

Appendix C	EPC Supplemental Information.
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[Appendix C.1](#) [EPC Interfaces.](#)

[Appendix C.2](#) [EPC Reports.](#)

[Appendix C.3](#) [EPC Service Level Agreements.](#)

Appendix C.1 EPC Interfaces.

Requirement 7.7.2.1 – Interfaces. Interface layouts are provided in Attachment I: EPC Interface Layouts.

Interface	Description	Frequency	Agency to Contractor	Contractor to Agency
Account Maintenance File	This file contains initial EPC account set up and maintenance records.	Each State business day by 11:59 p.m. CT and once monthly	X	
Account Maintenance Batch Processing Summary File	This file is generated for each incoming account maintenance file processed. The 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
Account Maintenance Reject File	This file identifies account maintenance file records that have failed during account setup or maintenance.	After each account maintenance file		X
Account Status File	This file identifies newly added accounts. The Agency will receive a record for each program added to an account.	After each account maintenance file		X
Deposit File	To authorize funds to be deposited to the EPC accounts, the Agency sends a deposit file directly to the Contractor's EPC solution. The Agency includes the funds availability date on in this file.	Each State business day and once monthly	X	
Deposit Batch Processing Summary File	This file is generated for each incoming deposit file processed. The file provides a summary of the file processed, identifies any records not processed, and the reason code for the rejection.	After each deposit file		X
Deposit Confirmation File	This file identifies deposits posted to the recipient account.	After each deposit file		X
Deposit Reject File	This file contains the details of deposits rejected by the EPC solution.	After each deposit file		X
Account Change File	This file identifies changes to the cardholder's address or telephone number that were initiated by the Contractor's call center.	Daily		X

EPCs Returned and Destroyed	This file identifies the EPCs that had an incorrect mailing address, and were returned to, and destroyed by the Contractor.	Daily		X
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Appendix C.2 EPC Reports.

To supplement requirement 7.8.1.1, Appendix C.2 EPC 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
Customer Service Representative (CSR) Statistics	Includes the number of abandoned calls each day and the average wait time per day when transferred between the IVR to a live person. Also, includes general statistics, e.g.: <ul style="list-style-type: none"> – Number of calls per day – Number of CSR calls handled per day – Percent of calls handled by a CSR – Number of abandoned calls – Percent of abandoned calls – Average speed of abandonment – Average CSR talk time – Average CSR handle time – Average speed of answer by CSR when rolling from IVR – Max delay – Report should total all daily data so monthly totals are provided. 	Monthly
Customer Satisfaction Survey Results	Reports on the results of the customer satisfaction surveys.	Quarterly
Interactive Voice Response (IVR) Statistics	Includes the number of abandoned calls each day and the average wait time per day when transferred between the IVR to a live person. Also, includes general statistics, e.g.: <ul style="list-style-type: none"> – Number of IVR calls offered – Number of IVR calls answered – Percent of IVR calls answered – Average speed of answer – Total number length of call – Average all duration – Number of calls transferred from IVR to CSR – Percent of calls transferred to a CSR – Report should total all daily data so monthly totals are provided. 	Monthly
Deposit and Transactions	Provides summary information for the following: <ul style="list-style-type: none"> – The number of credit and debit transactions – The number of deposits 	Monthly

Reporting Category	Description of Data Received	Frequency
	<ul style="list-style-type: none"> – Average number of transactions per cardholder – The number cards issued 	
Dormant Card Information	<p>Cumulative list of accounts with cards that have not been activated 30 days or more since the initial card was issued. The report shall include:</p> <ul style="list-style-type: none"> – The Cardholder's name, – Account number, – Date of last deposit, and – Date the first card was issued. 	Monthly
EPC Distribution	Provides a report of the information sent to the EPC production facility. Confirms the daily EPC production total.	Daily
Solution Availability	<p>Report of the solution availability of each performance component (EPC processor, transaction switch, and recipient IVR), including 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>	Monthly
EPC Solution Incident	<p>Provides an explanation of outages with the EPC solution. The report shall include:</p> <ul style="list-style-type: none"> – 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>Within 24 hours of identification of the incident. Final incident reports are due within 48 hours of incident resolution.</p> <p>Daily status reports shall be made until final incident report is received.</p>

Appendix C.3 EPC Service Level Agreements.

To supplement requirement 7.9.1.4, Appendix C.3 EPC Service Level Requirements lists the SLA requirements that the Contractor shall be expected to meet for the overall quality of services provided. If the EPC Service Level Agreements are not met, damages may be assessed.

ID#	Category	Requirement	Performance Deficiency	Liquated Damage Amount
EPC1	EPC Solution Availability	<p>The EPC solution must be available 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 EPC solution consists of all system functions over which the Contractor has control, either directly or through a subcontractor relationship. The EPC solution is not considered “down” if the system continues to automatically process benefit authorizations or transactions.</p> <p>The maximum unscheduled downtime during one (1) episode before back-up systems are in place will be one (1) hour.</p> <p>Unscheduled downtime for the system of more than one (1) hour will be considered system failure for which penalties may be assessed.</p>	<p>Failure of the solution 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 liquidated damages of \$2,500 per day for every day that the system fails to meet uptime.
EPC2	EPC 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 problems arise due to the new release, the State may assess liquidated damages.	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.
EPC3	EPC Daily Benefit Availability	The ACH daily benefit file records shall be posted and available in the EPC accounts	Failure to make daily benefits available by 9:00 a.m. CT on the	The Contractor will be given four (4) hours to correct and process the

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		based on their availability date. If the benefit is available on the date received, the benefit shall be posted and available in the EPC account 9:00 a.m. following receipt of the file.	availability date.	file(s). The four (4) hours will commence once either the Agency has notified the Contractor or the Contractor has notified the Agency. The Contractor shall pay the Agency liquated damages of \$3,000 per day in which the benefits have not been made available.
EPC4	EPC Monthly Benefit Availability	The ACH monthly benefit file records shall be posted and available by 9:00 a.m. CT on the first (1 st) day of the month.	Failure to have monthly benefits by 9:00 a.m. on the first (1 st) day of the month.	The Contractor will be given four (4) hours to correct and process the file(s). The four (4) hours will commence once either the Agency has notified the Contractor or the Contractor has notified the Agency. The Contractor shall pay the Agency liquated damages of \$3,000 per day in which the benefits have not been made available.
EPC5	EPC Call Center Response Time & Tracking	<u>IVR</u> (1) Ninety nine percent (99%) of all calls answered within twenty five (25) seconds. Measured over a calendar month. <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. (2) One hundred percent (100%)	<u>IVR</u> (1) Failure to answer ninety nine percent (99%) of IVR calls within twenty five (25) seconds. <u>CSR</u> (1) Failure to answer all CSR calls within three (3) minutes <u>meet an average wait time of three (3) minutes or</u>	<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. <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 <u>meet an average wait time of three</u>

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		<p>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 retrievable for investigative and/or monitoring purposes.</p>	<p><u>less on all CSR calls, measured over a calendar month.</u></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>(3) minutes or less on all CSR calls, measured over a calendar month.</u></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 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.</p>
EPC6	EPC Issuance	<p>(1) For ninety eight percent (98%) of EPC issuance requests received by the Contractor by 11:59 p.m. CT, EPC shall be mailed by the following business day measured over a calendar month.</p> <p>(2) Ninety eight percent (98%) of expedited EPC issuance requests received by the Contractor by 11:59 p.m. CT, shall be mailed via overnight delivery the following business day.</p>	<p>(1) Failure to mail EPC requests by the following business day ninety eight percent (98%) of the time measured on a monthly basis.</p> <p>(2) Failure to mail expedited EPC requests via overnight delivery the following business day ninety eight percent (98%) of the time measured on a monthly basis.</p>	<p>(1) The Contractor shall pay the state liquidated damages of \$300 per card per day mailed after the schedule timeframe.</p> <p>(2) The Contractor shall pay the state liquidated damages of \$300 per card per day mailed after the scheduled expedited timeframe.</p>
EPC7	Penalties for Conversion Delays	<p>A timely, successful, and problem free transition from the current Contractor to a new EPC Contractor is considered critical to the Agency's EPC program, both because of the public perception regarding the EPC 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 EPC databases to the Contractor's EPC 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</p>		

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		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 EPC services, shall also be the responsibility of the Contractor.		
EPC8	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 the 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;		