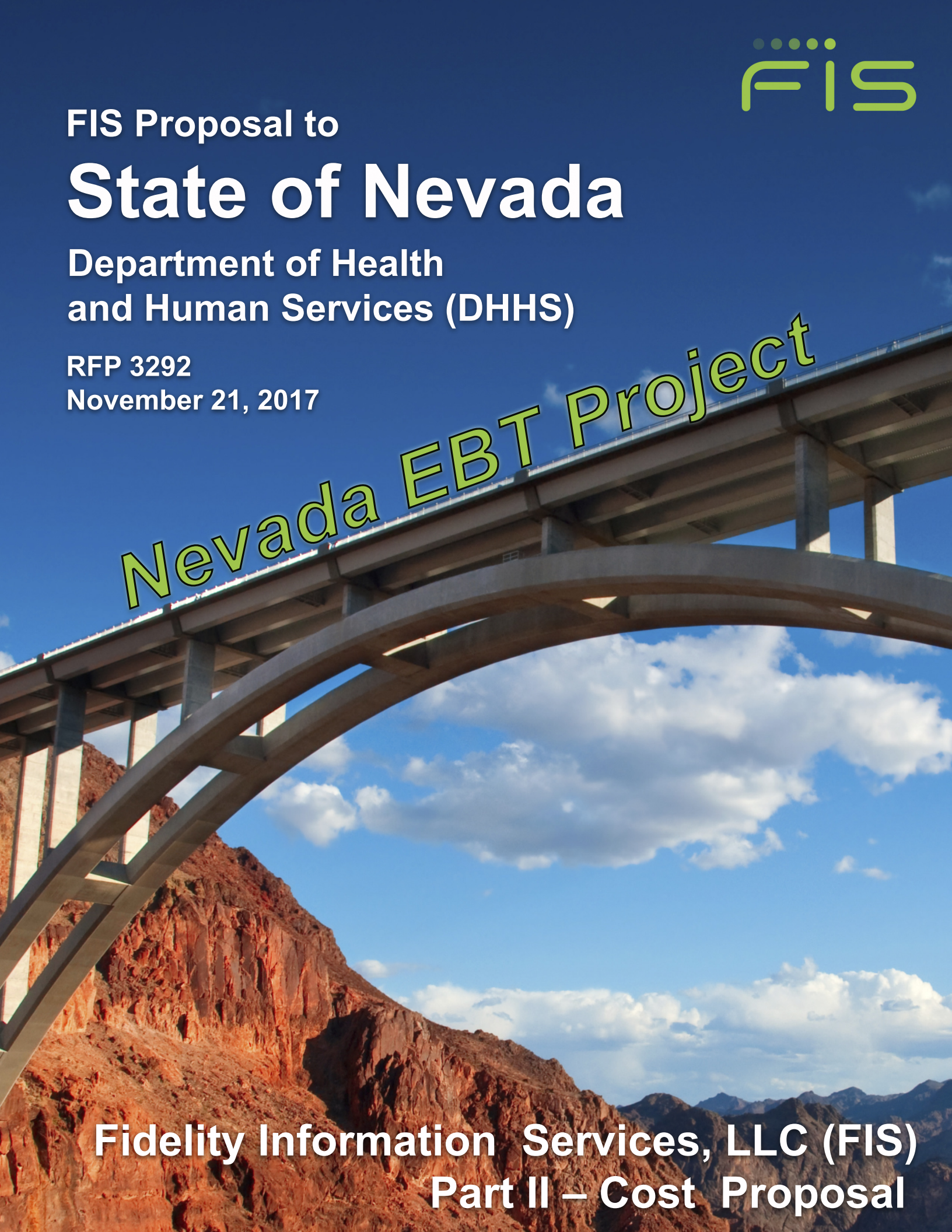
FIS Proposal to

State of Nevada

Department of Health and Human Services (DHHS)

RFP 3292
November 21, 2017

Nevada EBT Project



Fidelity Information Services, LLC (FIS)
Part II – Cost Proposal

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FIS Cost Proposal Title Page

Part II – Cost Proposal	
RFP Title:	Nevada EBT Project
RFP:	3292
Vendor Name	Fidelity Information Services, LLC
Address:	FIS Corporate Headquarters: 601 Riverside Avenue Jacksonville, Florida 32204
Opening Date	11/21/2017
Opening Time:	2:00 PM

FIS Cost Proposal to the State of Nevada

Selecting FIS as its partner for the next generation of its EBT programs, the State of Nevada will meet its goal of procuring an experienced EBT system contractor to support the Nevada WIC Programs (the State and ITCN WIC Programs), SNAP EBT operations, and TANF Cash Benefit operations.

Pricing Approach

FIS is pleased to submit our Cost Proposal for the delivery of quality EBT services to the State of Nevada Department of Health and Human Services (DHHS). FIS will provide all the necessary system components, hardware, software, interfaces, professional services, and all other services required to convert to the new contract and as outlined in our fully compliant Technical Proposal. All pricing for these services is included in this Cost Proposal. There are no additional fees to the State other than what is presented in our Cost Proposal.

All costs for each deliverable are complete and include all expenses, including travel, per diem and out -of-pocket expenses as well as administrative and/or overhead expense. FIS has provided a detailed description of all hardware and software.

The Cost per Case Month (CPCM) prices are based on the standard CPCM tiered pricing approach for core EBT services which includes all EBT services requirements as specified in the RFP and which have been fully addressed in our Technical Proposal. We are very clear on the CPCM invoicing requirements. FIS' CPCM charge for each Program per the billing month's invoice shall be based on the total number of active cases for that billing month. FIS understands that a "case" is defined as a single beneficiary unit receiving benefits through a single EBT account for one or more SNAP/Cash/WIC benefit programs. And an active case is defined as a case for which a benefit authorization has been posted to the account during the month. If the total case counts within a billing month fall outside of the range provided within the cost schedule, the price will be set at the lowest or highest case ranges within the cost schedule. The CPCM price for SNAP only accounts includes costs for interoperable transactions.

FIS has carefully and thoughtfully prepared our Cost Proposal for DHHS with the most competitive pricing possible. In preparing and completing each required Cost Schedule, FIS considered all aspects of the State's current EBT Programs' statistics, including current caseload information for both SNAP, TANF Cash, and all WIC Programs, all the State staff and State offices to be supported, the number of EBT retailers – both exempt and non-exempt – throughout the State, the number of point-of-sale devices to support, all requirements outlined in the RFP, all terms and conditions, and the required performance standards.

Per the State's RFP requirement, all FIS proposal terms, including prices, shall remain in effect for a minimum of 180 days after the proposal due date. Should the State award the contract to FIS, all FIS' proposal terms, including prices, shall remain in effect throughout the contract negotiation process.

FIS has completed the required Cost Schedules which include the following:

- ***Schedule 6.1.1: Detailed Deliverable Cost Schedule***
- ***Schedule 6.1.2: Development and Data Conversion Environments***
- ***Schedule 6.1.3: Integration, System Test and UAT Environments***

- ***Schedule 6.1.4: Training Environment***
- ***Schedule 6.1.5: Production Environment***
- ***Schedule 6.1.6: Other Associated Costs***
- ***Schedule 6.1.7: Summary Schedule of Project Costs***
- ***Schedule 6.1.8: Hourly Rate Schedule for Change Orders***

FIS understands the State's required approach to pricing: proposers are to provide a firm, fixed price per Program for all planning, transition, and conversion activities, identify costs for any hardware or software required for integration, system test, UAT and training environments, unit purchase price or lease price for specified hardware, and CPCM based on standard tiered pricing for core EBT services. FIS adhered to the State's approach, and we bring to your attention our proposed single CPCM for each Program. The single CPCM pricing incorporates all cost items contained in Cost Schedules 6.1.1 through 6.1.5. Therefore, all cells associated with these items within Schedules, 6.1.1 – 6.1.5, reflect zero ($0.00) cost to the State. FIS' methodology in offering a single CPCM for each Program ensures that the State will consistently receive the highest quality of EBT Services throughout the life of the contract, while simplifying the management of the cost elements for both the State and FIS. This approach offers the State the best value possible.

Expanding upon our objective to offer the best value possible to the State of Nevada, FIS has also included several items for the State's consideration to decrease the proposed CPCM. Based on the Section 6.1.6.3. (RFP page 196): fourth bullet, "Optional Services that may increase or decrease the offered CPCM" supported by RFP 3292 Amendment #1 QA 9-15-17 Questions #52 and #54, FIS identified and listed two requirements that, if removed, the State will achieve a reduced WIC CPCM. These items are listed in Cost Schedule 6.1.6 Section 9: EBT Optional Services.

The foundation of the FIS Cost Proposal is to provide the State of Nevada with premier EBT Services throughout the contract term. Regardless of the number of recipients and participants served and unforeseen program impacts, FIS stands behind our proposed service levels and cost proposal. Our number one priority is your full satisfaction with our services and team members. FIS' EBT division will be equipped with whatever is needed to help DHHS achieve your EBT program objectives.

Proposed Hardware and Software Specifications

FIS is pleased to provide the detailed descriptions of the proposed hardware and software specifications as required in RFP Attachment 1, Section 6.1.5.2.

Within Cost Schedule 6.1.5, Production Environment, FIS has provided purchase and lease prices for all hardware at no cost for the Programs outlined in the RFP: SNAP, TANF Cash, and the WIC Programs. We acknowledge that such hardware may be purchased or leased at the option of the State and that no guarantees are provided for the minimum or maximum purchase amounts.

FIS proposes the following hardware to meet the specified requirements of the Nevada DHHS EBT and TANF Cash programs:

1. ***Verifone® VX 520 terminal***
2. ***Verifone® VX 805 PIN Pad***
3. ***Honeywell Hyperion™ 1300g hand-held bar code scanner***

4. ***MagTek® Dynamag Secure Card Reader***
5. ***Verifone® VX 680 Wireless terminal***
6. ***Datacard® SD 260 Card Printer/Embosser***

A description of the proposed devices and the technical specifications of each are below.

Verifone VX520 POS Terminal with Integrated PIN Pad

FIS proposes the Verifone VX520 POS terminal for the both the State's SNAP FNS – authorized exempt merchants and the State's approved WIC EBT-only retailers.

With an ATM-style interface, the VX 520 terminal supports menu prompts with large type, has screen addressable keys, and has a large backlit display that can be seen in all lighting conditions. A major feature of the VX 520 is its high-speed integrated thermal printer.

The Verifone VX 520 has sufficient memory to handle the foreseeable needs of Nevada's EBT and Cash programs. It has enough capacity to conduct the dual application of SNAP/Cash and WIC EBT transactions, and has the industry's fastest processor, moving more transactions at lightening speeds. Additionally, the VX 520 terminal comes with an optional EMV reader providing the ability to be upgraded for the State's future needs including to support smart card technology and optional services transactions.

With the VX 520 terminal, Nevada EBT and Cash clients and retailers will continue to use the same familiar and reliable equipment they use today.

The VX 520 terminal fulfills the Nevada RFP's requirements, including meeting the following:

- ***ISO 8583 message formats***
- ***QUEST® Operating rules***
- ***Operating Rules for WIC EBT***
- ***Industry standards***
- ***Applicable FNS operating standards specified in 7 CFR §274.8 in the area of system:***
  - ***Processing speeds***
  - ***System availability and reliability***
  - ***System security***
  - ***System ease-of-use***
  - ***Minimum card and terminal requirements***
  - ***Minimum transaction set***

The terminals are completely menu-driven, and are user-friendly. The vendor only needs to follow the prompts on the screen to perform a transaction.

Verifone VX 805 Hand Held PIN Pad

FIS proposes the Verifone VX 805 PIN Pad.

This separate PIN pad will be held by the client and can be turned so that others will not observe the keys pressed during PIN entry. For each key pressed, a beep will be produced and an asterisk will be displayed rather than the keyed value. The asterisk provides visual security and will indicate to the client the number of keys pressed without revealing the PIN. The audible beep, raised keys, and center dimple on the "5" key also help the visually impaired confirm that their PIN has been entered.

The Verifone VX 805 PIN Pad complies with the ISO and ANSI standards for PIN encryption, key management, and Message Authentication Code (MAC), including features that provide ease- of-use while guarding against intrusion. The VX 805 PIN Pad is a physically secure, tamper-resistant device equipped with a spring-loaded deactivation mechanism that destroys the security chip if the cover is removed. This action prevents anyone from tampering with the PIN Pad to decipher the master encryption key. Battery backup maintains the encryption key in case of power outages. The PIN is encrypted within the PIN Pad using the Triple DES (3DES) Data Encryption Standard. This is consistent with our system standard that the unencrypted PIN never appears anywhere within the system.

The Verifone VX 805 PIN pad offers:

- ***Intuitive, ATM-style interface and large keypad delivering fingertip convenience***
- ***High-resolution, white backlit display and on-screen prompts that are readable under all lighting conditions***
- ***Sturdy yet handy, dual-purpose design that functions as both a handheld payment device and a countertop PIN pad***
- ***Programmable function keys that allow for addition of capabilities and new applications***

Honeywell Hyperion 1300g Hand-held Bar Code Reader

FIS proposes Honeywell Hyperion 1300g for WIC approved EBT-only retailers

For WIC vendors, FIS supplies a barcode scanner that will be needed for UPC validation of WIC eligible products. FIS will install and maintain Verifone VX 520 terminals and the Verifone VX 805 PIN Pads with Honeywell's Hyperion 1300g hand-held bar code scanners.

Our proposed barcode scanner, the Honeywell Hyperion 1300g, linear-imaging barcode scanner, features an ideal balance of performance, best-in-class durability, and ergonomics to provide years of hassle-free scanning, especially in scan-intensive or light industrial applications. Fast intuitive bar code reading out to 18 inches (457mm), and high-density bar code reading are both enabled in a single device. It features outstanding linear imaging performance and versatility. With no moving parts to wear out, the Hyperion 1300g is one of the toughest general duty scanners on the market.

MagTek Dynamag Magnetic Stripe Card Reader Device

FIS proposes the MagTek® Dynamag Secure Card Reader authenticator for local office use. The Dynamag offers a reliable and convenient bi-directional swipe path, and employs industry

standard Triple DES encryption. The Dynamag comes with a USB port for easy connection to the Agencies' PCs.

To perform card issuance over the counter, at a local office, authorized staff will log in to webADMIN then navigate to the Add Card function screen. From there, using the attached Dynamag magnetic stripe card reader, the client's card can simply be swiped through the card reader. The card reader will read the PAN number from the card's magnetic track, and populate the PAN into the card number field on the screen. From there, the user will press the Update button on the Add Card screen and the card will be immediately linked to the case. Only local office staff with specific security rights will be able to perform this function.

Verifone VX 680 Wireless EBT-only Terminal

For Nevada's SNAP and WIC EBT Programs, FIS proposes the Verifone VX 680 for use within farmers' markets and by other roadside vendors.

The FIS Wireless Payments Solution, developed in partnership with Verifone and AT&T, accepts EBT, debit, and credit cards on a VX 680 handheld device. The VX 680 uses cell phone technology, and AT&T's network provides nationwide, reliable, and high-speed telecommunications coverage.

Powered by POS and transaction processing software developed by FIS, the terminal supports the full transaction set required in all our EBT projects, including cash transactions and voucher clearing. The Verifone VX 680 terminal itself uses GPRS wireless technology TCP/IP over a data-packet network. By using top-of-the-line 3G technology used to transmit wireless calls and AT&T's digital and extended network coverage, we have received rave reviews from farmers' markets that were unable to get connected with any other vendor's wireless terminals. As we inform prospective markets, "If you can make a cell phone call from your location, you can complete a transaction with our terminal."

Datacard SD 260High Speed Embosser

FIS proposes the Datacard® SD 260

The Datacard® SD 260 is capable of printing over 100 cards per hour. This card printer meets VISA and MasterCard instant issuance security guidelines, and is compact and convenient for desktop use. It has a 600-card capacity and security features to secure the cardstock within the printer.

This device is packed with industry-leading innovations that make desktop ID card printing simple and economical.

The Datacard SD260 provides:

- ***Intuitive icons which guide users through the soft-touch control panel and LCD screen.***
- ***Cards and supplies that are easy to load, and the ergonomically designed ribbon cartridge includes a drop-in cleaning roller.***
- ***New TrueMatch™ printing technology which ensures vibrant colors and crisp, clean printing results. The high-fidelity printer driver uses the latest Microsoft® XPS-based technologies to dramatically improve speed and image quality.***

- ***TruePick™ card handling which accurately picks cards, standard and thin, every time with no adjustments.***
- ***Precise print head technology which increases overall production speeds.***
- ***Built-in Ethernet and USB ports.***
- ***Unique features, such as biodegradable supply cores, recyclable materials and power-down button, which allows for environmentally responsible card printing.***

RFP Attachment I – Project Costs

On the following pages, we provide the completed RFP Attachment I, Project Costs, which includes FIS proposed costs.

We understand from the State's response to Question #75 in Amendment 1 issued on September 15, 2017, that although the Cost Proposal Instructions reference Attachment L, Cost Proposal Certification of Compliance with Terms and Conditions, this Attachment does not apply this EBT procurement.

COST PROPOSAL INSTRUCTIONS

Contents of the cost proposal must be as follows:

1. Tab I - Title Page

The title page must include the following:

A.	Cost Proposal for:		***Nevada Electronic Benefit Transfer (EBT) and Cash Benefit Syst***
B.	RFP:		***3292***
C.	Proposer Information:	Name:	FIS
		Address:	601 Riverside Avenue, Jacksonville, FL 32204
D.	Proposal opening date:		~~***10/5/2017***~~ ***11/21/17***
E.	Proposal opening time:		***2:00 PM***

2. Tab II - Cost Proposal

A. Cost proposal must be in the format identified in ***Section 6, Project Costs*** .

C. Proposers must provide a CD of their cost proposal within the master cost proposal.

3. Tab III - Cost Proposal Certification of Compliance with Terms and Conditions of RFP

B. ~~Proposers must include ***Attachment L, Cost Proposal Certification of Compliance with Terms and Conditions of RFP*** for ***Section 6, Project Costs*** within this section.~~

Not Applicable based on RFP 3292 Amendment 1 QA 9 15 2017

6.1 COST SCHEDULES

The cost for each deliverable must be complete and include all expenses, including travel, per diem and out-of-pocket expenses as well as administrative and/or overhead expenses. Detailed backup must be provided for all cost schedules completed.

6.1.1 Detailed Deliverable Cost Schedule

The schedules have been set-up so that the sub-total from each deliverable cost schedule will automatically be transferred to the summary table in ***Section 6.1.7, Summary Schedule of Project Costs.***

However, it is ultimately the proposer's responsibility to make sure that all totals are correctly transferred to the summary table in***Section6.1.7, Summary Schedule of Project Costs*** prior to submitting their cost proposal.

Deliverable Number		Description of Deliverable	Activity Number	Cost
4.4	**Planning and Administration Deliverables**			
	4.4.3.1	Detailed Project Plan and Schedule	4.4.2.1	$0.00
	4.4.3.2	Project Status Meetings	4.4.2.2	$0.00
	4.4.3.3	Project Status Reports	4.4.2.3	$0.00
	4.4.3.4	Communication Plan	4.4.2.4	$0.00
	4.4.3.5	Retailer Transition and Certification Plan	4.4.2.5	$0.00
	4.4.3.6	Risk Management Plan	4.4.2.6	$0.00
	4.4.3.7	Quality Assurance Plan	4.4.2.7	$0.00
	4.4.3.8	Change Management Plan and Control Procedures	4.4.2.8	$0.00
	4.4.3.9	Knowledge Transfer Plan	4.4.2.9	$0.00
	4.4.3.10	Post Implementation Evaluation Review	4.4.2.10	$0.00
	4.4.3.11	Conversion and Implementation Plan	4.4.2.11	$0.00
	4.4.3.12	System Test Plan	4.4.2.12	$0.00
	4.4.3.13	System Security Plan	4.4.2.13	$0.00
	4.4.3.14	Project Wide Training Plan	4.4.2.14	$0.00
	4.4.3.15	Contract Transition Plan	4.4.2.15	$0.00
	4.4.3.16	Project Wide Business Continuity/Disaster Recovery Plan	4.4.2.16	$0.00
		Subtotal for 4.4 - Planning and Administration		***$0.00***
4.5	**Project Wide System Transfer and Implementation**			
	4.5.3.1	System Implementation Tasks	4.5.2.1	$0.00
	4.5.3.2	Risk Management	4.5.2.2	$0.00
	4.5.3.3	Contract Closeout Requirements	4.5.2.3	$0.00
		Subtotal for 4.5 - Project Wide System Transfer and Implementation		***$0.00***
4.6	**Project Wide System Training**			
	4.6.3.1	Performance (Stress) Testing	4.6.2.1	$0.00
	4.6.3.2	Vulnerability Testing	4.6.2.2	$0.00
	4.6.3.3	Contingency Testing	4.6.2.3	$0.00
	4.6.3.4	Connectivity Testing	4.6.2.4	$0.00
	4.6.3.5	Interface Testing	4.6.2.5	$0.00
	4.6.3.6	System Testing	4.6.2.6	$0.00
	4.6.3.7	WIC User Acceptance Testing (UAT)	4.6.2.7	$0.00
	4.6.3.8	SNAP User Acceptance Testing (UAT)	4.6.2.8	$0.00
	4.6.3.9	TANF User Acceptance Testing (UAT)	4.6.2.9	$0.00
	4.6.3.10	User Acceptance Testing (UAT)	4.6.2.10	$0.00
	4.6.3.11	UAT Test Scripts	4.6.2.11	$0.00
	4.6.3.12	Data Conversion for Testing	4.6.2.12	$0.00
	4.6.3.13	UAT Preparation	4.6.2.13	$0.00
	4.6.3.14	Training for UAT Participants	4.6.2.14	$0.00
	4.6.3.15	Support for UAT	4.6.2.15	$0.00
	4.6.3.16	Test Error Documentation and Test Reports from UAT	4.6.2.16	$0.00
	4.6.3.17	Correction of UAT Errors and Regression Testing	4.6.2.17	$0.00
	4.6.3.18	Systems' Fail-over Testing	4.6.2.18	$0.00
	4.6.3.19	Life Cycle Testing	4.6.2.19	$0.00
		Subtotal for 4.6 - Project Wide System Training		***$0.00***

Deliverable Number		Description of Deliverable	Activity Number	Cost
4.7	**SNAP/TANF Training**			
	4.7.3.1	Training Materials	4.7.2.1	$0.00
	4.7.3.2	Cardholder Training Materials	4.7.2.2	$0.00
	4.7.3.3	Retailer Training Material	4.7.2.3	$0.00
	4.7.3.4	Staff Training Materials	4.7.2.4	$0.00
	4.7.3.5	System Training for Functional Areas	4.7.2.5	$0.00
	4.7.3.6	UAT Training	4.7.2.6	$0.00
	4.7.3.7	System Operations Training	4.7.2.7	$0.00
	4.7.3.8	Train-the-Trainer Training	4.7.2.8	$0.00
		Subtotal for 4.7 - SNAP/TANF Training		***$0.00***
4.8	**SNAP/TANF Help Desk/Customer Service**			
	4.8.3.1	Establishment and Operatoin of Customer Service Unit	4.8.2.1	$0.00
	4.8.3.2	Customer Service Representative Training	4.8.2.2	$0.00
	4.8.3.3	Establishment and Operatoin of Contractor Provided Hosting Services	4.8.2.3	$0.00
	4.8.3.4	Cardholder Customer Service Requirements	4.8.2.4	$0.00
	4.8.3.5	SNAP Retailer Customer Service	4.8.2.5	$0.00
	4.8.3.6	Retailer Customer Service Website	4.8.2.6	$0.00
	4.8.3.7	SNAP and TANF State and Local Agency/Office Assistance	4.8.2.7	$0.00
	4.8.3.8	Pay Phones	4.8.2.8	$0.00
		Subtotal for 4.8 - SNAP/TANF Help Desk/Customer Service		***$0.00***
4.9	**Project Wide Disaster Recovery and Support**			
	4.9.3.1	Back-Up Procedures	4.9.2.1	$0.00
	4.9.3.2	Disaster Functionality	4.9.2.2	$0.00
	4.9.3.3	Disaster Planning for Cardholder Support	4.9.2.3	$0.00
	4.9.3.4	Disaster Planning for Retailer Support	4.9.2.4	$0.00
	4.9.3.5	Disaster SNAP Purchases	4.9.2.5	$0.00
	4.9.3.6	Disaster Customer Service Support	4.9.2.6	$0.00
		Subtotal for 4.9 - Project Wide Disaster Recovery and Support		***$0.00***
4.10	**Project Wide EBT Cards**			
	4.10.3.1	Non-Branded EBT Card	4.10.2.1	$0.00
	4.10.3.2	Card Sleeves	4.10.2.2	$0.00
	4.10.3.3	Card Distribution & Inventory Controls	4.10.2.3	$0.00
	4.10.3.4	Card Readers/PIN Devices	4.10.2.4	$0.00
	4.10.3.5	PIN Selection Process	4.10.2.5	$0.00
	4.10.3.6	Card Replacement	4.10.2.6	$0.00
	4.10.3.7	High-Coercivity Magnetic Strip	4.10.2.7	$0.00
	4.10.3.8	Annual Review	4.10.2.8	$0.00
	4.10.3.9	Track 2 Format	4.10.2.9	$0.00
	4.10.3.10	Primary Account Number (PAN)	4.10.2.10	$0.00
	4.10.3.11	Card Security Features	4.10.2.11	$0.00
	4.10.3.12	Card Obverse	4.10.2.12	$0.00
	4.10.3.13	Card Reverse	4.10.2.13	$0.00
	4.10.3.14	EBT Card Production & Management	4.10.2.14	$0.00
	4.10.3.15	Retailer Test Cards	4.10.2.15	$0.00
		Subtotal for 4.10 - Project Wide EBT Cards		***$0.00***

Deliverable Number		Description of Deliverable	Activity Number	Cost
4.11	**Project Wide Account Set Up and Benefit Authorization**			
	4.11.3.1	Account Set-up and Benefit Authorizatior	4.11.2.1	$0.00
	4.11.3.2	EBT Account Structure	4.11.2.2	$0.00
	4.11.3.3	Benefit Types	4.11.2.3	$0.00
	4.11.3.4	Exception Transactions	4.11.2.4	$0.00
	4.11.3.5	User Identification/Authentication	4.11.2.5	$0.00
	4.11.3.6	Set-up EBT Account	4.11.2.6	$0.00
	4.11.3.7	Establish the EBT Account Number	4.11.2.7	$0.00
	4.11.3.8	EBT Account Maintenance	4.11.2.8	$0.00
	4.11.3.9	Maintain EBT Transaction History	4.11.2.9	$0.00
	4.11.3.10	Benefit Authorization	4.11.2.10	$0.00
		Subtotal for 4.11 - Project Wide Account Set Up and Benefit Authorization		***$0.00***
4.12	**SNAP/TANF Reporting and Data Requirements**			
	4.12.3.1	Electronic Reports	4.12.2.1	$0.00
	4.12.3.2	Daily and Monthly Activity Data Files	4.12.2.2	$0.00
	4.12.3.3	Standard Reports	4.12.2.3	$0.00
	4.12.3.4	Statistical Reports	4.12.2.4	$0.00
	4.12.3.5	Data Warehouse	4.12.2.5	$0.00
	4.12.3.6	Ad-Hoc Reporting Capability	4.12.2.6	$0.00
	4.12.3.7	General Reports	4.12.2.7	$0.00
	4.12.3.8	SNAP Specific Reports	4.12.2.8	$0.00
	4.12.3.9	TANF Specific Reports	4.12.2.9	$0.00
	4.12.3.10	USDA Data Files	4.12.2.10	$0.00
		Subtotal for 4.12 - SNAP/TANF Reporting and Data Requirements		***$0.00***
4.13	**Project Wide Account Processing**			
	4.13.3.1	Benefit Transfers	4.13.2.1	$0.00
	4.13.3.2	Pending Account Status	4.13.2.2	$0.00
	4.13.3.3	Establishing Benefits	4.13.2.3	$0.00
	4.13.3.4	Open and Closed Accounts	4.13.2.4	$0.00
	4.13.3.5	Pending Account Purge	4.13.2.5	$0.00
	4.13.3.6	Pending Benefit Void	4.13.2.6	$0.00
	4.13.3.7	Authorized Representative and Alternate Cardholders	4.13.2.7	$0.00
	4.13.3.8	Assign Protective Payees	4.13.2.8	$0.00
	4.13.3.9	Create Fraud Investigative Accounts	4.13.2.9	$0.00
	4.13.3.10	Demographic Change Updates	4.13.2.10	$0.00
	4.13.3.11	File Transmission Failure	4.13.2.11	$0.00
	4.13.3.12	User Security Profiles	4.13.2.12	$0.00
	4.13.3.13	Back-up and Contingency Requirements	4.13.2.13	$0.00
	4.13.3.14	Inspections, Audits and Investigations	4.13.2.14	$0.00
	4.13.3.15	Incident Reporting	4.13.2.15	$0.00
	4.13.3.16	SNAP Account Adjustments	4.13.2.16	$0.00
	4.13.3.17	Manage Aging Accounts	4.13.2.17	$0.00
	4.13.3.18	Expungements	4.13.2.18	$0.00
		Subtotal for 4.13 - Project Wide Account Processing		***$0.00***

Deliverable Number		Description of Deliverable	Activity Number	Cost
4.14	**Nevada WIC Programs Specific Scope of Work**			
	4.14.3.1	Use of EBT for WIC Farmer's Market	4.14.2.1	$0.00
	4.14.3.2	Use of the WIC EBT System for SEBTC	4.14.2.2	$0.00
	4.14.3.3	WIC Project Initiation Meeting	4.14.2.3	$0.00
	4.14.3.4	WIC EBT/MIS Interface Specifications	4.14.2.4	$0.00
	4.14.3.5	Design and Testing of the WIC EBT System	4.14.2.5	$0.00
	4.14.3.6	WIC EBT System Requirement Verification Sessions	4.14.2.6	$0.00
	4.14.3.7	WIC System Testing	4.14.2.7	$0.00
	4.14.3.8	WIC MIS Interface Design and Testing	4.14.2.8	$0.00
	4.14.3.9	WIC Retailer Transition, Certification and Implementation	4.14.2.9	$0.00
	4.14.3.10	WIC Vendor TPP Agreements	4.14.2.10	$0.00
	4.14.3.11	Provide WIC EBT Cards and Card Sleeves	4.14.2.11	$0.00
	4.14.3.12	Account Set-Up and Benefit Authorization	4.14.2.12	$0.00
	4.14.3.13	Maintain the EBT Account – Ongoing	4.14.2.13	$0.00
	4.14.3.14	System Security	4.14.2.14	$0.00
	4.14.3.15	Manage WIC EBT Settlement, Transaction Processing and Reconciliation	4.14.2.15	$0.00
	4.14.3.16	Manage WIC Retailers and Retailer Transactions	4.14.2.16	$0.00
	4.14.3.17	System Operations Manual for WIC	4.14.2.17	$0.00
	4.14.3.18	WIC Training	4.14.2.18	$0.00
	4.14.3.19	WIC Program Customer Service Requirements	4.14.2.19	$0.00
	4.14.3.20	WIC System Reports and System Data	4.14.2.20	$0.00
	4.14.3.21	Contract Termination	4.14.2.21	$0.00
		Subtotal for 4.14 - Nevada WIC Program Specific Scope of Work		***$0.00***
4.15	**SNAP/TANF Transaction Processing**			
	4.15.3.1	System Accuracy	4.15.2.1	$0.00
	4.15.3.2	Transaction Interchange Specifications	4.15.2.2	$0.00
	4.15.3.3	Transaction Processing	4.15.2.3	$0.00
	4.15.3.4	Manual SNAP Transactions	4.15.2.4	$0.00
	4.15.3.5	SNAP Retailer Transactions	4.15.2.5	$0.00
	4.15.3.6	SNAP Transaction Validation	4.15.2.6	$0.00
	4.15.3.7	Invalid PIN Attempts	4.15.2.7	$0.00
	4.15.3.8	Hold Funds for SNAP	4.15.2.8	$0.00
	4.15.3.9	Interoperability Standard	4.15.2.9	$0.00
	4.15.3.10	Refunds	4.15.2.10	$0.00
	4.15.3.11	Congregate Living Transactions for SNAP	4.15.2.11	$0.00
	4.15.3.12	Key Entered SNAP Transactions	4.15.2.12	$0.00
	4.15.3.13	Farmers' Market/Direct-Marketing Farmers' Support	4.15.2.13	$0.00
	4.15.3.14	ACH Transactions	4.15.2.14	$0.00
	4.15.3.15	Returns with SNAP	4.15.2.15	$0.00
	4.15.3.16	Paper Vouchers (SNAP Only)	4.15.2.16	$0.00
	4.15.3.17	Voucher Clear Transactions (SNAP Only)	4.15.2.17	$0.00
	4.15.3.18	Online Purchasing/Internet Shopping	4.15.2.18	$0.00
		Subtotal for 4.15 - SNAP/TANF Transaction Processing		***$0.00***
4.16	**SNAP/TANF Specific Requirements**			
	4.16.3.1	TANF Blocking	4.16.2.1	$0.00
	4.16.3.2	SNAP Accounting and Reconciliation	4.16.2.2	$0.00
	4.16.3.3	TANF Settlement and Reconciliation	4.16.2.3	$0.00
		Subtotal for 4.16 - SNAP/TANF Specific Requirements		***$0.00***
		Total Section 6.1.1 Detailed Deliverable Cost Schedules		***$0.00***

6.1.2 Development and Data Conversion Environments

Proposers shall provide a firm, fixed price per Program for transition and conversion from the current EBT system. A quote must be provided for each Program. If a proposer is not proposing a price for a Program, the cell must indicate $0.

Proposers must identify costs for any hardware and/or software proposed for the Development and Data Conversion Environments, as follows:

6.1.2.1 The schedule has been set up so that the sub-total from this cost schedule will automatically be transferred to the summary table in ***Section 6.1.7, Summary Schedule of Project Costs.***

However, it is ultimately the proposer's responsibility to make sure that all totals are correctly transferred to the summary table in ***Section 6.1.7, Summary Schedule of Project Costs*** prior to submitting their cost proposal.

6.1.2.2 Proposers must provide a detailed description and cost for each proposed item.

6.1.2.3 The State reserves the right not to accept the proposed hardware and/or software.

6.1.2.4 Costs for specific licenses must be provided.

6.1.2.5 The State reserves the right not to purchase the proposed hardware and/or software from the successful proposer.

Item #	Description of Proposed Hardware and/or Software for the Development and Data Conversion Environments	Cost
1	Firm Fixed Price for WIC	$0.00
2	Firm Fixed Price for ITCN WIC	$0.00
3	Firm Fixed Price for SNAP	$0.00
4	Firm Fixed Price for TANF	$0.00
5		
6		
7		
8		
9		
10		
11		
	SUB-TOTAL FOR 6.1.2	$0.00

6.1.3 Integration, System Test and UAT Environments

Proposers must identify costs for any hardware and/or software proposed for the Integration, System Test and UAT Environments, as follows:

6.1.3.1 The schedule has been set up so that the sub-total from this cost schedule will automatically be transferred to the summary table in ***Section 6.1.7, Summary Schedule of Project Costs.***

However, it is ultimately the proposer's responsibility to make sure that all totals are correctly transferred to the summary table in ***Section 6.1.7, Summary Schedule of Project Costs*** prior to submitting their cost proposal.

6.1.3.2 Proposers must provide a detailed description and cost for each proposed item.

6.1.3.3 The State reserves the right not to accept the proposed hardware and/or software.

6.1.3.4 Costs for specific licenses must be provided.

6.1.3.5 The State reserves the right not to purchase the proposed hardware and/or software from the successful proposer.

Item #	Description of Proposed Hardware and/or Software for the Integration, System Test and UAT Environments	Cost
1	Hardware and/or Software for the Integration, System Test and UAT Environments	$0.00
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
	SUB-TOTAL FOR 6.1.3	$0.00

6.1.4 Training Environment

Proposers must identify costs for any hardware and/or software proposed for the Training Environment, as follows:

6.1.4.1 The schedule has been set up so that the sub-total from this cost schedule will automatically be transferred to the summary table in ***Section 6.1.7, Summary Schedule of Project Costs.***

However, it is ultimately the proposer's responsibility to make sure that all totals are correctly transferred to the summary table in ***Section 6.1.7, Summary Schedule of Project Costs*** prior to submitting their cost proposal.

6.1.4.2 Proposers must provide a detailed description and cost for each proposed item.

6.1.4.3 The State reserves the right not to accept the proposed hardware and/or software.

6.1.4.4 Costs for specific licenses must be provided.

6.1.4.5 The State reserves the right not to purchase the proposed hardware and/or software from the successful proposer.

Item #	Description of Proposed Hardware and/or Software for the Training Environment	Cost
1	Hardware and/or Software for the Training Environment	$0.00
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
	SUB-TOTAL FOR 6.1.4	$0.00

6.1.5 Production Environment

Proposers shall indicate their per unit purchase or lease price, as indicated, for specified hardware. The specified hardware may be purchased at the option of the State. There are no guarantees of minimum or maximum purchase amounts. Proposers must specify the brand, model and the technical specifications for the offered hardware.

Proposers must identify costs for any hardware and/or software proposed for the Production Environment, as follows:

6.1.5.1 The schedule has been set up so that the sub-total from this cost schedule will automatically be transferred to the summary table in ***Section 6.1.7, Summary Schedule of Project Costs.***

However, it is ultimately the proposer's responsibility to make sure that all totals are correctly transferred to the summary table in ***Section 6.1.7, Summary Schedule of Project Costs*** prior to submitting their cost proposal.

6.1.5.2 Proposers must provide a detailed description and cost for each proposed item. **Hardware prices are per unit.**

6.1.5.3 The State reserves the right not to accept the proposed hardware and/or software.

6.1.5.4 Costs for specific licenses must be provided.

6.1.5.5 The State reserves the right not to purchase the proposed hardware and/or software from the successful proposer.

Item #	Description of Proposed Hardware and/or Software for the Production Environment	Cost
1	**SNAP POS Terminal with Integrated PIN Pad**	
	Purchase price per EBT-only POS terminal	$0.00
	Monthly maintenance fee for purchased devices, including supplies	$0.00
	Monthly lease price, including maintenance and supplies, per POS terminal	$0.00
2	**SNAP POS Terminal with Hand Held PIN Pad**	
	Purchase price per EBT-only POS terminal	$0.00
	Monthly maintenance fee for purchased devices, including supplies	$0.00
	Monthly lease price, including maintenance and supplies, per POS terminal	$0.00
3	**WIC POS Terminal with Integrated PIN Pad & Bar Code Reader**	
	Purchase price per WIC EBT-only POS terminal	$0.00
	Monthly maintenance fee for purchased devices, including supplies	$0.00
	Monthly lease price, including maintenance and supplies, per POS terminal	$0.00

4	**WIC POS Terminal with Hand Held PIN Pad & Bar Code Reader**	
	Purchase price per WIC EBT-only POS terminal	$0.00
	Monthly maintenance fee for purchased devices, including supplies	$0.00
	Monthly lease price, including maintenance and supplies, per POS terminal	$0.00
5	**Magnetic Strip Card Reader Device**	
	Purchase price per magnetic strip card reader	$0.00
	Monthly maintenance fee for purchased devices	$0.00
	Monthly lease price, including maintenance, per magnetic strip card reader	$0.00
6	**PIN Selection/Change Terminal**	
	Purchase price per PIN selection/change terminal	$0.00
	Monthly maintenance fee for purchased terminals	$0.00
	Monthly lease price, including maintenance, per PIN selection/change terminal	$0.00
7	**SNAP/WIC Wireless EBT-only Terminal**	
	Purchase price per Wireless EBT-only POS terminal	$0.00
	Monthly maintenance and communications fee for purchased devices, including supplies	$0.00
	Monthly lease price, including maintenance, communications and supplies, per Wireless EBT-only POS terminal	$0.00
8	**High Speed Embosser**	
	Purchase price per High Speed Embosser	$0.00
	Monthly maintenance, including supplies, per High Speed Embosser	$0.00
	Monthly lease price per High Speed Embosser including monthly maintenance and supplies	$0.00
	SUB-TOTAL FOR 6.1.5	$0.00

6.1.6 Other Associated Costs

Proposers must identify any other costs not covered on the Detailed Deliverable Cost Schedules and/or the specific cost schedules for any hardware and/or software proposes, as follows:

6.1.6.1 The schedule has been set up so that the sub-total from this cost schedule will automatically be transferred to the summary table in ***Section 6.1.7, Summary Schedule of Project Costs.***

However, it is ultimately the proposer's responsibility to make sure that all totals are correctly transferred to the summary table in ***Section 6.1.7, Summary Schedule of Project Costs*** prior to submitting their cost proposal.

6.1.6.2 Proposers must provide detailed information for each item identified.

6.1.6.3 The Cost per Case Month (CPCM) prices shall be based on the standard CPCM tiered pricing approach for core EBT services. The core service requirements include all EBT services requirements as specified in the RFP. In constructing the prices, the CPCM charge for any billing month will be based on the total number of active cases for the billing month and the CPCM specified in the offer for that case volume tier. In addition, to CPCM pricing, the State is requesting pricing as specified for:

- Transition and conversion services;
- Hardware on a per unit basis;
- Optional EBT fee for services; and
- Optional services that may increase or decrease the offered CPCM

6.1.6.4 The proposers pricing schedule shall reflect their proposed CPCM pricing for the core EBT services.

For each Program, the billing month's invoice shall be based on the total number of active cases for that billing month. If the total case counts within a billing month fall outside of the range provided within the pricing schedule, the price will be set at the lowest or highest case ranges within this pricing schedule, as applicable.

The CPCM price for SNAP only accounts shall also include costs for interoperable transactions. The EBT Contractor will not receive separate payments for support interoperability of SNAP EBT.

6.1.6.5 Proposers shall indicate their price for optional EBT services. Proposers are required to offer and price these services. The services will be purchased at the option of the State. There are no guarantees of minimum or maximum purchase volumes.

Item #	Description of Other Associated Costs	Cost
1	**Program Wide Active Cases for the Billing Month - SNAP Only CPCM**	
	Less than 210,000	$0.32
	210,001 to 225,000	$0.35
	225,001 to 250,000	$0.35
	250,001 to 275,000	$0.37
	275,0010 to 300,000	$0.37
	Greater than 300,001	$0.30
2	**Program Wide Active Cases for the Billing Month - TANF Cash Only CPCM**	
	Less than 210,000	$0.05
	210,001 to 225,000	$0.05
	225,001 to 250,000	$0.05
	250,001 to 275,000	$0.05
	275,0010 to 300,000	$0.05
	Greater than 300,001	$0.05
3	**Program Wide Active Cases for the Billing Month - Combined SNAP & TANF Cash CPCM**	
	Less than 210,000	$0.30
	210,001 to 225,000	$0.30
	225,001 to 250,000	$0.30
	250,001 to 275,000	$0.30
	275,0010 to 300,000	$0.30
	Greater than 300,001	$0.30
4	**Program Wide Active Cases for the Billing Month - WIC Only CPCM**	
	Less than 210,000	$0.59
	210,001 to 225,000	$0.59
	225,001 to 250,000	$0.59
	250,001 to 275,000	$0.59
	275,0010 to 300,000	$0.59
	Greater than 300,001	$0.25
5	**Program Wide Active Cases for the Billing Month - SEBTC WIC Only CPCM**	
	Less than 210,000	$0.35
	210,001 to 225,000	$0.35
	225,001 to 250,000	$0.35
	250,001 to 275,000	$0.35
	275,0010 to 300,000	$0.35
	Greater than 300,001	$0.35

6	**Program Wide Active Cases for the Billing Month - Combined WIC and SEBTC WIC CPCM**	
	Less than 210,000	$0.25
	210,001 to 225,000	$0.25
	225,001 to 250,000	$0.25
	250,001 to 275,000	$0.25
	275,0010 to 300,000	$0.25
	Greater than 300,001	$0.15
7	**Program Wide Active Cases for the Billing Month - FMNP WIC Only CPCM**	
	Less than 210,000	$0.25
	210,001 to 225,000	$0.25
	225,001 to 250,000	$0.25
	250,001 to 275,000	$0.25
	275,0010 to 300,000	$0.25
	Greater than 300,001	$0.15
8	**Program Wide Active Cases for the Billing Month - Combined WIC and FMNP WIC CPCM**	
	Less than 210,000	$0.15
	210,001 to 225,000	$0.15
	225,001 to 250,000	$0.15
	250,001 to 275,000	$0.15
	275,0010 to 300,000	$0.15
	Greater than 300,001	$0.15
9	**EBT Optional Services**	
	Calls to the VRU/CSU in excess of basic level of service (per call)	$0.00
	Client paid ATM transactions (per ATM transaction)	$0.00
	ACH Fee: For direct deposit to client and provider bank accounts (per ACH origination)	$0.005
	Professional Services in excess of 300 hours per year (per labor hour)	$0.00
	Disaster Services (per incident)	$0.00
	Fees assessed to third party processors for processing adjustment requests (per adjustment)	$0.00
	Onsite installation of EBT-only equipment (per install)	$0.00
	6.1.6.3 Optional services that may increase or decrease the offered CPCM	
	Reduction of WIC CPCM based on removal of requirement: 4.12.2.5 #H Data Warehouse specific End User support between the hours of 8:00 am and 5:00 pm Pacific Time Monday through Friday.	-$0.01
	Reduction of WIC CPCM based on removal of requirement: 4.12.2.5 #I: One hundred (100) hours of agreed upon changes to the Data Warehouse at no cost to the State each calendar year.	-$0.02
	SUB-TOTAL FOR 6.1.5	$13.14

6.1.7 Summary Schedule of Project Costs

Sub-totals from each of the previous cost schedules must be transferred to the following summary schedule of project costs.

Deliverable or Cost Schedule Number	Summary of Total Project Costs	Cost
4.4	Planning and Administration Deliverables	$0.00
4.5	Project Wide System Transfer and Implementation	$0.00
4.6	Project Wide System Training	$0.00
4.7	SNAP/TANF Training	$0.00
4.8	SNAP/TANF Help Desk/Customer Service	$0.00
4.9	Project Wide Disaster Recovery and Support	$0.00
4.10	Project Wide EBT Cards	$0.00
4.11	Project Wide Account Set Up and Benefit Authorization	$0.00
4.12	SNAP/TANF Reporting and Data Requirements	$0.00
4.13	Project Wide Account Processing	$0.00
4.14	Nevada WIC Programs Specific Scope of Work	$0.00
4.15	SNAP/TANF Transaction Processing	$0.00
4.16	SNAP/TANF Specific Requirements	$0.00
	Sub-Total of Project Tasks	$0.00
6.1.2	Development and Data Conversion Environments	$0.00
6.1.3	Integration, System Test and UAT Environments	$0.00
6.1.4	Training Environment	$0.00
6.1.5	Production Environment	$0.00
	Sub-Total of Proposed Hardware and/or Software	$0.00
6.1.6	Other Associated Costs	$13.14
	Sub-Total of Other Associated Costs	$13.14
	Total Project Costs	***$13.14***

6.1.8 Hourly Rate Schedule for Change Orders

6.1.8.1 Prices quoted for change orders/regulatory changes must remain in effect for six (6) months after State acceptance of the successfully implemented system.

6.1.8.2 Proposers must provide firm, fixed hourly rates for change orders/regulatory changes, including updated documentation.

6.1.8.3 Proposers must provide a firm, fixed hourly rate for each staff classification identified on the project. Proposers must not provide a single compilation rate.

Classification Title	Hourly Rate
Project Manager	$80.00
Account Manager	$80.00
WIC Implementation Project Manager	$80.00
Implementation Lead	$80.00
Technical Lead	$80.00
Documentation and Training Manager	$80.00
WIC Technical System Lead	$80.00
Testing Specialist	$80.00