

State of Arkansas
OFFICE OF STATE PROCUREMENT
1509 West Seventh Street, Room 300
Little Rock, Arkansas 72201-4222
501-324-9316

ADDENDUM 2

TO: Vendors Addressed
FROM: Janet Quattlebaum
DATE: March 1, 2017
SUBJECT: SP-16-0125 Electronic Benefit Transfer Services

The following change(s) to the above-referenced Invitation for Bid have been made as designated below:

- ☒ Change of specifications
- ☐ Additional specifications
- ☐ Change of bid opening time and date
- ☐ Cancellation of bid
- ☐ Additional Information

CHANGE OF SPECIFICATIONS

DELETE SECTION 2.5.G.4.D AND REPLACE WITH THE FOLLOWING:

Due 10 calendar days after Contract start date, and 10 calendar days after each Contract anniversary date.

DELETE SECTION 2.12.A.1. AND REPLACE WITH THE FOLLOWING:

1. The Customer Service Call Center **shall** consist of an IVRS and a Help Desk staffed with a required suitable number of CSR's to maintain the minimum requirements as listed in A.1-11.

DELETE SECTION 2.15.A.5.C. AND D. AND REPLACE WITH THE FOLLOWING:

- c. View the details of transactions (for a maximum of ninety (90) days).
- d. View and print transaction history (for a maximum of ninety (90) days).

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DELETE ATTACHMENTS C – F AND REPLACE WITH THE FOLLOWING REV. ATTACHMENTS C – F:

ATTACHMENT C – HISTORICAL CASELOAD DATA

FOR INFORMATIONAL PURPOSES ONLY

Unduplicated Case Count

MONTH/YEAR	SNAP CASES	CASH CASES	COMBINED CASES	TOTAL	TOTAL SNAP CASES
11/2015	203,465	816	3,604	207,885	207,069
12/2015	202,704	846	3,542	207,092	206,246
01/2016	199,862	812	3,403	204,077	203,265
02/2016	198,200	822	3,310	202,332	204,510
03/2016	195,262	785	3,176	199,223	198,438
04/2016	185,216	795	3,029	189,040	188,245
05/2016	177,861	763	2,985	181,609	180,846
06/2016	174,162	733	2,912	177,807	177,074
07/2016	172,235	705	2,920	175,806	175,101
08/2016	173,052	692	2,955	176,699	176,007
09/2016	172,172	706	2,923	175,801	175,095
10/2016	171,817	686	2,917	175,420	174,734

ATTACHMENT D – HISTORICAL VOUCHER DATA

FOR INFORMATIONAL PURPOSES ONLY

Month/Year	Vouchers Added	Vouchers Cleared	Vouchers Expired
11/2015	6	534	0
12/2015	6	495	3
01/2016	15	620	0
02/2016	6	595	3
03/2016	9	492	0
04/2016	19	61	1
05/2016	5	573	0
06/2016	12	642	2
07/2016	20	456	2
08/2016	3	408	0
09/2016	5	438	2
10/2016	14	443	1

ATTACHMENT E – HISTORICAL RETAILER HELP DESK DATA

FOR INFORMATIONAL PURPOSES ONLY

Date	IVR Calls Offered	IVR Calls Answered	IVR Average Talk Time	CSR Opt Out Calls	CSR Opt Out Percentage
11/15	6621	6621	0.48	173	2.6%
12/15	6608	6608	0.47	79	1.1%
01/16	6702	6702	0.49	93	1.3%
02/16	7677	7677	0:53	259	3.4%
03/16	6281	6281	0.47	96	1.5%
04/16	6094	6094	0.50	71	1.1%
05/16	5790	5790	0.49	44	0.7%
06/16	6469	6469	0.52	103	1.5%
07/16	6124	6124	0.58	71	1.1%
08/16	5804	5804	0.53	129	2.2%
09/16	5766	5766	0.57	82	1.4%
10/16	5893	5893	0.57	60	1.0%

ATTACHMENT F – HISTORICAL CARD ISSUANCE AND REPLACEMENT DATA

Month/Year	Active Cards	Returned	Stolen	Lost	Damaged	New Issuance	Total Issued
11/2015	207,885	133	554	6,170	685	2,575	9,984
12/2015	207,092	318	532	6,504	638	2,655	10,329
01/2016	204,077	310	470	6,261	801	2,464	12,233
02/2016	202,332	410	480	5,728	672	2,400	9,279
03/2016	199,233	309	541	6,113	681	2,212	9,547
04/2016	189,040	300	530	5,516	675	1,954	8,675
05/2016	181,609	285	529	5,380	661	2,091	8,661
06/2016	177,807	212	493	5,729	629	2,412	9,263
07/2016	175,806	290	526	5,476	656	2,291	8,949
08/2016	176,699	372	545	6,282	647	2,752	10,226
09/2016	175,801	350	457	5,878	554	2,404	9,293
10/2016	175,420	326	477	5,857	498	2,466	18,596

DELETE PROGRAM DELIVERABLE #4, PERFORMANCE INDICATOR #12 AND REPLACE WITH THE FOLLOWING:

Performance Indicator 12:

Equipment Installation for exempt EBT Only Retailers - POS terminals should be installed and operational within fourteen (14) business days of the vendor receiving the completed exempt retailer agreement. FNS REDE authorization number measured over a three (3) month rolling period. A period of three (3) consecutive months determined on a rolling basis with a new three (3) month period beginning on the first (1st) day of each calendar month.

Acceptable performance is one hundred percent (100%) compliance with the performance indicator.

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The specifications by virtue of this addendum become a permanent addition to the above referenced Invitation for Bid. FAILURE TO RETURN THIS SIGNED ADDENDUM **MAY** RESULT IN REJECTION OF YOUR BID.

BIDS WILL BE ACCEPTED UNTIL THE TIME AND DATE SPECIFIED. THE BID ENVELOPE MUST BE SEALED AND SHOULD BE PROPERLY MARKED WITH THE BID NUMBER, DATE AND HOUR OF BID OPENING AND BIDDER'S RETURN ADDRESS. IT IS NOT NECESSARY TO RETURN "NO BIDS" TO THE OFFICE OF STATE PROCUREMENT.

If you have any questions please contact **Janet Quattlebaum** at janet.quattlebaum@dfa.arkansas.gov.

Company: _____

Signature: _____ Date: _____