

**MARYLAND STATE TREASURER'S OFFICE**  
**Louis L. Goldstein Treasury Building**  
**80 Calvert Street, Room 109**  
**Annapolis, Maryland 21401**

**PRE-PROPOSAL CONFERENCE**  
**March 9, 2021**

Re: Request for Proposals for E-WIC Processing Services for the Women, Infants and Children Program for the Maryland Department of Health and Mental Hygiene and the Government of the Virgin Islands, Department of Property and Procurement, RFP #MD/VI-EWIC-02162021

Attendees

State Treasurer's Office: Anne Jewell, Procurement Officer  
Maryland WIC Program: Debbie Morgan, Deputy Director  
Bryan Thompson, Chief Information Technology  
Mary Royer, Chief Financing and Contract Management  
Maura Shea, Chief Vendor Operations and Program Compliance  
USVI WIC Program: Shawn Canegata, U.S Virgin Island Department of Property and Procurement

On March 9, 2021, the Maryland State Treasurer's Office ("STO") held a virtual pre-proposal conference to discuss the above referenced solicitation for e-WIC processing services. The meeting opened with introductions by the Maryland State Treasurer's Office, the Maryland WIC Program, USVI WIC Program representatives, and by representatives from the following firms: CDP Inc., Conduent, ESDS, Inc., FIS Global, InMar, and Solutran EBT Services.

After introductions, Anne Jewell reviewed key dates, and requirements for proposal submissions by mail or by electronic transmission to the Procurement Officer. Offerors are directed to Section 1.9 of the RFP. Offerors that plan to submit their proposals electronically were reminded of the file size limit to 35 Mb and that proposals are to be password protected.

Anne went on to discuss the contract term and that start dates may be different since there will be two separate contracts resulting from the solicitation, one contract with the Maryland WIC Program and one contract with the USVI Program. Section IV of the RFP explains the format for preparing the technical proposal and outlines the requested information to be included. As stated, the ideal response would reiterate each subsection and then list the Offeror's response. Offerors may contact the Procurement Officer and request copies of the RFP and Appendix A in Microsoft Word format for ease in responding. Questions will be permitted up until the deadline date of March 25, 2021 by 11:00 a.m.

Maura Shea provided a high-level overview of the e-WIC program and stated that WIC is looking for a firm to provide Electronic Benefit Transfer (EBT) services for Maryland WIC and the U.S. Virgin Islands WIC Program (USVI WIC). Maryland WIC is the lead for procuring and administering the e-WIC services. Maryland WIC and USVI WIC shall contract separately with the eWIC Processor.

Throughout this RFP, WIC EBT will be referred to as eWIC. This solicitation seeks to ensure that the resulting Contract(s) support the Maryland WIC program needs and USVI WIC program needs and to achieve the best combination of quality, service, price, and any other key components outlined in the RFP.

The eWIC processor shall conform to each of the elements listed in Appendix A – *eWIC Function and Service Requirements*, such as Interfaces, Food Maintenance, Account Set Up/Maintenance, Benefit Issuance/ Maintenance, Vendor Management, etc.... See Section 3.4 Required Services of the RFP for further information and details on how to complete Appendix A. Offerors are encouraged to make any appropriate comments, if necessary.

Maura further commented the eWIC system must meet all applicable federal and state regulations, and conform to the following:

- WIC Regulations 7 CFR Part 246 and FNS WIC memos and guidance
- FNS Operating Rules for WIC EBT
- Prevailing industry technical and performance standards
- MD-USVI MIS-EBT interface specification based on the FNS WIC Universal MIS-EBT Interface (WUMEI) 2015 specifications.
- FNS Operating Rules for WIC EBT dated September 2014 or the most recent version at the time development is initiated.
- FNS WIC EBT TIG dated September 2018 or the most recent version at the time development is initiated.
- American National Standards Institute (ANSI) X9.93 - 2014 standards and future updates as described in the Technical Implementation Guide (TIG) 2018 and future updates.

All the above federal and state regulations are mentioned in the RFP.

The meeting was then opened for questions which are included with the summary. See next page.

<b>RFP Section/ Page No.</b>	<b><u>QUESTION</u></b>	<b><u>ANSWER</u></b>
1.8 (2)	If the State adds a 2nd round of questions, please provide the dates for submission of questions and anticipated responses.	Questions are permitted up until March 25, 2021 by 11:00 a.m. EDT. A Questions and Answers document will be prepared and published on eMMA, the websites for <i>WIC Technology Partners</i> , STO, and emailed to firms known to be interested in receiving the responses.
3.4 (pg. 14)	<i>Required Services</i> - "Offer Complies: Yes or No: Offerors shall provide a response to each requirement in this column." However, Appendix A column header displays: "Offeror Complies: Y/N/ <b>Will Develop</b> ." Please confirm that offerors can respond Yes or No or Will Develop to each requirement.	For responses indicating "Will Develop," Offerors will need to insert the estimated implementation date in the "Comments" column. See First Amendment to the RFP. No. 1.
3.6.3 (pg. 18)	<i>Technical System Lead</i> - "... and should have credentials such as ITIL and/or advanced computer engineering or programming degrees" Will the State accept over 10 years of technical experience as a public health and WIC EBT Lead Developer as an acceptable substitute for a programming degree?	No, the credentials listed in the RFP are required.
4.3.4.1 (25)	<i>Proposed Personnel/Project Team</i> - The requirement currently states: "Each Offeror shall address each of the sub-sections in 3.6 – Key Personnel (3.6.1 through 3.6.3)". However, Section 3.6 Key Personnel contains additional requirements 3.6.4, 3.6.5, and 3.6.6.  Should responders address 3.6.4-3.6.6 following 3.6.3 in the response or elsewhere or not at all?	Yes. Section 4.3.4.1 is amended to address each sub-sections in 3.6 - <u>Key Personnel</u> (3.6.1 through 3.6.6). See First Amendment to the RFP. No. 2.

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4.3.5.1 (25)	<p><i>Corporate References and Experiences</i> - The requirement currently states: "Each Offeror shall address each of the sub-sections in 3.7 Corporate References and Experience (3.7.1 through 3.7.4)." However, Section 3.7 Corporate References and Experience contains an additional requirement 3.7.5.</p> <p>Should responders address 3.7.5 following 3.7.4 in the response or elsewhere or not at all?</p>	Yes. Section 4.3.5.1 is amended to address each sub-sections in 3.7 - <u>Corporate References and Experience</u> (3.7.1 through 3.7.5). See First Amendment to the RFP. No. 3.
Article II 2.1 (53)	<p><i>Appendix F - Form of State's Contract</i> - The RFP states: "2.1. The initial term of this Contract shall be for the period beginning November 1, 2021 and ending October 31, 2025." "3.5.7 Additionally, Maryland WIC and USVI WIC must complete their contract transition/system conversion under this RFP no later than one (1) month prior to the end of each current eWIC Processor contract. The current Maryland contract ends October 31, 2021, the current USVI contract ends April 5, 2022. Extensions of either or both contract end dates will be addressed as needed."</p> <p>For bidder planning purposes, please identify the anticipated and/or allowable duration of the incumbent contractor's contract extension.</p>	The initial term of this Contract shall be for four years, with an anticipated award date of August 1, 2021. Transition is to be completed as soon as reasonably possible and the current contractor will remain during transition. Appendix F is the form of the State's Contract with dates, names and other information to be edited/added at time of contract signing. For clarification, Appendix F, Section 2.1 is revised to remove the November 1, 2021 date and replace with a blank. See First Amendment to the RFP No. 4.
6.1.1.3 (16)	Appendix A - Produce Magnetic Stripe Card - Will Maryland and US Virgin Islands please explain the intent for the use of the card language indicator?	Card language refers to what is written on the card. The intent is that if the Non Discrimination statement changes or a phone number, that the processor shall make that change with no cost to Maryland WIC or USVI WIC. Section 6.1.1.3 is amended as follows: "The eWIC Processor shall support updates to card language requirements as directed at no additional cost to Maryland WIC and USVI WIC." See First Amendment to the RFP No 5.
7.2.2.4 (19)	Appendix A - Card and PIN Issuance - Will Maryland and US Virgin Island please provide the number of mailed card replacement for the past six (6) months?	<p>USVI does not use the replacement card feature offered by the processor.</p> <p>Maryland had 3,983 cards (664 avg/month) mailed from September 2020 to February 2021.</p>

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7.2.2.4 (19)	Appendix A - Card and PIN Issuance - Is it the intent of US Virgin Island to support mailed card replacements?	No, the eWIC processor will not mail card replacements for the USVI.
7.3.2.7 (20)	Appendix A - 24X7 Card Deactivation - Will Maryland and US Virgin Island please confirm that the batch file that is mentioned is the Card Update batch file? And if not, which batch file is this referencing?	Refer to 2.1.3, the batch file that is transmitted to the MIS. Section 7.3.2.7 is amended as follows: "The eWIC system shall utilize real time messaging to allow the MIS system to view a card's status prior to receiving the card update batch file." See First Amendment to the RFP. No. 6.
7.8.9 (23)	Appendix A - PIN Equipment - Will Maryland and US Virgin Island please provide the number of PIN pad devices that have been replaced at the local agency/clinics for the last 6 months?	The PIN select devices have not been in use due to clinics being closed to the public since COVID. On average, about 2 per month were replaced for technical issues pre-COVID.
9.5.4 (36)	Appendix A - Settlement and Reconciliation - Will Maryland and US Virgin Island please confirm if they want the capability to be provided via a screen within the Administrative Terminal and/or via batch file?	We want the capability to do both. This section references the capability to make payments via a screen within an administrative terminal. Section 9.6.1 references the use of payments via a batch file.
11.5.6 (52)	What is the goal of providing a stand beside that provides SNAP, Cash EBT and credit and debit transactions? Would the State or the Vendor pay for the multi-function stand-beside device?	If the processor has a multi-function device available, it would give vendors the option to reduce the number of single function devices they currently have.  The vendor would pay/lease for a "multi-function" device.
11.5.7 (53)	The eWIC Processor is to maintain a log of all deployed stand-beside devices that is accessible to Maryland WIC and USVI WIC. This log is to be updated weekly and provide information as identified in this Section. Does this requirement speak only to the implementation phase of the project?	It is for implementing/transition and ongoing operations.
13.3.1.5.7 (71) and 19.2.1.2 (116)	Is pricing for the Fraud reports to be included in the 1,000 hours or CPCM pricing? If the Fraud reports are to be included in the CPCM pricing and if the Programs did not develop the reports or only developed a subset, the Programs will have paid for development not realized. If the Fraud reports are included in the 1,000 hours, then the Programs will pay for exactly what is required through the change order process.	The additional fraud reports are included in the 1,000 hours per year in 19.2.1.3. Section 13.3.1.5.7 is deleted. See First Amendment to the RFP. No. 7.

<b>RFP Section/ Page No.</b>	<b><u>QUESTION</u></b>	<b><u>ANSWER</u></b>
14.6.2 (79)	Does this apply to mailed cards or bulk shipments?	Bulk shipments.
16.2.3 (87)	Please define the mobile app that will require interface testing? Please provide interface spec for mobile app integration.	The MIS (WOW) Maryland/USVI WIC app.  The mobile app talks directly to the eWIC processor using the same web service that our MIS System uses. The interface is outlined in section 2.1
17.20.2 (pg. 103)	Appendix A – Section 17.20.2 – Training Materials (pg. 103) - RFP states: "17.20.2 Draft Training Materials shall be delivered no later than five (5) months prior to conversion. Hard copy materials shall be printed and delivered no later than 20 business days prior to conversion." How many hard copies of each training material document are required?	Five copies of the training materials will be required.