

December 22, 2025

MARYLAND STATE TREASURER’S OFFICE

**Louis L. Goldstein Treasury Building
80 Calvert Street, Room 109
Annapolis, Maryland 21401**

**QUESTIONS AND ANSWERS #1
FOR
EWIC PROCESSING SERVICE 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-10242025

Number	Question	Section	RFP Page #	Response
1	Will the State allow for a second round of written questions? Vendors often have clarification questions based on the State’s first set of answers.	Key Information Summary Sheet	iii	Yes, See Amendment #1
2	We understand the FNS guidance is to allow bidders 90 days to respond to an RFP. This procurement has provided bidders 73 days to respond, which includes three major holidays. Considering that this RFP requires a full response and in order for the State Agencies to receive the best possible proposals from bidders, will MD and USVI WIC please extend the due date two weeks, to January 19, 2026?	Key Information Summary Sheet	iii	Yes, See Amendment #1

3	As EBT processors are not required to be a financial institution, please remove all references to such requirements in Section 1.	1.1	7	It is a requirement that any EBT processor that is not a financial institution be partnered with one to serve as the depository of funds to be distributed. The requirements are guided in part by State Regulations and cannot be removed.
4	When does Maryland’s current eWIC Processor contract end?	2.5.7, Contract Transition / System Conversion	13	October 31, 2026
5	When does the U.S. Virgin Islands’ current eWIC Processor contract end?	2.5.7, Contract Transition / System Conversion	13	October 31, 2026
6	<p>Section 2.6.2 discusses a Transition-In Project Plan, which consists of a project work plan (schedule) and a narrative transition-in plan. Attachment A Sections 17.2 and 17.3 discuss the requirements for the same documents; these are named as the Project Schedule and the Conversion and Transition Management Plan, respectively. However, the RFP and Attachment A due dates for draft and final documents are not in agreement:</p> <ul style="list-style-type: none"> ● Section 2.6.2 requires the draft Transition-In Project Plan within 15 days of the contract start date, and a final due within 30 days of the contract start date. ● Attachment A requires a draft of each document to be provided with the proposal. The final Project Schedule is due within 10 business days of the kick-off meeting, and the final Conversion and Transition Management Plan is due 	<p>2.6.2, Transition-In Project Plan And Attachment A, Section 17.2, Project Schedule and Section 17.3, Conversion and Transition Management Plan</p>	<p>14 and 98 and 99</p>	<p>For clarification, Offerors are to provide a high-level draft in the proposal response and be prepared to discuss it at the Oral Presentation if selected.</p> <p>While the RFP mentions varying dates, we will discuss further an exact and more precise timeline with the chosen contract awardee. However, it is anticipated that the selected Contractor will provide updated final schedules and plans within 30 business days of the kick-off meeting.</p>

	<p>within 20 business days of the kick-off meeting.</p> <p>Would the State please clarify the due dates of these documents, including whether draft plans are required as part of the proposal submission?</p>			
7	<p>Section 2.7 is not mentioned in Section 6, Technical Proposal response requirements. Please confirm the State does not require a response to Section 2.7. If a response is required, please advise where it is to be placed within the order listed in Section 6.</p>	<p>2.7, General Requirements and Section 6, Technical Proposal</p>	<p>16 and 40-44</p>	<p>The Offeror should state their commitment to compliance throughout the term of the Contract.</p>
8	<p>The RFP states that Preferred items, if provided, should be included in the CPCM. Since these items are not required, how will the State evaluate an Offeror's response to the Preferred items in Attachment A? Will the State give additional points to Offerors who say Yes to providing them?</p>	<p>2.8, Required Services</p>	<p>16</p>	<p>The State values and appreciates any potential services that a Vendor can offer over and above the necessary requirements. However, this is not required and the State will neither score Preferred items nor give additional points to Offerors who provide them in their responses.</p>
9	<p>By requiring Offerors to include pricing for Preferred items in the CPCM, Offerors' CPCMs may vary widely, creating a non-analogous comparison ("apples to oranges") issue for the State.</p> <p>Section 8.3 states proposals will be ranked by price, with higher prices being less advantageous. Therefore, Offerors who offer Preferred services and include the cost in the CPCM will seemingly be penalized. Please explain how the State will evaluate proposals based on this issue.</p>	<p>2.8, Required Services</p>	<p>16</p>	<p>See answer for #8</p>
10	<p>By requiring Offerors to include pricing for Preferred items in the</p>	<p>2.8, Required Services</p>	<p>16</p>	<p>See answer for #8</p>

	<p>CPCM, Offeror's CPCM's may vary widely, creating a non-analogous comparison ("apples to oranges") issue for the State.</p> <p>Would the State consider allowing Offerors to price Preferred items separately as part of the Optional Service table (i.e. Schedule 4)? If so, would the State add rows for these items?</p>			
11	<p>Key Personnel, items A and C use the term "dedicated resource". The use of the word "dedicated" is interpreted to mean Key Personnel are required to work only on the MD/USVI project throughout the entire contract. Because Key Personnel activity levels vary by project phase, rather than having Offerors fully burden the cost of Key Personnel for the duration of the contract, is it acceptable for Offerors to propose Key Personnel that will be committed throughout the entire contract, but according to the percentage of time each Key Personnel is needed during each phase of the project?</p>	3.10.2, Key Personnel	24	<p>The "dedicated resource" language is to ensure continuity and accountability across the life of the contract. However, we understand that the level of effort may vary by project phase. It is acceptable for Offerors to propose Key Personnel who are committed for the duration of the contract, with clearly defined percentages of time allocated to each project phase. This approach must still ensure that Key Personnel are available as needed to meet project requirements and deadlines.</p>
12	<p>Please confirm if the USVI Gross Receipts Tax is a requirement for the awarded Offeror?</p>	3.14.3	28	<p>No, it is not required</p>
13	<p>If the USVI Gross Receipts Tax applies to the awarded Offeror, does it also apply to a subcontractor of the awarded Offeror?</p>	3.14.3	28	<p>No it does not.</p>
14	<p>Section 4.8.1 instructs the Offeror to place the Claim of Confidentiality list after the Title Page and before the Table of Contents. Section 6.1.1.2 instructs the Offeror to place the Claim of Confidentiality list after the Table of Contents. Would the State</p>	4.8.1 and 6.1.1.2	31 and 40	<p>Place the list of sections that are confidential on the page following the Title Page and before the Table of Contents in the proposal.</p>

	please clarify in what order to place the Claim of Confidentiality?			
15	If the State rejects a request for an exception during the Q&A process, will the Offeror still be afforded the opportunity to have the exception considered during the negotiation process?	4.17	33	Yes
16	<p>These sections have conflicting requirements for the Technical Proposal submission. Section 5.1 describes the Technical proposal as two parts: a signed PDF of the full copy and a signed PDF of the redacted copy. Section 5.2.4.1 lists three parts, adding a Word version to the two PDF copies listed in 5.1. Section 6 adds five duplicate copies to the requirements of 5.2.4.1.</p> <p>Since this is an electronic submission, would the State please explain the need for duplicate copies of the original executed Technical Proposal?</p> <p>Also, please clarify if the State requires a Word version of the Technical Proposal in addition to the full and redacted PDF copies.</p>	5.1, 5.2.4.1, and 6	38 and 40	<p>The additional printed copies are only required if an Offeror chooses to submit hard copies. This is not required if using the option to submit via eMMA. A Word version of the full and redacted PDF copies is optional.</p> <p>Please note that submission via eMMA is the preferred option of delivery, but Offerors choosing to submit printed copies will not be penalized.</p>
17	For draft plans that are required for submission with the proposal, such as those required by Attachment A (e.g., 17.2.1, 17.3.2, 17.4.2, and 17.27.1) would the State please identify where in the Technical Proposal these items should be placed? For example, should they be placed in an Appendix at the end of all Section 6.1.1.6 items, or should they be placed following 6.1.1.6.E, which is the response to Attachment A?	6.1	40	Draft plans required with the proposal can be provided as an Appendix and referenced in other sections of the proposal as needed.

18	Attachment G is an agreement between the Maryland State Treasurer’s Office and the “Depositor” defined as a national banking association, organized under the laws of the United States. As written, Attachment G is not something an Offeror that is not a Depositor, but rather an existing eWIC processor providing a Software as a Service (SaaS) to multiple state agencies, can execute. Will the State agree that the Offeror’s bank will sign this agreement?	6.1.1.3, Transmittal Letter and Attachment G	40	Yes
19	Section 6.1.1.5 includes requirement B regarding membership and compliance with the FDIC. FNS no longer requires EBT processors to be a financial institution or be connected with a financial institution. Please remove all requirements tied to bidders as a financial institution and meeting FDIC requirements.	6.1.1.5, Minimum Qualification and Documentation	41	See answer to Question #3.
20	Item A requires a response to Sections 2.4 and 2.5. Item F requires a response to Section 2.5. Would the State please clarify which section (A or F) should contain the response to Section 2.5?	6.1.1.6, Offeror Capabilities	41	As long as the proposal provides a comprehensive response for Section 2.5, it is up to the Offeror which section to respond. If the response is in section A, indicate that in section F and vice versa.
21	Item G requires the Offeror to acknowledge its compliance with Section 3 Contractor Requirements, and “may provide” brief supporting statements. Will Offerors that provide supporting statements be given more points in the evaluation than Offerors that do not provide supporting statements?	6.1.1.6, Offeror Capabilities	41	Offerors should provide a comprehensive response to allow the evaluation committee all information to determine the best interest of the State.

22	Section 6.1.1.7 only requires a list of key personnel, their proposed project role, and their resumes. The requirements in Section 3.10 are more extensive than 6.1.1.7. Please confirm that a detailed response to each requirement of Section 3.10 is not required, and that Offerors are only to provide a statement of compliance as instructed in Section 6.1.1.6, G.	6.1.1.7, Personnel and 3.10 Experience and Personnel	42 and 23-25	Offerors should provide a comprehensive response to allow the evaluation committee all information to determine the best interest of the State. It is recommended to provide all requirements in section 3.10 as the response.
23	As EBT processors are not required to be financial institutions, we request that Section 6.1.1.9, Community Benefits, be revised or removed. Any reference to the bidder meeting requirements as a financial institution are requested to be removed.	6.1.1.9, Community Benefits	42	See answer to Question #3 and Question #129.
24	Most of the submission requirements in this section seem to align with a printed proposal rather than an electronic submission. Only items 3 and 4 seem to apply to an electronic submission. Therefore, would the State please revise this section to remove items 1, 2, 5, and 6?	7, Financial Proposal	45	Hard copies or additional copies are not required if being submitted via eMMA. See answer to Question #16.
25	The third paragraph of the instructions refers to a hard copy. Please confirm that a hard copy of the financial proposal is not required if an Offeror submits its proposal through the eMMA Portal.	Attachment B, B-1 Financial Proposal Instructions	49	Confirmed. See answer to Question #16.
26	If a State Agency elects to change its card design, please confirm that new cards would be distributed through attrition.	Attachment A, 6.1.1.2	17	Yes, new cards would be distributed through attrition.
27	Please confirm that if a State Agency decides a mass card replacement is necessary, the cost of reissuing all new cards to the active card base	Attachment A, 6.1.1.2	17	Yes, if a mass card replacement is necessary, it will be done via change order.

	will be handled through a change order.			
28	How often does each State Agency anticipate making updates to the card language requirements on the eWIC card?	Attachment A, 6.1.1.3	17	See response to Question #26.
29	Would the State please confirm that if the language on the eWIC card is updated, cards with the revised wording will be issued via attrition (i.e., no mass replacement is necessary)?	Attachment A, 6.1.1.3	17	See response to Question #26.
30	Please confirm that if a State Agency decides a mass card replacement is necessary, the cost of reissuing all new cards to the active card base will be handled through a change order.	Attachment A, 6.1.1.3	17	See response to Question #27.
31	Will MD WIC please confirm that the eWIC Processor will only need to deliver card orders to one MD WIC location?	Attachment A, 6.2.2	18	Bulk orders of new cards are only delivered to one location in Maryland. The contractor is responsible for mailing <i>individual replacement cards</i> directly to the participants.
32	Will USVI WIC please confirm that the eWIC Processor will only need to deliver card orders to one USVI WIC location?	Attachment A, 6.2.2	18	Confirmed
33	Will the State Agencies please confirm that the eWIC Processor will not be responsible for distributing cards to their local agencies?	Attachment A, 6.2.2	18	Confirmed. See response to Question #31. USVI - Bulk Card order is sent to one location. There will not be any cards sent directly to participants.
E34	Per requirement 7.2.2.4, the eWIC Processor is required to support the mailing of replacement cards for cardholders. Will MD WIC please confirm that new cards are not to	Attachment A, 6.2.2 and 7.2.2.4	18 and 21	Yes, only replacement cards are to be mailed to MD cardholders by the eWIC Processor and new cards are

	be mailed to MD cardholders by the eWIC Processor? In other words, only replacement cards are to be mailed to MD cardholders by the eWIC Processor and new cards are issued over-the-counter to WIC participants.			issued over-the-counter to WIC participants.
35	Will USVI WIC please confirm that new and replacement cards are not to be mailed to USVI cardholders by the Contractor? In other words, all cards, new and replaced , are issued over-the-counter to USVI WIC participants.	Attachment A, 6.2.2 and 7.2.2.3	18 and 20	Confirmed
36	These are marked as Preferred (P). The RFP instructions for Attachment A state that preferred functions should be included in the CPCM. However, separate pricing for these requirements is included in Attachment B, Schedule 4. Please confirm the cost for these requirements should not be included in the CPCM.	Attachment A, 7.8	25-26	Items included in Attachment B Schedule 4, do not need to be included in the CPCM as they are priced separately. All other preferred in Attachment A, should be included in the CPCM if provided.
37	Does MD WIC plan to purchase PIN pads as part of the new contract?	Attachment A, 7.8.1	25	Yes
38	Does USVI WIC plan to purchase PIN pads as part of the new contract?	Attachment A, 7.8.1	25	Yes
39	Will MD WIC please provide the number of initial PIN pads the eWIC Processor is required to supply?	Attachment A, 7.8.1	25	200 initial if a different model is offered or software is updated than what we currently have, the vendor is also required to replace any non-functioning devices as needed.
40	Will USVI WIC please provide the number of initial PIN pads the eWIC Processor is required to supply?	Attachment A, 7.8.1	25	10 initial pin pads
41	Will MD WIC please provide the number of replacement PIN pads	Attachment A, 7.8.1	25	200; if a different model is offered or software is

	the eWIC Processor is required to supply?			updated, the State will add the update via an amendment. The vendor is responsible for replacing any non-functioning devices, as needed.
42	Will USVI WIC please provide the number of replacement PIN pads the eWIC Processor is required to supply?	Attachment A, 7.8.1	25	20; The vendor is also required to replace any non-functioning devices as needed.
43	These requirements are marked as Required (R). The RFP instructions for Attachment A state that required functions should be included in the CPCM. However, separate pricing for these requirements is included in Attachment B, Schedule 4. Please confirm these requirements should be treated as Required Priced Separately (RPS) rather than being included in the CPCM.	Attachment A, 8.2.1.6	28	See answer for #36
44	Will MD WIC please provide the total number of test cards the Contractor is required to supply to vendors, VARs, or cash register system providers?	Attachment A, 11.3.1	47	The existing test card range is expected to be used under the new contract. No NEW cards will need to be purchased.
45	Will USVI WIC please provide the total number of test cards the Contractor is required to supply to vendors, VARs, or cash register system providers?	Attachment A, 11.3.1	47	The existing test card range is expected to be used under the new contract. No NEW cards will need to be purchased.
46	These requirements are marked as Required (R). The RFP instructions for Attachment A state that required functions should be included in the CPCM. However, separate pricing for these requirements is included in Attachment B, Schedule 3. Please confirm these requirements should be treated as Required Priced Separately (RPS) rather than being included in the CPCM.	Attachment A, 11.5.1 – 11.5.5	52-55	Items in Attachment B Schedule 4 should not be included in the CPCM as they are priced separately.

<p>47</p>	<p>Would the State please add the word “accurately” before “completed” in this requirement: The eWIC Processor shall ship the stand-beside POS terminal within five (5) business days of receipt of the signed and <u>accurately</u> completed WIC Vendor stand-beside contract.” ?</p>	<p>Attachment A, 11.5.8.1</p>	<p>57</p>	<p>Yes, see Amendment #1</p>
<p>48</p>	<p>This requirement states the Contractor is to ship a replacement POS terminal to be delivered the “next day.” 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 p.m. Would the State please revise this requirement to match the Service Level Requirements defined on lines 18.13.3 and 18.13.4, which state the replacement POS equipment is to be shipped within one (1) business day of the receipt of the request for replacement, and remove the wording “to be delivered next day”?</p>	<p>Attachment A, 11.5.10.2</p>	<p>56</p>	<p>The “next day” delivery language is intended to reflect the urgency of replacing POS equipment as quickly as possible. We understand that same-day shipment may not be feasible for late requests. This requirement aligns with Sections 18.13.3 and 18.13.4, which require shipment within one (1) business day. "Next day" refers to next-business-day delivery when feasible, based on standard shipping cut-off times.</p>
<p>49</p>	<p>These requirements are marked as Preferred (P). The RFP instructions for Attachment A state that preferred functions should be included in the CPCM. However, separate pricing for these requirements is included in Attachment B, Schedule 4. Please confirm the cost for these requirements should not be included in the CPCM.</p>	<p>Attachment A, 11.7</p>	<p>62-64</p>	<p>See answer for #36</p>
<p>50</p>	<p>Please list the additional languages the Offeror is required to support through the use of a language line.</p>	<p>Attachment A, 12.1.3.3</p>	<p>66</p>	<p>Will be answered in the next Q&A round if it is presented.</p>

51	This requirement is blank. Would the State please either provide the missing requirement language or remove this line item?	Attachment A, 12.1.4.14	68	12.1.4.14 is a blank row. There is no requirement. Included in Amendment #1.
52	How many Maryland stand-beside vendors have three (3) or more stand-beside units (state-provided or leased) and thus will qualify for in-person installation and training?	Attachment A, 15.5.4.7	88	20
53	These requirements mention providing stand-beside devices to support UAT, ongoing testing, and training for the life of the project. It is not clear if a total of two devices are required for these purposes, or if a total of four devices are required. Would Maryland WIC please state the total number of stand-beside devices it requires to support these activities for the life of the project?	Attachment A, 16.1.5, 16.7.2, and 16.7.3	92 and 96	Three
54	These requirements mention providing stand-beside devices to support UAT, ongoing testing, and training for the life of the project. It is not clear if a total of two devices are required for these purposes, or if a total of four devices are required. Would USVI WIC please state the total number of stand-beside devices it requires to support these activities for the life of the project?	Attachment A, 16.1.5, 16.7.2, and 16.7.3	92 and 96	Two
55	This requirement is blank. Would the State please either provide the missing requirement language or remove this line item?	Attachment A, 16.2.5	93	16.2.5 is a blank row. There is no requirement. Included in Amendment #1.
56	The requirement states that "Service credits will be cumulative for each missed service requirement". Please confirm that the cumulative amount is on a monthly basis and the	Attachment A, 18.1.10.2 and 18.1.10.3	116	Yes, this is on a monthly basis and will not exceed 25% of the vendor's monthly service charges to the State.

	cumulative amount will not exceed 25% of the Vendor's monthly service charges to the State.			
57	Will MD and USVI agree to service credits as a withhold from payment only until the issue is resolved rather than the State billing the Contractor as a separate item, which is a financial penalty?	Attachment A, 18.1.10.4	116	Yes, Maryland and USVI agrees to service credits (reduction to invoice).
58	The State removed chip/tap card functionality requirements from the reissued RFP but did not remove the associated line item from Schedule 4. Please issue a revised Attachment B Schedule 4 with row 8 "Tap to Pay and Chip Card Processing" from Schedule 4 removed.	Attachment B, Schedule 4, Row 8		Included in Amendment #1. Tap to pay and chip card processing will be done via a change order.
59	Given that the Contractor's travel expenses for the purpose of stand-by device installation (per requirements 15.5.4.7 and 15.5.4.8) during the conversion will be reimbursed, please confirm that the Offeror should not include any cost for these travel expenses in its price proposal.	Attachment B, Travel		Yes, costs for travel for purposes of the contract will be reimbursed for actual costs in accordance with COMAR. Each proposal will include the maximum of \$25,000 per year (Attachment B Travel - H) for travel to allow for the cost in the contract.
60	Item H instructs the Offeror to include \$25,000 per year for travel for Maryland WIC and USVI WIC. Would the State please clarify what these travel costs are for? The reference to 'per year' is outside of the conversion timeframe so clarification is needed to understand how the Offeror should include this cost in the cost proposal.	Attachment B, Travel		Costs for travel are for expenses related to the stand-by device installation (per requirements 15.5.4.7 and 15.5.4.8). Costs for travel for purposes of the contract will be reimbursed for actual costs in accordance with COMAR. Each bid will include the maximum of \$25,000 per year (Attachment B Travel - H) for travel to allow for the cost in the contract.
61	Item H instructs the Offeror to include \$25,000 per year for travel for Maryland WIC and USVI WIC. Is	Attachment B, Travel		This is combined for both MD & USVI.

	<p>this \$25,000 per year in total (i.e., for both MD and USVI combined), or is this \$25,000 per year for MD and \$25,000 per year for USVI?</p>			
62	<p>Ownership of Documents and Materials: This language references that all documents and materials shall become and remain the exclusive property of the State upon termination or completion of the services. As the Offeror provides Software as a Service (SaaS), will the State agree that all the Offeror’s pre-existing Intellectual Property used in its performance of services is excluded? Only specific deliverables agreed upon as “Custom Work”, identified in the Statement of Work and paid for with Federal financial participation, will be retained and owned by the State.</p> <p>All copyrights, patents, trademarks, trade secrets, and any other intellectual property rights existing prior to the Effective Date of this Contract shall belong to the party that owned such rights immediately prior to the Effective Date of the Contract.</p>	Attachment F, Item 4	57	<p>The State only expects to retain data and results of service produced during the Contract period to include the transition period. This can be discussed directly with the Vendor upon intent of award.</p>
63	<p>FIS requests that Item 4 be changed to the following: <i>“All copyrights, patents, trademarks, trade secrets, and any other intellectual property rights existing prior to the Effective Date of this Contract shall belong to the party that owned such rights immediately prior to the Effective Date of the Contract. If any design, device, material, process, or other item provided by</i></p>	Attachment F, Item 4	57	<p>See answer for #62</p>

	<i>Contractor is covered by a patent or copyright or which is proprietary to or a trade secret of another, the Contractor shall obtain the necessary permission or license to permit the State to use such item or items pursuant to its rights granted under the Contract."</i>			
64	<p>Would the State agree to the following change to be made to 9.1 (c):</p> <p>Replace this portion of the first sentence:</p> <p><i>"...Contractor shall be liable for all direct damages."</i></p> <p>With the following:</p> <p><i>"...Contractor's liability shall not exceed two (2) times the value of the Contract or \$1,000,000, whichever is greater."</i></p>	Attachment F, Item 9	57	The State has limited range for negotiation in the areas of Limitations of Liability & Indemnification. We have revised them from previous stricter language as a compromise to protect the best interest of the State and of the Vendor.
65	Would USVI please provide the GVI statute that prohibits the State from negotiating unlimited liability with a vendor?	Attachment F, Item 9	58	GVI will determine the threshold of the insurance based on the cost and risk associated with the service
66	Please share the dollar value/amount associated with the reference to "consequential damages shall be capped at 50% of the average monthly balance of all monies in State accounts". Also, please provide a list of the State accounts.	Attachment F, Item 9.1 (c)	59	See the table located in #159 for the most current average monthly balances.
67	This language references that all documents and materials shall become and remain the exclusive property of the State upon termination or completion of the services. As the Vendor is providing a service, will the State agree that all Vendor's pre-existing Intellectual Property used in its performance of services is excluded? Only specific	Attachment L, Item 7	2	Yes, see answer for #62

	deliverables agreed upon as “Custom Work”, identified in the Statement of Work and paid for with Federal financial participation, will be retained and owned by the State.			
68	Liability of Others: Will the State negotiate a limitation of liability within the Contract?	Attachment L, Item 8	3	Since USVI has a separate contract to the State, negotiations will need to be held directly with USVI on its terms and conditions.
69	Item No. 1 states the Service Requirement and its Measure are for the Average Response Time for a “High” Priority problem, but the Service Level Agreement matches the State’s Problem Response Time for an “Emergency” issue as defined on Page 90. Would the State please change the two instances of “High” to “Emergency” in Item No. 1?	Attachment M, Service Level Measurement Table and Problem Response Times Table	87 and 90	“Emergency” and “High” priority items have an equal response.
70	Are MD WIC and USVI WIC willing to negotiate the Problem Response and Resolution Times with the selected Contractor?	Attachment M	87, 90	This is negotiable but must be reasonable and applicable with State guidelines.
71	Would the State please add “and accurately completed” before “signed” in this requirement: “Shipped within five (5) business days of receipt of signed <u>and accurately completed</u> vendor contract.” There are often issues that the eWIC Processor needs to resolve with the vendor before a contract can be accepted and processed.	Attachment M, and Attachment A, 18.13.1	89	See answer for #47

72	Will MD WIC please provide the number of WIC families over the past ten months, January 2025 through October 2025, broken down by month?	Exhibit 1	95	<table border="1"> <thead> <tr> <th>MONTH_YEAR</th> <th>ACTIVE_FAMILY_COUNT</th> </tr> </thead> <tbody> <tr><td>202501</td><td>81,684</td></tr> <tr><td>202502</td><td>80,856</td></tr> <tr><td>202503</td><td>80,221</td></tr> <tr><td>202504</td><td>80,324</td></tr> <tr><td>202505</td><td>79,809</td></tr> <tr><td>202506</td><td>80,289</td></tr> <tr><td>202507</td><td>80,494</td></tr> <tr><td>202508</td><td>81,216</td></tr> <tr><td>202509</td><td>81,077</td></tr> <tr><td>202510</td><td>81,326</td></tr> </tbody> </table>	MONTH_YEAR	ACTIVE_FAMILY_COUNT	202501	81,684	202502	80,856	202503	80,221	202504	80,324	202505	79,809	202506	80,289	202507	80,494	202508	81,216	202509	81,077	202510	81,326
MONTH_YEAR	ACTIVE_FAMILY_COUNT																									
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202509	81,077																									
202510	81,326																									
73	Will MD WIC please provide the number of WIC participants over the past ten months, January 2025 through October 2025, broken down by month?	Exhibit 1	95	<table border="1"> <thead> <tr> <th>MONTH_YEAR</th> <th>ACTIVE_PARTICIPANT_COUNT</th> </tr> </thead> <tbody> <tr><td>202501</td><td>124,472</td></tr> <tr><td>202502</td><td>122,886</td></tr> <tr><td>202503</td><td>121,985</td></tr> <tr><td>202504</td><td>122,240</td></tr> <tr><td>202505</td><td>121,318</td></tr> <tr><td>202506</td><td>122,064</td></tr> <tr><td>202507</td><td>122,300</td></tr> <tr><td>202508</td><td>123,069</td></tr> <tr><td>202509</td><td>122,732</td></tr> <tr><td>202510</td><td>123,234</td></tr> </tbody> </table>	MONTH_YEAR	ACTIVE_PARTICIPANT_COUNT	202501	124,472	202502	122,886	202503	121,985	202504	122,240	202505	121,318	202506	122,064	202507	122,300	202508	123,069	202509	122,732	202510	123,234
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MONTH	eWIC_COUNT																									
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75	Will MD WIC please provide the number of replacement eWIC cards mailed monthly over the past ten months, January 2025 through October 2025, broken down by month?	Exhibit 1	95	<table border="1"> <thead> <tr> <th>MONTH</th> <th>Mailed Cards</th> </tr> </thead> <tbody> <tr><td>Jan</td><td>508</td></tr> <tr><td>Feb</td><td>418</td></tr> <tr><td>March</td><td>453</td></tr> <tr><td>April</td><td>472</td></tr> <tr><td>May</td><td>447</td></tr> <tr><td>June</td><td>429</td></tr> <tr><td>July</td><td>472</td></tr> <tr><td>August</td><td>466</td></tr> <tr><td>September</td><td>477</td></tr> <tr><td>October</td><td>451</td></tr> </tbody> </table>	MONTH	Mailed Cards	Jan	508	Feb	418	March	453	April	472	May	447	June	429	July	472	August	466	September	477	October	451
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76	Will MD WIC please provide the total number of stand-beside wired POS devices the Contractor is required to supply to 'exempt' vendors identified by MD WIC?	Exhibit 1	95	Maryland is currently phasing out state paid stand beside devices grandfathered in from the 2017 eWIC rollout. Based on the currently authorized stand beside device list, Maryland estimates that they could be paying for about 10 devices or 7-10 vendors needed for access.																						
77	Will MD WIC please provide the total number of stand-beside wireless POS devices the Contractor is required to supply to 'exempt' farmers and/or farmers markets identified by MD WIC.	Exhibit 1	95	Zero																						
78	Will MD WIC please provide the number of participant (cardholder) IVR calls over the past ten months, January 2025 through October 2025, broken down by month?	Exhibit 1	95	<table border="1"> <thead> <tr> <th>MONTH</th> <th>Participant IVR Calls</th> </tr> </thead> <tbody> <tr><td>Jan</td><td>10281</td></tr> <tr><td>Feb</td><td>8610</td></tr> <tr><td>March</td><td>9357</td></tr> <tr><td>April</td><td>8975</td></tr> <tr><td>May</td><td>9385</td></tr> <tr><td>June</td><td>8796</td></tr> <tr><td>July</td><td>9321</td></tr> <tr><td>August</td><td>8847</td></tr> <tr><td>September</td><td>9192</td></tr> <tr><td>October</td><td>8702</td></tr> </tbody> </table>	MONTH	Participant IVR Calls	Jan	10281	Feb	8610	March	9357	April	8975	May	9385	June	8796	July	9321	August	8847	September	9192	October	8702
MONTH	Participant IVR Calls																									
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79	Will MD WIC please provide the number of participant (cardholder) IVR minutes over the past ten months, January 2025 through October 2025, broken down by month? Please provide data in minutes and seconds format, broken down per month. Example, Jan 2025: 300 minutes, 32 seconds. If minute/second format is not possible, please provide the requested data and explain the unit of measure used for the data.	Exhibit 1	95	<p>We only have the total IVR/live call minutes total. It does not separate for IVR/live calls.</p> <table border="1"> <thead> <tr> <th>MONTH</th> <th>Participant IVR/Live Hr.Min.Sec.</th> </tr> </thead> <tbody> <tr><td>Jan</td><td>1.38.16</td></tr> <tr><td>Feb</td><td>59.34</td></tr> <tr><td>March</td><td>1.45.23</td></tr> <tr><td>April</td><td>1.09.45</td></tr> <tr><td>May</td><td>1.41.50</td></tr> <tr><td>June</td><td>1.44.06</td></tr> <tr><td>July</td><td>56.52</td></tr> <tr><td>August</td><td>1.44.16</td></tr> <tr><td>September</td><td>1.24.22</td></tr> <tr><td>October</td><td>58.22</td></tr> </tbody> </table>	MONTH	Participant IVR/Live Hr.Min.Sec.	Jan	1.38.16	Feb	59.34	March	1.45.23	April	1.09.45	May	1.41.50	June	1.44.06	July	56.52	August	1.44.16	September	1.24.22	October	58.22
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80	Will MD WIC please provide the number of Vendor IVR calls over the past ten months, January 2025 through October 2025, broken down by month?	Exhibit 1	95	<table border="0"> <thead> <tr> <th>MONTH</th> <th>Vendor IVR Calls</th> </tr> </thead> <tbody> <tr><td>Jan</td><td>60</td></tr> <tr><td>Feb</td><td>93</td></tr> <tr><td>March</td><td>40</td></tr> <tr><td>April</td><td>22</td></tr> <tr><td>May</td><td>80</td></tr> <tr><td>June</td><td>43</td></tr> <tr><td>July</td><td>50</td></tr> <tr><td>August</td><td>44</td></tr> <tr><td>September</td><td>34</td></tr> <tr><td>October</td><td>56</td></tr> </tbody> </table>	MONTH	Vendor IVR Calls	Jan	60	Feb	93	March	40	April	22	May	80	June	43	July	50	August	44	September	34	October	56
MONTH	Vendor IVR Calls																									
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83	Will MD WIC please provide the number of participant (cardholder) customer service calls over the past ten months, January 2025 through October 2025, broken down by month?	Exhibit 1	95	<table border="0"> <thead> <tr> <th>MONTH</th> <th>Participant Live Calls</th> </tr> </thead> <tbody> <tr><td>Jan</td><td>356</td></tr> <tr><td>Feb</td><td>277</td></tr> <tr><td>March</td><td>293</td></tr> <tr><td>April</td><td>305</td></tr> <tr><td>May</td><td>280</td></tr> <tr><td>June</td><td>317</td></tr> <tr><td>July</td><td>221</td></tr> <tr><td>August</td><td>178</td></tr> </tbody> </table>	MONTH	Participant Live Calls	Jan	356	Feb	277	March	293	April	305	May	280	June	317	July	221	August	178				
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				September 171 October 187
84	Will MD WIC please provide the number of participant (cardholder) customer service minutes over the past ten months, January 2025 through October 2025, broken down by month? Please provide data in minutes and seconds format, broken down per month. Example, Jan 2025: 300 minutes, 32 seconds. If minute/second format is not possible, please provide the requested data and explain the unit of measure used for the data.	Exhibit 1	95	We only have the total IVR/live call minutes total. It does not separate for IVR/live calls. MONTH IVR/Live Jan 1 hr, 38 min, 16 sec Feb 59 min, 34 sec March 1 hr, 45 min, 23 sec April 1 hr, 9 min, 45 sec May 1 hr, 41 min, 50 sec June 1 hr, 44 min, 6 sec July 56 min, 27 sec August 1 hr, 44 min, 16 sec Sept 1 hr, 24 min, 22 sec Oct 58 min, 22 sec
85	Will MD WIC please provide the percentage of IVR Vendor calls that transferred to a customer service agent over the past ten months, January 2025 through October 2025, broken down by month?	Exhibit 1	95	Data is not available
86	Will MD WIC please provide the number of Vendor customer service calls over the past ten months, January 2025 through October 2025, broken down by month?	Exhibit 1	95	MONTH Vendor IVR Calls Jan 60 Feb 93 March 40 April 22 May 80 June 43 July 50 August 44 September 34 October 56
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	not possible, please provide the requested data and explain the unit of measure used for the data.			<p>April 52 min, 11 sec</p> <p>May 53 min, 51 sec</p> <p>June 52 min</p> <p>July 55 min, 27 sec</p> <p>August 55 min, 3 sec</p> <p>September 54 min, 13 sec</p> <p>October 56 min, 21 sec</p>																						
88	Will MD WIC please provide the average handle time in minutes for participant IVR calls over the past ten months, January 2025 through October 2025, broken down by month? Please provide data in minutes and seconds format, broken down per month. Example, Jan 2025: 300 minutes, 32 seconds. If minute/second format is not possible, please provide the requested data and explain the unit of measure used for the data.	Exhibit 1	95	<p>We only have the handling time for both IVR and live</p> <table border="1"> <thead> <tr> <th>MONTH</th> <th>Participant IVR avg</th> </tr> </thead> <tbody> <tr> <td>Jan</td> <td>1 Min 49 Sec</td> </tr> <tr> <td>Feb</td> <td>1 min 47 Sec</td> </tr> <tr> <td>March</td> <td>1 min 46 Sec</td> </tr> <tr> <td>April</td> <td>1 min 44 Sec</td> </tr> <tr> <td>May</td> <td>1 min 44 Sec</td> </tr> <tr> <td>June</td> <td>1 min 44 Sec</td> </tr> <tr> <td>July</td> <td>1 min 44 Sec</td> </tr> <tr> <td>August</td> <td>1 min 43 sec</td> </tr> <tr> <td>September</td> <td>1 min 45 Sec</td> </tr> <tr> <td>October</td> <td>1 min 46 Sec</td> </tr> </tbody> </table>	MONTH	Participant IVR avg	Jan	1 Min 49 Sec	Feb	1 min 47 Sec	March	1 min 46 Sec	April	1 min 44 Sec	May	1 min 44 Sec	June	1 min 44 Sec	July	1 min 44 Sec	August	1 min 43 sec	September	1 min 45 Sec	October	1 min 46 Sec
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92	Will MD WIC please provide their current CPCM?	Exhibit 1	N/A	\$0.56																						
93	Will USVI WIC please provide the number of WIC families over the past ten months, January 2025 through October 2025, broken down by month?	Exhibit 2	97	<table border="1"> <thead> <tr> <th>MONTH_YEAR</th> <th>ACTIVE_FAMILY_COUNT</th> </tr> </thead> <tbody> <tr><td>202501</td><td>1,683</td></tr> <tr><td>202502</td><td>1,650</td></tr> <tr><td>202503</td><td>1,613</td></tr> <tr><td>202504</td><td>1,632</td></tr> <tr><td>202505</td><td>1,635</td></tr> <tr><td>202506</td><td>1,606</td></tr> <tr><td>202507</td><td>1,598</td></tr> <tr><td>202508</td><td>1,604</td></tr> <tr><td>202509</td><td>1,616</td></tr> <tr><td>202510</td><td>1,612</td></tr> </tbody> </table>	MONTH_YEAR	ACTIVE_FAMILY_COUNT	202501	1,683	202502	1,650	202503	1,613	202504	1,632	202505	1,635	202506	1,606	202507	1,598	202508	1,604	202509	1,616	202510	1,612
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	monthly over the past ten months, January 2025 through October 2025, broken down by month?			<table> <tr><td>Feb</td><td>26</td></tr> <tr><td>March</td><td>36</td></tr> <tr><td>April</td><td>34</td></tr> <tr><td>May</td><td>40</td></tr> <tr><td>June</td><td>33</td></tr> <tr><td>July</td><td>34</td></tr> <tr><td>August</td><td>54</td></tr> <tr><td>September</td><td>32</td></tr> <tr><td>October</td><td>21</td></tr> </table>	Feb	26	March	36	April	34	May	40	June	33	July	34	August	54	September	32	October	21				
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96	Will USVI WIC please provide the number of replacement eWIC cards issued monthly over the past ten months, January 2025 through October 2025, broken down by month? Please also confirm that all replacement cards issued by USVI WIC are replaced over-the-counter to WIC participants.	Exhibit 2	97	<table> <tr><td>MONTH</td><td>Replacement</td></tr> <tr><td>Jan</td><td>30</td></tr> <tr><td>Feb</td><td>30</td></tr> <tr><td>March</td><td>27</td></tr> <tr><td>April</td><td>23</td></tr> <tr><td>May</td><td>23</td></tr> <tr><td>June</td><td>21</td></tr> <tr><td>July</td><td>34</td></tr> <tr><td>August</td><td>38</td></tr> <tr><td>September</td><td>24</td></tr> <tr><td>October</td><td>15</td></tr> </table>	MONTH	Replacement	Jan	30	Feb	30	March	27	April	23	May	23	June	21	July	34	August	38	September	24	October	15
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97	Will USVI WIC please provide the total number of stand-beside wired POS devices the Contractor is required to supply to 'exempt' vendors identified by USVI WIC?	Exhibit 2	97	34 exempt devices.																						
98	Will USVI WIC please provide the total number of stand-beside wireless POS devices the Contractor is required to supply to 'exempt' farmers and/or farmers markets identified by USVI WIC.	Exhibit 2	97	0 – USVI does not currently have any Farmers or Farmers' markets used for USVI WIC.																						
99	Will USVI WIC please provide the number of participant (cardholder) IVR calls over the past ten months, January 2025 through October 2025, broken down by month?	Exhibit 2	97	<table> <tr><td>MONTH</td><td>Participant IVR Calls</td></tr> <tr><td>Jan</td><td>358</td></tr> <tr><td>Feb</td><td>357</td></tr> <tr><td>March</td><td>377</td></tr> <tr><td>April</td><td>371</td></tr> <tr><td>May</td><td>363</td></tr> <tr><td>June</td><td>374</td></tr> <tr><td>July</td><td>337</td></tr> <tr><td>August</td><td>335</td></tr> <tr><td>September</td><td>286</td></tr> <tr><td>October</td><td>495</td></tr> </table>	MONTH	Participant IVR Calls	Jan	358	Feb	357	March	377	April	371	May	363	June	374	July	337	August	335	September	286	October	495
MONTH	Participant IVR Calls																									
Jan	358																									
Feb	357																									
March	377																									
April	371																									
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100	Will USVI WIC please provide the number of participant (cardholder) IVR minutes over the past ten months, January 2025 through October 2025, broken down by month? Please provide data in minutes and seconds format, broken down per month. Example, Jan 2025: 300 minutes, 32 seconds. If minute/second format is not possible, please provide the requested data and explain the unit of measure used for the data.	Exhibit 2	97	<p>We only have the total IVR/live call minutes total. It does not separate for IVR/live calls</p> <table border="1"> <thead> <tr> <th>MONTH</th> <th>Participant IVR</th> </tr> </thead> <tbody> <tr> <td>Jan</td> <td>50 min 43 Sec</td> </tr> <tr> <td>Feb</td> <td>41min 45 sec</td> </tr> <tr> <td>March</td> <td>44min 34 Sec</td> </tr> <tr> <td>April</td> <td>38min 38 Sec</td> </tr> <tr> <td>May</td> <td>46min 20 Sec</td> </tr> <tr> <td>June</td> <td>40min 43 sec</td> </tr> <tr> <td>July</td> <td>43min 52 sec</td> </tr> <tr> <td>August</td> <td>40min 43 sec</td> </tr> <tr> <td>September</td> <td>41min 35 sec</td> </tr> <tr> <td>October</td> <td>43min 14 sec</td> </tr> </tbody> </table>	MONTH	Participant IVR	Jan	50 min 43 Sec	Feb	41min 45 sec	March	44min 34 Sec	April	38min 38 Sec	May	46min 20 Sec	June	40min 43 sec	July	43min 52 sec	August	40min 43 sec	September	41min 35 sec	October	43min 14 sec
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103	Will USVI WIC please provide the percentage of IVR participant (cardholder) calls that transferred to a customer service agent over the past ten months, January 2025 through October 2025, broken down by month?	Exhibit 2	97	Data is not available																						
104	Will USVI WIC please provide the number of participant (cardholder) customer service calls over the past ten months, January 2025 through	Exhibit 2	97	<table border="1"> <thead> <tr> <th>MONTH</th> <th>Participant Live Calls</th> </tr> </thead> <tbody> <tr> <td>Jan</td> <td>5</td> </tr> <tr> <td>Feb</td> <td>0</td> </tr> <tr> <td>March</td> <td>0</td> </tr> </tbody> </table>	MONTH	Participant Live Calls	Jan	5	Feb	0	March	0														
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	October 2025, broken down by month?			April 0 May 1 June 0 July 0 August 0 September 1 October 0
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106	Will USVI WIC please provide the percentage of IVR Vendor calls that transferred to a customer service agent over the past ten months, January 2025 through October 2025, broken down by month?	Exhibit 2	97	zero
107	Will USVI WIC please provide the number of Vendor customer service calls over the past ten months, January 2025 through October 2025, broken down by month?	Exhibit 2	97	zero
108	Will USVI WIC please provide the number of Vendor customer service minutes over the past ten months, January 2025 through October 2025, broken down by month? Please provide data in minutes and seconds format, broken down per month. Example, Jan 2025: 300 minutes, 32 seconds. If minute/second format is	Exhibit 2	97	zero

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109	Will USVI WIC please provide the average handle time in minutes for participant IVR calls over the past ten months, January 2025 through October 2025, broken down by month? Please provide data in minutes and seconds format, broken down per month. Example, Jan 2025: 300 minutes, 32 seconds. If minute/second format is not possible, please provide the requested data and explain the unit of measure used for the data.	Exhibit 2	97	<p>We only have the handling time for both IVR and live</p> <table> <thead> <tr> <th>MONTH</th> <th>Participant IVR avg</th> </tr> </thead> <tbody> <tr> <td>Jan</td> <td>1 Min 38 Sec</td> </tr> <tr> <td>Feb</td> <td>1 min 29 Sec</td> </tr> <tr> <td>March</td> <td>1 min 26 Sec</td> </tr> <tr> <td>April</td> <td>1 min 20 Sec</td> </tr> <tr> <td>May</td> <td>1 min 30 Sec</td> </tr> <tr> <td>June</td> <td>1 min 21 Sec</td> </tr> <tr> <td>July</td> <td>1 min 25 Sec</td> </tr> <tr> <td>August</td> <td>1 min 25 sec</td> </tr> <tr> <td>September</td> <td>1 min 23 Sec</td> </tr> <tr> <td>October</td> <td>1 min 24 Sec</td> </tr> </tbody> </table>	MONTH	Participant IVR avg	Jan	1 Min 38 Sec	Feb	1 min 29 Sec	March	1 min 26 Sec	April	1 min 20 Sec	May	1 min 30 Sec	June	1 min 21 Sec	July	1 min 25 Sec	August	1 min 25 sec	September	1 min 23 Sec	October	1 min 24 Sec
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113	Will USVI WIC please provide their current CPCM?	Exhibit 2	N/A	See answer to #92
114	For consistency in the Offeror Minimum Qualifications, please consider the following revision for requirement 1.1.4: <i>The Offeror (or, in the case of an Offeror that is not a financial institution, the depositary financial institution)</i> must be a member of the National Automated Clearing House Association (NACHA) and follow the rules outlined in the latest published ACH manual and process Electronic Funds Transfers (“EFTs”) in the manner prescribed by NACHA.	1.1.4 Offeror Minimum Qualifications	7	The State should be able to provide a response in the next round of Q&A if asked.
115	Collateralization of benefit funds by a partner financial institution is a singularly unique requirement for state eWIC programs. To better align with industry practices, would Maryland/USVI consider replacing this requirement with a performance bond similar to the Maryland SNAP EBT contract?	1.1.4 Offeror Minimum Qualifications	7	The State should be able to provide a response in the next round of Q&A if asked.
116	Will Maryland/USVI please confirm the Third-Party Processors (TPP) that are operating for the USVI WIC program today?	2.5.5 Vendor Management	13	Heartland Connected Payments SuperValu United Bankcard World Pay Fiserv/First Data

				Vantiv Solutran
117	Will Maryland/USVI allow for a second round of written questions? Vendors often have clarification questions based on the first set of answers.	4.3 Questions	30	Yes, see response to Question #1.
118	These two requirements appear to contradict one another. Please confirm which format they would like the Technical Proposal submitted in through EMMA? PDF or WORD? If both PDF and Word is required, is it permissible for Bidders to submit documents not available in Microsoft Office format in Adobe PDF format only (e.g., audited financial statements, insurance documentation, forms, etc.)?	5.1 Two Part Submission & 5.2.4.1	38	See response to Question #16. For audited financial statements the Offeror can opt to provide a website link view the information.
119	Given the length of our audited financial statements (more than 200 pages), can Bidders provide these documents through a link?	6.1.1.5.C	41	Yes, this is allowable.
120	The RFP states that the primary replacement method used by USVI WIC is at clinic locations. As this does say "primary" but not "all", can you please confirm whether any WIC card replacements will be mailed directly to the cardholder in the U.S. Virgin Islands? If so, please indicate how many on average per year.	Attachment A, 7.2.2.3	21	No USVI participants will be mailed an eWIC card. All new and replacement cards are handled by the USVI WIC Clinic.
121	Maintaining an account that is prefunded to cover daily settlement amounts is not industry standard. Nearly all states use the industry-standard "Day of Draw" model, in which the eWIC Processor first requests payment	Attachment A Line 9.4.6.2		The amount included in the working fund for the Maryland draw cannot be removed as the deposits are required to be funded through the MD accounting system which is a minimum 2 day delay so there

	<p>from the State, and the State transfers funds to the settlement account on or before the day retailer settlements occur. This eliminates the need for a prefunded account and avoids unnecessary administrative complexity. Adopting the Day of Draw model would align Maryland with industry practice and help keep program costs lower for the State.</p> <p>We respectfully request that Maryland/USVI revise this requirement to reflect the standard Day of Draw process used across the country in other WIC EBT programs.</p>			is always at least 1-2 days of deposits pending posting. The requirement will remain.
122	Will the USVI program operate under the same SLRs as Maryland?	Attachment M	87	Yes
123	Our understanding is that the RFP requires two separate contracts. Is Maryland/USVI open to amending Attachment B, Schedule 2, to reflect two separate Cost Per Case Month (CPCM) rates for Maryland and the USVI. This will help ensure the most competitive pricing for both entities, if contract terms and/or option years do not align.	7.1 Volume II – Financial Proposal Attachment B, Schedule 2	45	The Proposal will result in 2 separate contracts with the same pricing.
124	<p>Attachment F appears to include USVI as part of this contract document. However, Attachment L appears to be a USVI specific contract. With respect to how these two attachments are intended to be interpreted and used as part of the same contract, please clarify the State and USVI intent.</p> <p>Specific to USVI, if a conflict between terms and conditions exists between Attachment L and</p>	Attachment F Contract, Attachment L USVI Contract for	General	See answer to #68. The contracts for USVI and the State are separate, so one does not take precedence over the other.

	Attachment F, which document will prevail.	Professional Services		
125	<p>Can USVI and the State please confirm the contract term and effective date in Attachment L will match the contract curation of a “Five (5) Year base period with two (2)-one year renewal options” as stated in the Key Information Summary Sheet?</p> <p>Is the intended meaning of this section that options exercised by the State or USVI are completely independent of one another?</p> <p>Stated differently, if either the State or USVI, exercise one or both options, is the other party free to not exercise the option(s)?</p>	<p>Attachment L</p> <p>3. Contractor Requirements: General, subsection 3.4 Term</p>	<p>1,2</p> <p>18</p>	<p>Attachment L is a template to display a general outline of the terms and conditions at USVI. The Contract Term and renewal options will match, however the effective starting dates may differ between the State and USVI.</p> <p>Yes, the State or USVI may decide to exercise the option year independently.</p>
126	<p>Will the State consider the following or similar language?</p> <p>The Contractor shall hold harmless and indemnify the State from and against any and all losses, damages, claims, suits, actions, liabilities, and/or expenses, including, without limitation, attorneys' fees and disbursements of any character involving a third party claim to the extent the claim that arises from, are in connection with or are attributable to the performance or nonperformance of the Contractor or its subcontractors' negligence or misconduct under this Contract.</p>	Attachment F	60	See answer for #62
127	<p>Will the State consider the following or similar language for 9.1 (c)?</p> <p>(c) For all other claims, damages, loss, costs, expenses, suits or actions in any way related to this Contract,</p>	Attachment F	58.59	See answer for #62

	including but not limited to Contractor's breach, negligence and/or willful actions or omissions, Contractor shall be liable for all actual direct damages. Any claims for indirect and/or consequential damages shall be capped over the life of the contract at one (1) times the annual value of the contract 50% of the average monthly balance of all monies in State accounts. In any event, the Contractor and State agree that neither party shall be liable for punitive damages or attorney's fees			
128	<p>If incumbent is not awarded the new contract, and the contract has run the complete term to include the 5-year base term and two (1) year extensions, for a total of 7 years, this section appears to be saying the incumbent may be required to perform for another 3 years at the terms and conditions, including pricing established for prior years of the contract?</p> <p>Please clarify the primary intent with this subsection 2.4, including the reference to 10 years?</p>	2. Period of Performance, Subsection 2.4	56	<p>Subsection 2.4 refers to the transition period from the incumbent contractor to a new contractor.</p> <p>While the State does not anticipate a full 10 year period for a transition to occur, it will make every effort to move the project over as quickly and as smoothly as possible. Considering that delays in the process are inevitable, the State has chosen not to place a shorter and more restrictive timeframe.</p>
129	<p>The verbiage of the requirement states "the Offeror shall provide information to demonstrate whether during the past five (5) years, the financial institution has:" Please clarify how to handle this requirement in the instance an offeror is not a financial institution.</p>	6.1.1.9	42	<p>This section is inapplicable if the Offeror is not a financial institution.</p>
130	<p>The verbiage of the requirement states "1.1.5 The financial institution must be a member of the National Automated Clearing House Association (NACHA) and follow the rules outlined in the latest published</p>	1.1	7	<p>This is a requirement of the Offeror's partnered financial institution.</p>

	ACH manual and process Electronic Funds Transfers (“EFTs”) in the manner prescribed by NACHA." Please clarify how to address this requirement in the instance an offeror is not a financial institution.			
131	In requirement 5.2.4.1.a, the offeror is to provide the electronic copy of the proposal in three different formats: Word, searchable PDF, and searchable redacted PDF. However, on page 40 only the searchable PDF and searchable redacted PDF are required. Can the state please clarify exactly which electronic formats it is expecting to receive.	5.2 6	38 40	See response to Question #16.
132	There is a requirement for 2.6.2.1.1, however no requirement exists for 2.6.2.1. Should this requirement be renumbered to 2.6.2.1? (If so, can you please provide all requirement numbers for 2.6.2 as this change will domino throughout the section.)	2.6.2	14	Since this does not materially affect anything, we will keep the numbering as it stands.
133	The requirement for Meetings/Reports does not have a requirement number.	2.6.2	15	See Amendment #1, it is now placed as part of 2.6.2.1.2.
134	Responses to section 2.5 are requested in both requirement A and F. Can the state please clarify where it would like to see the responses to section 2.5?	6.1.1.6	41	This should be included as part of the Offeror’s Technical Proposal. See response to Question #20
135	Are electronic signatures suitable for all signature requirements? Does the state have a preference on how to handle these signatures? (Adobe Sign, DocuSign, etc.)			Yes, electronic signatures are suitable. The State does not have a preference.
136	Will MD and USVI disclose the end date of the current eWIC contract?	2.5.7	13	See response to Question #4.
137	Please clarify the expectations for kickoff/initiation meetings. 15.1.1	2.6.1 and 15.1.1	14	There will be a general kickoff meeting with the awardee,

	indicates separate meetings but 2.6.1 implies a single meeting.			Maryland, and USVI once the contract is executed. Following that, individual planning meetings will be scheduled with Maryland and USVI.
138	Will separate deliverables be required for MD and USVI or will joint deliverables be reviewed and approved on the same schedule?	2.6.1 and 15.1.1	14	Separate deliverables are not required. Deliverables will be reviewed and approved on the same schedule.
139	Please clarify the difference between the transition in plan described here and the Conversion plan requirements in 17.3. Would a single plan that addresses the content be acceptable?	2.6.2	14	A single plan is acceptable.
140	Will MD and USVI share the current contractor's transition out plan?	3.2	18	The document has been classified as having "Trade Secrets and Confidential or Proprietary Commercial Information" so we will not be able to share it until the contract is awarded.
141	The position requirements indicate onsite support for retailers during conversion. Please describe the expectations for onsite support for this position.	3.10.3.2	25	Equipment set up, retail vendor training, and technical troubleshooting until vendors are fully operational.
142	How many annual L2 certifications does MD/USVI estimate will be needed (considering new 4 year vendor certification requirements)	Attachment A, 11.4.7		Currently we conduct approximately 1-2 a year, this may change with regulation updates.
143	Please confirm that two separate initiation meetings are being required (see also questions about 2.6.1)	Attachment A, 15.1.1		See response to Question #137
144	How many users are expected to need training prior to rollout.	Attachment A, 15.8.2		Estimated 35 staff

145	How will the decision to conduct onsite versus remote training be made?	Attachment A, 15.8.7		It would be made during the kickoff meeting with the contractor to determine which would be the best option with the contractor's input.
146	Please share whether there will be one combined UAT event or if MD and USVI will have separate UATs.	Attachment A, 16.1.2		At this time, we believe one UAT event would be the best option.
147	Please share whether one set of document deliverables are expected for MD and USVI or if each will require separate documents.	Attachment A, 17		A single set of documents is expected.
148	Schedules are required for review during initiation meetings. Please clarify if one comprehensive schedule will be delivered or separate scheduled for MD and USVI.	Attachment A, 17.2		Separate schedules may be proposed by the Offeror.
149	How many hard copies will the eWIC processor deliver?	Attachment A, 17.20.2		Digital copies are expected to be delivered rather than hard copies.
150	Please confirm items flagged as N/A do not require a response.	Attachment A		Confirmed.
151	Can the state please share a copy or sample of their current settlement summary report?	Attachment A, 9.4.7.2		See a redacted USVI Transaction settlement report in Attachment #1 below.
152	Please clarify how many bank accounts the eWIC processor is expected to maintain on behalf of Maryland.	Attachment A, 9.4.7.2		A single bank account for MD is expected.
153	Please clarify if it is truly eWIC processor staff logging into the ASAP portal to initiate money movement or if that is a state staff function.	Attachment A, 9.4.7.2		This is true for USVI.
154	Can the state provide an example of what is being provided today for adjustment and variance corrections. Specifically, how are the	Attachment A, 9.5.2		Currently, we do not have an example.

	<p>explanations of the source and impact presented to the state. Please redact any sensitive information from sample(s) provided.</p>			
155	<p>Will the state please revise the "High" category resolution time to 24 hours? Often times, to mitigate further issues, hotfixes are performed overnight during low transaction volume times of day.</p>	<p>Attachment M, High Priority Issues</p>		<p>See response to #69</p>
156	<p>Will the state please remove the line item for Tap to Pay and Chip Card Processing on Schedule 4 of the Attachment B price sheet?</p>	<p>Attachment B, Schedule 4 of Price Sheet</p>		<p>See Amendment #1 and Revised Price Sheet.</p>
157	<p>Will the state please amend the following language to included the bolded language? The State shall have the exclusive right to use, duplicate, and disclose any data, information, documents, records, or results, in whole or in part, in any manner for any purpose whatsoever, that may be created or generated by the Contractor in connection with this Contract. If any material, including custom software which is developed solely for the purpose of this contract, is capable of being copyrighted, the State shall be the copyright owner and Contractor may copyright material connected with this project only with the express written approval of the State."</p>	<p>Attachment F, Contract, 5.2</p>	57	<p>See response to #62</p>
158	<p>Can the state please define what is considered "State accounts" and will the state please provide the average balance of State accounts so contractors know their liability?</p>	<p>Attachment F, Contract, 9.1.C</p>	59	<p>State accounts are defined as the accounts holding State funds which fund the services performed in this Contract. The balances held shall not include the collateral posted for those accounts. Average balances are currently calculated monthly but the</p>

				<p>calculation of such balances is subject to change upon implementation of an automated process.</p> <p>See response to Question #159 for the average balance.</p>																										
159	Please provide the average monthly balance of all monies in State accounts for the past 12 months	Attachment F, Contract, 9.1.C	59	<p>Over the last year, the average monthly balance of all monies in State accounts for this contract:</p> <table border="1"> <thead> <tr> <th></th> <th>Average Account Bal (\$)</th> </tr> </thead> <tbody> <tr> <td>Dec-24</td> <td>380,730.87</td> </tr> <tr> <td>Jan-25</td> <td>377,581.36</td> </tr> <tr> <td>Feb-25</td> <td>415,166.75</td> </tr> <tr> <td>Mar-25</td> <td>387,403.80</td> </tr> <tr> <td>Apr-25</td> <td>425,563.09</td> </tr> <tr> <td>May-25</td> <td>704,436.76</td> </tr> <tr> <td>Jun-25</td> <td>991,698.05</td> </tr> <tr> <td>Jul-25</td> <td>958,386.58</td> </tr> <tr> <td>Aug-25</td> <td>1,087,748.56</td> </tr> <tr> <td>Sep-25</td> <td>973,932.71</td> </tr> <tr> <td>Oct-25</td> <td>1,023,067.39</td> </tr> <tr> <td>Nov-25</td> <td>981,366.44</td> </tr> </tbody> </table>		Average Account Bal (\$)	Dec-24	380,730.87	Jan-25	377,581.36	Feb-25	415,166.75	Mar-25	387,403.80	Apr-25	425,563.09	May-25	704,436.76	Jun-25	991,698.05	Jul-25	958,386.58	Aug-25	1,087,748.56	Sep-25	973,932.71	Oct-25	1,023,067.39	Nov-25	981,366.44
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Oct-25	1,023,067.39																													
Nov-25	981,366.44																													
160	Rather than an unknown liability which is based on average values which can change over time, will the state please consider providing a fixed amount for limitation of	Attachment F, Contract, 9.1.C	59	<p>We are unable to accede to this request. The contract value is typically far less than the balances of State funds being held and disbursed to recipients under this program</p>																										

	liability such as one times contract value?			which is where the highest liability resides. See the table located in #159 for further reference.
161	<p>Will the state please amend the following language to include the bolded changes:</p> <p>The Contractor shall hold harmless and indemnify the State from and against any and all losses, damages, claims, suits, actions, liabilities, and/or expenses, including, without limitation, attorneys' fees and disbursements of any character that arise from, are in connection with or are attributable to the willful misconduct or breach of confidentiality performed by the Contractor or its employees and agents that are related to this contract. performance or nonperformance of the Contractor or its subcontractors under this Contract.</p>	Attachment F, Contract, 10.1	60	See response to #64
162	Please describe the expectations for production backups to the test/training environments (frequency, obfuscation of data for security)	Attachment A, 16.7.2		Normally, the refresh of the data from production to Test/Train happens at least 4 times a year. We, Maryland, provide the dates in advance of the year to make sure we are all in agreement.
163	Please confirm that these requests will include all relevant legal documents, such as warrants	Attachment A, 11.2.3.1		Information will be legally requested.
164	Will the state allow for a second round of question and answer?	General		See answer to #1

ATTACHMENT #1

eWIC Transaction Settlement Summary

WIC Agency: US Virgin Islands WIC
Account Type: All

Bank: [REDACTED]
Date Range: [REDACTED]
Report Date/Time: [REDACTED]

WIC Agency:	US Virgin Islands WIC
Report Title:	eWIC Transaction Settlement Summary
Report Run Date/Time:	[REDACTED]
Start Date:	[REDACTED]
End Date:	[REDACTED]
Account Type:	All
Transaction Type:	All
Response Code:	All

eWIC Transaction Settlement Summary

WIC Agency: US Virgin Islands WIC
Account Type: All

Bank: [REDACTED]
Date Range: [REDACTED]
Report Date/Time: [REDACTED]

Transaction Type	Response Type	Transaction Count	Transaction Amount
Balance Inquiry-Cardholder	000 - Approved	31	[REDACTED]
Balance Inquiry-Cardholder	116 - Insufficient Funds	5	[REDACTED]
Balance Inquiry-Vendor	000 - Approved	89	[REDACTED]
Balance Inquiry-Vendor	116 - Insufficient Funds	3	[REDACTED]
Balance Inquiry-Vendor	117 - Invalid PIN	4	[REDACTED]
Balance Inquiry-Vendor	132 - Lost or Stolen Card	1	[REDACTED]
Purchase	000 - Approved	74	[REDACTED]
Purchase	002 - Approved (NTE or SAF Adj)	11	[REDACTED]
Total Redemption Activity			[REDACTED]
Total Vendor Payment Requests			
Total WIC Agency Draw			[REDACTED]