-17	355	935
Jan-18	344	1014
Feb-18	323	714
Mar-18	295	882
Apr-18	310	934