

**RFP FOR E-WIC PROCESSING SERVICES FOR THE WOMEN, INFANTS AND CHILDREN PROGRAM FOR THE MARYLAND DEPARTMENT OF HEALTH AND THE GOVERNMENT OF THE VIRGIN ISLANDS, DEPARTMENT OF PROPERTY AND PROCUREMENT, RFP #MD/VI-EWIC-02162021
SUPPLEMENTAL QUESTIONS AND ANSWERS
APRIL 13, 2021**

No.	RFP Section/ Page No.	QUESTION	ANSWER
1	3.5.7, Contract Transition/ System Conversion (16)	The schedule of events in RFP section 1.6 states that the tentative contract award resulting from this RFP will be June 30, 2021 (corrected per the pre-bidders' conference to 2021), and that the current contract end date for Maryland is October 31, 2021. Without allowing any time for the State and awarded vendor to complete the contracting process or allow FNS their required 60-day contract review and approval period, this only gives 4 months to complete an entire system conversion (which typically takes 6-9 months). Has the State executed, or planning to execute, a contract extension beyond October 2021 to allow the proper time for contracting and system conversion?	Not at this time.
2	3.5.7, Contract Transition/ System Conversion (16)	If a contract extension has been, or will be, signed, what is the expiration date of the extension or for how many months does the State expect the extension term to be?	See response above to question 1.
3	5.3, Technical Evaluation (30)	How many total points are available?	As stated in Section 5.3, the evaluation factors are listed in order of relative importance. Specific evaluation information is not disclosed.
4	5.3, Technical Evaluation (30)	How will the total score be divided between the technical proposal and the cost proposal?	Technical merit will be given more weight than price in determining the Evaluation Committee's final ranking. Specific evaluation scoring is not disclosed.
5	5.3, Technical Evaluation (30)	Please provide the scoring breakdown within the technical proposal.	See response above for question 3.
6	5.4, Evaluation of Costs/ Fees (31)	Please describe the methods and criteria used to establish the financial ranking of each proposal.	The primary evaluation considerations will be on Sections 2 and 3-4 of Appendix B. Section I will be a focus if one of the two top Offerors is not the incumbent and transition would be required by the State. Price will be based on the best overall cost with greater weight given to Section 2, followed by 3 and 4. Price proposals will be evaluated and ranked according to the best overall price for the term of the contract to be awarded as a result of this RFP.
7	Appendix B, Pricing Schedules, Travel, bullet H (38)	Bullet H of this section states that "Each bid shall include \$25,000 for travel for Maryland WIC and USVI WIC." Where within the Pricing Schedule are bidders to insert this \$25,000 travel allowance fee to cover airfare and expenses to/from Maryland and the USVI Section 4, Travel Expenses, for the purpose of stand-beside device installation?	The \$25,000 travel allowance is included in Section H under <i>Travel</i> . This allowance does not need to be restated by Offerors.
8	Appendix A, Line 6.2.3 (17)	The language in this section currently reads, "The eWIC Processor shall fulfill card orders made by Maryland WIC and USVI WIC in no less than 60 calendar days." Should this really say, "in <i>no more</i> than 60 days?"	Yes. See Third Amendment to the RFP, No. 1.
9	Appendix A, Line 7.2.2.4 (19)	If card replacements are issued via mail under the current contract for Maryland, can the State please tell us where cards are currently returned if undeliverable? Does the State plan to change the current process under the next contract?	Undeliverable cards are returned back to the processor and logged into an internal system. No. The State does not intend to change its current process.

10	Appendix A, Line 8.1.3 (24)	This requirement states, "The standard daily cutoff time shall occur at a time of day that shall allow the origination of wire transfer payments for next day settlement." Attachment A, line item 9.4.5.5 states, "The eWIC system shall create an ACH transaction to move funds...to the appropriate WIC Vendor, designated agent or TPP financial institution account." Do MD WIC and USVI WIC intend the contractor to wire payments to vendors/agents/TPPs or to ACH the funds?	Currently, integrated vendors are paid by their processors via Fiserv. Stand beside vendors are paid directly by the processor via ACH file; both with a 2-business day turnaround.
11	Appendix A, Line 9.4.7.2 (35)	Can USVI WIC please further explain the process that requires the eWIC processor to log into the ASAP system to request funds for settlement? Within SNAP, the processor is involved in determining the amount to be reported to AMA and added to the Letter of Credit prior to performing the drawdown of federal funds. Will the processor be required to perform similar services for the eWIC contract? If the contractor is not a part of this process, does USVI WIC guarantee sufficient federal funds are available to cover the full amount of settlement sent to vendors/agents/TPPs?	WIC does not have the same operational processes as SNAP and should not be compared. WIC funds reside in the ASAP account. The processor has access to ASAP to draw down what is required to pay the settlement amount after rebate funds are taken into consideration. The processor would be notified well in advance if sufficient federal funds would not be available.
12	Appendix A, Line 11.5.10.2 (56)	This requirement requires the processor to ship a replacement terminal to be delivered next day for Maryland WIC. This standard is not possible to meet if a call comes in after the cut-off time for sending out equipment, for example at 6:30 pm. Therefore, will Maryland WIC consider revising this requirement to state that equipment is to be sent via overnight delivery without specifying delivery on the following day?	No. The eWIC processor shall provide technical assistance and troubleshooting support to vendors and make every effort to resolve issues within 24 hours. If the issues are not resolved in 24 hours, the eWIC processor shall ship replacement device to the vendor to be delivered next day to Maryland WIC and most expedient for USVI WIC. If the 24 hour period ends after normal business hours, the equipment is to be shipped next morning.