

January 29, 2026

MARYLAND STATE TREASURER’S OFFICE

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

**QUESTIONS AND ANSWERS #2
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 | <p>RFP Section 2.5.7 includes two timeframes related to contract transition and system conversion:</p> <ul style="list-style-type: none">• A maximum of one (1) year from contract execution• Completion no later than one (1) month prior to the end of the current eWIC Processor contract <p>By the time the contract is signed, there is not one year before the current contract expires on 10/31/2026. Please clarify these two requirements.</p> | 2.5.7 | 13 | <p>The requirement will be to transition the system conversion as a maximum of one (1) year from the contract execution. The current contract has a second one-year option that will allow for this amount of time.</p> |
| 2 | <p>Given that Oral Presentations are expected to occur in March and the existing contract ends on 10/31/2026, does the State</p> | 2.5.7; Amendment 1 | 13 | <p>See answer to Q#1</p> |

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| | anticipate issuing a contract extension in order to meet the implementation expectations outlined in RFP Section 2.5.7? | | | |
| 3 | The State confirmed per Q&A question #14, that they want bidders to place our Claim of Confidentiality pages following the Title Page and before the Table of Contents in the proposal. With this change, will the State please confirm that the separate tab requirement under 6.1.1 can now be one combined tab to include the Title Page, Table of Contents and Claim of Confidentiality? | 6.0 Volume I - Technical Proposal | Pg 40; Q&A # 14 | Yes a single tab is fine. |
| 4 | In Question #50 of the first round of questions, the State indicated that the list of additional languages supported through a language line “will be answered in the next Q&A round if it is presented.” Please list the additional languages the Offeror is required to support through the use of a language line. | Attachment A, 12.1.3.3; Round 1 Question #50 | 68 | The Offeror should provide English and Spanish as standard languages. Their system should also allow third party calling and use of the Maryland WIC Language Line account that includes but is not limited to the following languages: <ul style="list-style-type: none"> Korean English French Spanish Russian Vietnamese Other Arabic Burmese Cantonese Farsi Haitian Creole Hindi Hmong Italian Japanese Mandarin Polish Portuguese Punjabi |

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| | | | | <p>Somali Tagalog Amharic Kirundi Kinyarwanda Laotian Ukrainian Dari Pashto Nepali Swahili Tigrinya Nuer Kurdish Urdu Moroccan Arabic Berber</p> |
| 5 | For purposes of Section 9.4.6.2, would the State accept the establishment of a custodial account maintained by the Contractor for the benefit of the Maryland State Treasurer’s Office? | Attachment A, 9.4.6.2 | 36 | This will not be necessary. |
| 6 | For purposes of Section 9.4.6.2, would the State approve the Contractor’s selection of a current Maryland state depository bank as the financial institution with which the daily settlement account will be maintained? Would the selection of a Maryland state depository bank help to provide the assurance that the State requires with regard to the handling of state-owned funds? | Attachment A, 9.4.6.2 | 36 | Yes, the use of a current Maryland state depository bank is acceptable. |
| 7 | As an alternative to the collateralization requirements set forth in Section 9.4.6.3, would the State be willing to accept a performance bond as security for the Contractor team’s faithful performance? | Attachment A, 9.4.6.3 | 37 | No, we will not accept a performance bond as security for this contract. |
| 8 | Is there an existing WIC Vendor Mobile App in place today? | Attachment A, 11.6 | 60 | The current contractor’s app being used is Merchant Link, which allows authorized |

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| | | | | <p>farmers to redeem Cash Value Benefits (CVBs).</p> <p>Please note that the Farmers' Market Nutrition Program (FMNP) is managed separately by the Maryland Department of Agriculture. FMNP benefits are distributed through the Healthy Together program.</p> |
| 9 | How many vendors currently use the Mobile POS app today and how are transactions processed (i.e. How do vendors swipe a card)? | Attachment A, 11.6 | 60 | <p>38 farmers use Merchant Link to accept CVBs.</p> <p>Using Merchant Link, participants can obtain a barcode through the contractor's app or by printing it from their online portal. The farmer then scans the barcode to complete the transaction; no PIN entry is required for this step.</p> |
| 10 | Please confirm whether the State's intent in requiring a Vendor Mobile App is to ensure portable, low-cost, and flexible transaction capability for certain vendor types. | Attachment A, 11.6 | 60 | <p>Yes, it is the state's intent to ensure portable, low-cost, and flexible transaction capability for certain vendor types.</p> |
| 11 | For pricing purposes related to Section 13.8, Data Warehouse and Business Intelligence Tools, would the State please provide an estimated number of users expected to access the data warehouse for Maryland WIC and USVI WIC? | Attachment A, 13.8 | 78 | <p>USVI – 4 Maryland – 15-20</p> |
| 12 | It appears that the following clauses 3-7 cited under B. Equal Employment Opportunity within Attachment O references EO 11246, which was revoked by EO 14173 on January 21, 2025. Will the State provide an amended Attachment with these clauses removed? | Attachment O USDA Assurances, B.3 – B.7 | | <p>It is confirmed here that the referenced clauses B.3 – B.7 in Attachment O are revoked and are hereby no longer applicable.</p> <p>Reference is made to Section 2,7.1 of the RFP (page 16) where the title says "Compliance with APPLICABLE</p> |

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| | | | | Rules and Regulations". If there are such mandates that have either been removed or are no longer applicable, there is no expectation from our Office to have them addressed. |
| 13 | Please confirm that an internal system is referring to the eWIC system | Attachment A.7 Card and PIN Issuance | 25 | Yes, it refers to the EBT Processors eWIC system. |
| 14 | Will USVI please provide the number of locations the Contractor will need to deliver cards to? | Attachment A, 6.2.2 | 18 | Two Locations - 4006 Est. Diamond Ruby, Viya bldg. Suite 4, Christiansted, VI 00820-5351 And 1303 Hospital Ground Suite 10, Charlotte Amalie, VI 0802-6722 |
| 15 | This question was not answered in Round 1, and is thus presented again in Round 2: Please list the additional languages the Offeror is required to support through the use of a language line. | Attachment A, 12.1.3.3 | 66 | See answer to Q#4. |
| 16 | The Response to Question Number 52 in Questions and Answers #1, dated December 22, 2025, states that Maryland has 20 stand-beside vendors that have three (3) or more stand-beside units (state-provided or leased) and thus qualify for in-person installation and training. The Response to Question Number 76 in Questions and Answers #1 states that Maryland is phasing out state-paid stand-beside devices grandfathered in from the 2017 eWIC rollout, and that, based on the currently authorized stand-beside device list, only about 10 devices or 7-10 vendors are needed for access. Given this information, it does not | Attachment A, 15.5.4.7 | 88 | The requirement will be removed for in-person stand-beside installation and training for vendors with three (3) or more stand-beside units, and allow vendors to use the ship-and-train process for all stand-beside vendors. Please see Amendment #2. |

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| | <p>seem likely that there will be any vendors with three or more stand-beside devices that require in-person installation and training under the new contract. Would Maryland WIC please remove the requirement for in-person stand-beside installation and training for vendors with three (3) or more stand-beside units, and allow vendors to use the ship-and-train process for all stand- beside vendors, which has been 100% successful in practice?</p> | | | |
| 17 | <p>Given that eWIC is already established in USVI, and the eWIC Processor’s ship-and-train installation process for stand-beside vendors has been 100% successful in past conversions, would USVI WIC remove the requirement for in-person installation and training? While the eWIC Processor’s travel expenses will be reimbursed, this is an unnecessary expense that can be eliminated from the cost model.</p> | Attachment A, 15.5.4.8 | 88 | <p>No. Existing equipment belongs to the current provider and must be returned. Because USVI cannot predict the specific hardware or connectivity processes of a new contractor, the requirement for in-person installation and training remains mandatory to ensure proper setup.</p> |

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