

April 8, 2021

Re: Second Amendment to the Request for Proposals for E-WIC Processing Services 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-02162021

Dear Prospective Offeror:

This is the Second Amendment to the above-referenced RFP.

**You must acknowledge below that you have received this Amendment.**

1. Section 3.4, fourth bullet is revised (in bold) as follows:
  - Offer Complies: Yes/No/Will Develop: Offerors shall provide a response to each requirement in this column.
    - Yes: Indicates that this function/service exists in their offering and they agree to provide it under the resulting contract(s).
    - No: Indicates that the Offeror is unable to provide this function/service.
    - Any 'Will **Develop**' response to a required or required priced separately requirement, Offerors are to provide an estimated implementation date in the "Comments" column.
    - Any 'No' response to a required or required priced separately requirement may result in disqualification.
2. Appendix A, Section 2.2.3 is deleted in its entirety.
3. Appendix A, Section 7.2.2.4.2, is revised (in bold) as follows:

"7.2.2.4.2 - Mailed cards shall be received by the requesting cardholder within seven **to ten (7-10)** calendar days from the date the card was requested."
4. Appendix A, Section 7.7.5, is revised (in bold) as follows:

"7.7.5 - The eWIC system shall automatically unlock an EBA at 11:59 PM in the local time zone on any day that an EBA has been locked for exceeding the allowed number of invalid PIN attempts. When there are multiple time zones, participants shall be able to use their card after 12:00 AM in the local time zone of the **cardholder** at which they are attempting to complete a transaction."

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5. Appendix A, Section 10.2.6.3, is revised (in bold) as follows:  
“10.2.6.3 - The eWIC Processor shall execute data requests for archive data and provide such data within **five (5)** business days of the request.”
6. Appendix A, Sections 10.2.8, 10.2.8.1, and 10.2.8.2 are revised from “Required” to “Preferred.”
7. Appendix A, Section 10.4.2.2 is deleted in its entirety.
8. Appendix B, Travel Section A, is deleted and replaced with the following:  
“A) Travel for conversion tasks, stand-beside device installation, training, and support must be expressly approved in advance by the WIC Agency to be eligible for reimbursement.”
9. Appendix A, Section 11.6, is revised from “Preferred” to “Required Priced Separately.”
10. Appendix A, Section 12.1.4.14 is deleted in its entirety.
11. Appendix A, Section 13.8, is revised from “Preferred” to “Required Priced Separately.”
12. Appendix A, Section 15.5.4.4, is revised (in bold) as follows:  
“15.5.4.4 - The eWIC Processor shall ship the POS terminal within five (5) business days and perform phone training/installation within ten (10) business days of receipt of the **fully executed** WIC Vendor stand-beside contract. Maryland WIC and USVI WIC shall be notified when equipment is shipped, attempts are made to provide training and installation, and the success of the training/installation.”
13. Appendix A, Sections 18.7, is revised (in bold) as follows:  
“18.7.1 - The eWIC system shall be available to accept account set-up messages/files 24 x 7 **except for scheduled downtime.**”  
18.7.2 - The eWIC system shall be available to accept benefit issuance messages/files 24 x 7 **except for scheduled downtime.**  
18.7.3 - The eWIC system shall be available to card issuance messages/files 24 x 7 **except for scheduled downtime.**  
18.7.4 - Support related to the production environment shall be available 24 x 7. **except for scheduled downtime**”
14. Appendix A, Section 18.11.2, is revised (in bold) as follows:  
“18.11.2 - The eWIC Processor shall ensure that callers transferred to a CSA are placed on hold for no longer than **120** seconds.”

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15. Appendix A, Section 18.11.3, is revised (in bold) as follows:  
“The participant call center shall have an abandoned call rate of less than **10%**.”
16. Appendix A, Section 18.12.5, is deleted and replaced with the following requirement:  
“18.12.5 - If the eWIC Processor is not able to resolve an issue with a stand-beside device with-in 24 hours, the eWIC Processor shall ship a new device the next business day.”
18. **APPENDIX B – PRICING SCHEDULES, SCHEDULE 4 – REQUIRED PRICED SEPARATELY PER UNIT/SERVICE PRICES**, is revised to include “Data Warehouse and Business Intelligence Tools, *See Requirement 13.8* (One-Time Development Cost). Offerors are to complete the revised Schedule 4 included as Exhibit 1 to this Second Amendment.

Please acknowledge receipt of this Amendment by signing (below) and returning the signed copy to the Procurement Officer by Email at: [procurement@treasurer.state.md.us](mailto:procurement@treasurer.state.md.us), on or before April 20, 2021.

If you have any questions regarding this Amendment, please contact me by email at: [procurement@treasurer.state.md.us](mailto:procurement@treasurer.state.md.us).

Sincerely,  
*Anne Jewell*  
Procurement Officer

Acknowledged:

By: \_\_\_\_\_

\_\_\_\_\_  
Firm Name

Date: \_\_\_\_\_

**EXHIBIT 1**

SCHEDULE 4: Required priced separately Per Unit/Service Prices - Revised			
Equipment/Services	One-Time/Unit Cost	Monthly Operation Costs	Provide Device Make and Model
Card Design Change <i>See Requirement 6.1.1.2 (Cost per one design change)</i>	\$		
PIN Select Device <i>See Requirement 7.8.1. (Cost per device)</i>	\$		
Full POS System Level 2 Certification <i>See Requirement 11.4.7.1.1 (Cost per new certification)</i>	\$		
Partial Level 2 Certification <i>See Requirement 11.4.7.1.2 (Cost per new certification)</i>	\$		
Vendor Mobile App/POS <i>See Requirement 11.6 (Cost Per Unit - any one-time development costs and monthly operational costs)</i>	\$	\$	
Wireless Stand-Beside Device <i>See Requirement 11.7 (Cost Per Unit - any one-time development costs and monthly operational costs)</i>	\$	\$	
<b>Data Warehouse and Business Intelligence Tools</b> <b>See Requirement 13.8</b> <b>(One-Time Development Cost)</b>	\$		