



MONTANA DEPARTMENT OF ADMINISTRATION

Director's Office

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NOTICE OF INTENT TO AWARD

Solicitation Title/Event Name:

Solicitation Number:

Solicitation Close Date:

Notice of Intent to Award Post Date:

Issuing Contracts Officer contact information:

The State intends to award a contract to the apparent successful offeror(s) of the above-mentioned solicitation. The Notice of Intent to Award shall not be considered a binding commitment by the state.

Under the Montana Procurement Act, the State has made the relevant scoring matrix/bid tab for the above-mentioned solicitation available for public inspection. Comments from the public regarding the proposed award must be submitted to the Contracts Officer listed above within this 7-day notice period.

Apparent Successful Offeror(s)

Unsuccessful Offeror(s)

DPHHS-RFP-2024-0537KH

EBT Replacement

SCORE SUMMARY WORKSHEET		
Category	Possible Points	Conduent

Step #1 = Scope of Work SNAP and Cash Requirements		
1.6.1 Non-Functional Technical Requirements (Subsections 1.6.1.1 through 1.6.1.18)	370	352
1.6.2 Project Management (Subsections 1.6.2.1 and 1.6.2.2)	75	68
1.6.3 Key Personnel and Resources	75	72
1.6.4 Project Closeout and Turnover	10	8
1.6.5 Performance Standards (Service Level Agreements)	200	180
1.6.6 Subcontractors	100	95
1.6.7 Project Deliverables	100	90
1.6.8 Functional Technical Requirements (Non-scored section)	N/A	
1.6.9 Account Management	250	235
1.6.10 Card Management	250	235
1.6.11 Reporting	150	141
1.6.12 Aging / Expungement	75	70
1.6.13 Online Purchasing	75	70
1.6.14 Reconciliation	75	70
1.6.15 Retailer	100	90
1.6.16 Customer Service	25	24
1.6.17 Transaction Processing	25	23
1.6.18 Special EBT Programs	25	22
Company Profile and Experience		
Company Profile and Experience	110	103
Resumes		
Resumes	110	105
Step #1 - Total Points Technical Scoring		
	2200	2053
Total minimum point required to move to Step #2 (80% of 2200)		
	1760	
Step #2 = Oral Presentation/Product Demonstration/Interview		

DPHHS-RFP-2024-0537KH

EBT Replacement

SCORE SUMMARY WORKSHEET		
Category	Possible Points	Conduent
Oral Presentation/Demonstration	1925	1750
Step #2 - Total Points Oral Presentation / Product Demonstration/Interview	1925	1750
Total minimum point required to move to Step #2 (80% of 2200)	1540	
Step #3 = Cost Proposal		
Cost Proposal	1100	1100
Program Preference		
Contractor responded to SNAP Cash and WIC combined solution	375	375
Equal Pay for Montana Women		
5% Bonus Points Equal Pay for Montana Women. Offerors who agree and certify compliance to Executive Order No. 12-2016, Equal Pay for Montana Women, will receive a bonus of 5% of the total points available. Offerors who do not comply will not receive bonus points	275	275
TOTAL RFP POINTS	5875	5553

**DPHHS-RFP-2024-0537KH
EBT Replacement**

SCORE SUMMARY WORKSHEET		
Category	Possible Points	Conduent
Step #1 = Scope of WIC Requirements		
1.6.1 Non-Functional Technical Requirements (Subsections 1.6.1.1 through 1.6.1.16)	375	325
1.6.2 Project Management (Subsections 1.6.2.1 and 1.6.2.2)	75	67
1.6.3 Key Personnel and Resources	80	74
1.6.4 Project Closeout and Turnover	10	8
1.6.5 Performance Standards (Service Level Agreements)	200	180
1.6.6 Subcontractors	100	93
1.6.7 Project Deliverables	100	92
1.6.8 Functional Technical Requirements (Non-scored section)	N/A	
1.6.9 Account Management	250	230
1.6.10 Card Management	250	232
1.6.11 Customer Service	35	33
1.6.12 Product Management	150	135
1.6.13 Reporting	150	135
1.6.14 Retailer	100	90
1.6.15 Settlement and reconciliation -- WIC Finance	75	70
1.6.16 Transaction Processing	30	26
Company Profile and Experience		
Company Profile and Experience	110	105
Resumes		
Resumes	110	103
Step #1 - Total Points Technical Scoring	2200	1998
Total minimum point required to move to Step #2 (80% of 2200)	1760	

Step #2 = Oral Presentation / Product Demonstration/Interview		
Oral Presentation/Demonstration	1925	1740
Step #2 - Total Points Demo/Oral Interview Scoring	1925	1740
Total minimum point required to move to Step #2 (80% of 2200)	1540	
Step #3 = Cost Proposal		
Cost Proposal	1100	1100
Program Preference		
Contractor responded to SNAP Cash and WIC combined solution	375	375
Equal Pay for Montana Women		
5% Bonus Points Equal Pay for Montana Women. Offerors who agree and certify compliance to Executive Order No. 12-2016, Equal Pay for Montana Women, will receive a bonus of 5% of the total points available. Offerors who do not comply will not receive bonus points	275	275
TOTAL RFP POINTS	5875	5488

DPHHS-RFP-2024-0537KH

EBT Replacement

Individual Scoring Matrix

The evaluator will review and evaluate the offers according to the following criteria, which are worth a total of 5500 points: The Scope of Work, Company Profile and Experience, Resumes, and Program Preference, will be evaluated based on the scoring guide. The Cost Proposal will be evaluated based on the formula set forth in the criteria.

Offeror (Company) Name: Conduent State & Local Solutions, Inc.

Total Points Awarded: 5553

Category	Possible Points	Points Awarded	Mandatory Justification Comments for Points Awarded
Step #1 = Scope of Work SNAP and Cash Requirements			
1.6.1 Non-Functional Technical Requirements (Subsections 1.6.1.1 through 1.6.1.18)	370	352	Superior response; explanation was very good on functional requirements; a lot of summary detail on why they are able to meet the requirements and how they were able to meet the requirements; pretty common for a system implementation were various security roles, both internal and external to our organization followed EFT industry standards; efficient ad hoc and other standardized reporting; interesting to read about their Fraud Watch 360 wondered aloud how that would be complementary to other areas of fraud, investigation and monitoring that that we utilized transactional processing; if issues in the system the transaction processing piece stays active; organize their system in a cluster manner to make sure that, like I said, if there is a snag somewhere, the whole system does not go down; batch process if they continue with their batch processes until they are successful, they reject if not, they make that batch process pretty easy in terms of non-duplicated numbers; data storage meets Montana's requirements for data storage; liked conversion process; concerns about overall EBT replacement is that conversion process high level plan in place there using a ticketing portal; own ticketing portal, not necessarily industry based; really detailed response comprehensive user acceptance testing plan, extensive fraud prevention mechanism above and beyond minimum requirements; really like their GIS map of the out of state transactions; physical security of system was really good; fraud detection liked it; security roles, audits; had system redundancy would eliminate downtime and robust testing; mentioned they had multi factor authentication in SNAP proposal didn't have future functionality next to it which contradicts the WIC side; overall met requirements and detailed response; repeated word for word the RFP requirements; looked like there was 33 required items listed as needing custom development with four requiring configuration of base solution; included useful diagrams and screenshots, modern options; aligning with Federal and State standards, had software development life cycle; data management and center details like a backup generator which is sufficient to handle the workload if power goes out; really important they work with FNS for ongoing compliance, addressed each subsection in the application well, and it seemed like they did outline a lot of details from attachment H within their scope of services; included additional information and recommendations that would prove both valuable and beneficial to the State.
1.6.2 Project Management (Subsections 1.6.2.1 and 1.6.2.2)	75	68	Good response; detailed and meets requirements; high level schedules include required components; demonstrates their organization and planning approach; resource schedules look appropriate and realistic; didn't respond to sections 9-17 here but was found in section 1.6.3; responses for 9 & 10 exceeded expectations and was good; have established process and methodologies; clearly stated they will comply; liked the tools and tracking to ensure the timelines and project were being followed; project management methodology was detailed, clear and concise; SPARK ITS is an established and successful framework; followed good industry standard for project methodology; very detailed workplan; attachment F total hours by phase and FTE; offering to provide advanced notification of any changes and then uses of incident reports as well; appreciated providing the draft conversion and project plans and training to retailers would be beneficial and important they could meet our timeline

Offeror (Company) Name: Conduent State & Local Solutions, Inc.		Total Points Awarded: 5553	
Category	Possible Points	Points Awarded	Mandatory Justification Comments for Points Awarded
1.6.3 Key Personnel and Resources	75	72	Superior response; a lot of industry experience and longevity with company; resources they provided were good; personnel listed has clear experience in industry; a couple of staff members who are new to company who are in key roles; in the descriptions for requirements, they did repeat requirements again; all key roles were met and clearly addressed; noticed a strong track record in company with staff and subject matter; provided detailed information of Conduent team; good overview of key staff, noted the PM and contract manager was the same person, couple of other staff had multiple roles as well but offered a lot of background and experience on key staff; dual roles can be concerning with knowing their role but also things can get lost in translation, but liked what was presented; listed some positions above and beyond what was in requirements, for example technical conversion coordinator and retail manager and included a corporate oversight team and technical oversight team; included additional information and recommendations that would prove both valuable and beneficial to the State.
1.6.4 Project Closeout and Turnover	10	8	Good response; met requirements, clearly have completed similar projects; liked the conversion failure backup in place; and discussed transition for future; clearly met all close out and turnover requirements; referenced contract turnover plan and experience in transitioning programs on and off their service; backup failure experience was specified; demonstrated contractual requirements met; good transition plan for a lot of those specific snap IDs that were in attachment H and appreciated them calling those out specifically; move data not systems; repeated the RFP requirements on a lot of the response
1.6.5 Performance Standards (Service Level Agreements)	200	180	Good response; SLA seemed very straight forward and clearly addresses all requirements and indicated they are included in the solution; referred to attachment H and responded with agreeing to terms and addressed all requirements; took each SLA requirements and presented response in table provided, it answered that piece well; SLA customer services and card services dashboards are really nice feature for accountability
1.6.6 Subcontractors	100	95	Superior response; provided contractor selection and specific details referencing each; appeared to choose subs to meet requirements and goals; provided details and discussed the purpose and relationship with Conduent each of them have; each sub seems to be an industry leader as well and page 247 talks specifically about the reporting for each of those different entities, which is crucial for our purposes specifically just for normal operation, but also audit purposes; subs are a large stable companies with good industry reputations and relationship with subs is extensive; included additional information and recommendations that would prove both valuable and beneficial to the State.
1.6.7 Project Deliverables	100	90	Good response; detailed change management plan for each requirement in 1.6.7; deliverables mentioned in document but not actual PM management methodology; included draft system operation and systems manual; provide access to a real time operations dashboard and included deliverables were as expected; liked the EBT card carrier on page 236 and project schedule on page 233; hard time following answer due to addition of SNAP/CASH sections and didn't really follow in order; additions did add value to response though; felt like all requirements were clearly addressed and appreciated synopsis tables for different plans and throughout the document the visual aids inserted on the requirement descriptions.
1.6.8 Functional Technical Requirements (Non-scored section)	N/A	N/A	

Offeror (Company) Name: Conduent State & Local Solutions, Inc.		Total Points Awarded: 5553	
Category	Possible Points	Points Awarded	Mandatory Justification Comments for Points Awarded
1.6.9 Account Management	250	235	Good response; appreciated account structure and ability to track by benefit type; especially as we get into various benefit types; ability to pivot for those special programs. So in the past we have done pandemic EBT, we have summer EBT; There will likely be other special programs and their ability to handle these types of special programs was very good And the ability to track by those and by the benefit type was great; transaction pieces, so batch being able to happen at whatever and whenever we say it needs to happen, they seem to be able to pivot quickly for state requirements for that; utilize or they keep seven years of transaction activity; there is an ability to cancel a transaction should that be deemed necessary and provide ability to so investigative accounts as well; response is very thorough and organized and met all RFP requirements; felt it was detailed and provided screenshots with narratives; account structure was good; gave good suggestions and met requirements and flexible; EPICC interface looks a little old but robust functionality; provided detailed account management information with detailed examples; experienced with process and appropriate support to mitigate; provided a lot of detailed information on settlement and reconciliation piece which is important; could have provided more detail on the sections for cache snap cache 18 and 19 and how they're maintained
1.6.10 Card Management	250	235	Good response; organized and very thorough meets all requirements; appreciate they will mail cards by next business days after receiving the information from Department; really nice graphic on page 345 details the card request and creation process; chip cards are optional but will do it for an extra charge; liked how they addressed the soft pin fraud; offer to expedite replacement cards for a charge for cardholders; multiple ways for cardholders to manage cards, IVR, customer portal, mobile application; liked alerts and notifications and fraud prevention programs; meets requirements; noted good suggestions to Department to utilize and did include optional requirements as part of proposed solution; very well organized and comprehensive walk through of technical card management; identity theft protection stood out and all different technical functions within card management for the program; provided detailed card management information experience and upkeep with modern technology and details on security and fraud prevention; described card management process and meets requirements; real time status of where cards are which will be very valuable; card issuance management database
1.6.11 Reporting	150	141	Good response; very detailed response; 7 years of data and three in administrative; 4 in the data warehouse; daily data moves to the data warehouse and it's equipped with power BI, and they provide some standard queries; robust number of standard reporting as well as ad hoc functionality; export multiple formats; liked network statistical reports and provide flexibility to modify reports to meet FNS driven changes; liked how they stated they would work with Department on different requirements for different reports and have additional comments regarding ad hoc reporting when it is needed and thought those were all important and they overall met the requirements; solid good response; extensive experience in industry is a big support for the list of canned reports; confirmed they would work with statement of remittance system; liked they completed screenshots of EPICC reporting; noted monthly and daily reporting but doesn't appear the weekly is a standard but you can get additional reporting to satisfy this; liked system operations reporting as well as their ad hoc reporting capabilities; helpful screenshots; data warehouse demonstrates extra features like scheduling ongoing reports instead of generating manual reports; appreciate having control to adjust and create the customized reports and their fraud prevention reporting tools are very robust

Offeror (Company) Name: Conduent State & Local Solutions, Inc.		Total Points Awarded: 5553	
Category	Possible Points	Points Awarded	Mandatory Justification Comments for Points Awarded
1.6.12 Aging / Expungement	75	70	Good response; solid good answer and will comply with the expunging process and provide files and reports to Department as requested; discuss configurable options which was important; liked screenshots but did make system look old; clearly and concisely met and addressed all 16 requirements and was straight forward; support for our special programs such as Summer EBT and PEBT benefits was a positive response; ease of use for deactivation and reactivation; met requirements for SNAP of 274 days and TANF was 180 days for expungement period; have daily aging file with parameters driven by Department and first in first out disbursement which was good to see; snapshots of expungement screen were very helpful; liked support for special programs
1.6.13 Online Purchasing	75	70	Good response; clearly meet the online purchasing requirements; substantial experience and expertise; participating in FNS online purchasing pilot; expediting roll out in 23 states; partnership with TPP and major retailers is a big benefit; continue to enhance and meet FNS requirements as well as the Department; instituted like the full online purchasing in two other states; provided extensive detail in response; visuals showed where they implemented the online shopping due to COVID-19 and the FNS online pilot & where to identify like an Internet transaction in EPICC, thought it was really helpful and they actually went that next step of demonstrating with pictures
1.6.14 Reconciliation	75	70	Good response; appeared to be experienced and meet requirements along with providing a detailed manual; 24 hour processing cycle with daily cut off time which is very important to us; they work with am ASAP to settle benefit transaction and provide daily reconciliation and the daily reconciliation provided in the packet is very similar to how we do our daily reconciliations; zero dollar balancing and providing evidence of settlement obligations and then benefit liability screen report that reconciles all benefit transactions was helpful to see; very detailed in explanations of meeting requirements and will allow Department to pick daily cut off time for 24 hour processing cycle
1.6.15 Retailer	100	90	Good response; met requirements but would have liked more examples of retailers they work with; own their own retailer help desk which is helpful; POS devices to authorize retailers; STARS file format, which of course is an industry specific piece; answer was very thorough and really liked help desk and would be really helpful when retailer issues arise; appreciate they can assist eligible nontraditional retailers in applying for FNS authorization so that support was just noted; really liked that they said they contact new authorized retailers within 24 hours of FNS approval notice; screenshots provided dates the system; seems industry standard having their own help desk; recruiting nontraditional vendors
1.6.16 Customer Service	25	24	Superior response; loved breakout on page 528 provided the modalities by which they serve their customers and what people can access with those different modalities, which was really helpful; IVR has an adaptive fraud workflow; use staffing models to determine appropriate staffing; monitor calls for quality; lock on cards if we need that and mobile app functionality; was a robust customer service IVR solution; liked extra fraud and IVR features; went above and beyond listing all available languages; great user portal; above and beyond 24/7 technical assistance which is beyond our requirement; call center call monitoring; multiple methods for customers to self-serve; interpreter services are available, standard they have English and Spanish; meets requirements and expectations; gave a couple of suggestions; great details and easy to follow; screenshots were helpful but system looked aged; help desk seemed pretty industry standard; meets demand of high call volume, customization and provided core interface to meet requirements with specifics; liked they complete 24/7 customer services in house and had the cardholder portal and also the mobile app to access account information; included additional information and recommendations that would prove both valuable and beneficial to the State.

Offeror (Company) Name: Conduent State & Local Solutions, Inc.		Total Points Awarded: 5553	
Category	Possible Points	Points Awarded	Mandatory Justification Comments for Points Awarded
1.6.17 Transaction Processing	25	23	Good response; meets all requirements; appreciate EPICC is available 99.95% of the time; structure which supports faster speed processing transactions; final note if they have detailed extensive certification and testing process; met processing requirements; met requirements; robust disaster recovery support and system availability. Uptime is stated at 99.95% of the time; indicate they will comply with State and Federal requirements; meets the transaction process and disaster support was really substantial; no down time with system changes and provided a clear overview of transaction processing pieces and interfacing with state data which was helpful; liked faster speeds of processing; use the container approach where if something is done in one part of the system, they continue with transaction processing which is which is great. It adds to the available off time
1.6.18 Special EBT Programs	25	22	Good response; support special programs with same functionality as the core programs, provide help desk support and customer service or customers can self-service through several methods; good answer that meets requirements and indicates compliance and that they do support the special EBT programs; would support future possibilities if needed; already supporting the Summer EBT support
Company Profile and Experience			
Company Profile and Experience	110	103	Good response, met requirements and experience with EBT programs in other states and listed current services provided in different states; helpful to see and liked they had good visuals to explain; provided an in depth description of company and demonstrated substantial relevant experience; thought very positive and many years of experience and work with 20+ states with EBT services; work with 22 other states and 46 billion in benefits; company began offering solutions back in 1996; really like that they outlined the services they provided in other states; extensive experience providing EBT for over 10 yrs; noted in Maine, Mississippi and Ohio they have offered EBT for approximately 20 yrs on average for those states which is really impressive
Resumes			
Resumes	110	105	Superior response; all were assigned and relevant EBT experience in resumes and generally length of terms of employment that indicated a lot of experience; PM has a lot of experience but is new to Conduent; number of years of technical experience adds to the technical experience is more adequate; company provided detailed resumes with staff; in addition to meeting requirements and adding extensive detail, they added categories of personnel Department didn't require, technical systems lead system test manager, retail manager; included additional information and recommendations that would prove both valuable and beneficial to the State.
Step #1 - Total Points Technical Scoring	2200	2053	Moved to Step #2 in process, scored above the minimum 80% required to move on
Total minimum point required to move to Step #2 (80% of 2200)	1760		
Step #2 = Oral Presentation/Product Demonstration/Interview			

Offeror (Company) Name: Conduent State & Local Solutions, Inc.			Total Points Awarded: 5553
Category	Possible Points	Points Awarded	Mandatory Justification Comments for Points Awarded
Oral Presentation/Demonstration	1925	1750	Good response; solid good presentation; thorough; industry standard processor; each team member was knowledgeable; well prepared; knowledgeable on each of topic areas; appreciated demo of the mobile app and reporting specifically; "redesigned system with self-healing and auto recovery and elastic scaling capabilities"; generally well organized presentation and a comprehensive system; demonstrated the knowledge and capability to autocomplete State system; would have liked to see more examples of the actual system, example like ad hoc reporting; addressed the roadmap for implementation for multi-factor authentication; presented well and know the info, should've had more examples and had more walk through; concerned with the outdated concept may still be present; touched on all required sections and thorough; put together well; hit on all points including restful web services, EPICC system looks a bit dated and clunky; mot super-efficient; reporting was good; would've liked to have it follow the agenda more and seen more on the workplan; a lot of info on 24 hour settlement process and cut off time; information they provided on the financial accounting query on the daily settlement; liked they provided information on the daily reconciliation and the daily state issuance reports; liked that they had 50 canned reports and the ability to do the ad hoc reports, and then I also like that they did additional information on security in their demo
Step #2 - Total Points Oral Presentation / Product Demonstration/Interview Scoring	1925	1750	Moved to Step #3 in process, scored above the minimum 80% required to move on
Total minimum point required to move to Step #2 (80% of 1925)	1540		
Cost Proposal			
Cost Proposal	1100	1100	Only offeror; received the max points
Program Preference			
Contractor responded to SNAP Cash and WIC combined solution	375	375	responded to both services
Equal Pay for Montana Women			
5% Bonus Points Equal Pay for Montana Women. Offerors who agree and certify compliance to Executive Order No. 12-2016, Equal Pay for Montana Women, will receive a bonus of 5% of the total points available. Offerors who do not comply will not receive bonus points	275	275	certified in eMACS by answering "Yes" to Question Group 4
TOTAL RFP POINTS	5875	5553	

**DPHHS-RFP-2024-0537KH
EBT Replacement**

Individual Scoring Matrix

The evaluator will review and evaluate the offers according to the following criteria, which are worth a total of 5500 points: The Scope of Work, Company Profile and Experience, Resumes, and Program Preference, will be evaluated based on the scoring guide. The Cost Proposal will be evaluated based on the formula set forth in the criteria.

Offeror (Company) Name: Conduent State & Local Solutions, Inc.

Total Points Awarded: 5488

Category	Possible Points	Points Awarded	Mandatory Justification Comments for Points Awarded
Step #1 = Scope of Work WIC Requirements			
1.6.1 Non-Functional Technical Requirements (Subsections 1.6.1.1 through 1.6.1.18)	375	325	Good response; referenced RFP and provided diagrams and examples; developed the first WIC system and stayed leading the industry with 28 years experience as a leader, security, performance, and innovation at the top of their list and a disaster recovery and support USDA compliant; will discuss any requirements required needing further attention; WIC Connect can be tailored to meet our requirements as a state for overall technical perspective; supports EBT and WIC on same EPICC platform; offeror uses EPICC platform includes account setup card, PIN issuance, transaction processing, funding settlement and card holder, retailer services; addressed security requirements really well; web based ticketing system; store data for 7 yrs and archive after that; typical system operations including robust testing, interfacing with our existing systems; met all requirements; never had a system breach for WIC; NIST 800-53 compliance; excellent physical security of the data center and card processing facilities; annual SOC I and II report; good fraud detections and security roles, Great system redundancies with little downtime, FMA future functionality which is kind of a negative and on page 42 there were several requirements that did not have the functionality for and are looking forward to discussing that with the program and they also need to add functionality to support reporting and queries regarding the status of APL downloads; great amount of detail; a lot of answers restated the RFP requirements; lists of bullets were not always addressed in response; one big concern is multifactor authentication is a future enhancement, and so that's not a standard right now, screenshots provided made the system look dated; almost all requirements were included in application except there were 18 requiring custom development and they said they would comply except for two, defect portal and the APL querying; overall strong system
1.6.2 Project Management (Subsections 1.6.2.1 and 1.6.2.2)	75	67	Good response; liked their project schedule, includes steps dates and duration of key component really well done; good core project management principles; resource schedules are adequate and reasonable; exceed help desk requirement with 24/7 hour help desk; detailed established processes and methodology; standardized templates and processes for project deliverables and documentation; negatives was they needed to develop a web-based operations ticketing portal; good response met requirements; good tools and project deadline/timeline looked really good; web-based operating ticker portal needed to be developed; established project management that has been proved for these exact types of projects in other states; would like to see a web-based ticketing portal
1.6.3 Key Personnel and Resources	80	74	Good response; industry leaders great experience and knowledge by all team members, over 100 yrs of collective experience; only thing noted theme that we have repeated before in just repeating requirements for a lot of the different sections; appreciated the org chart on page 74; good experience and state government; noted some positions were above and beyond RFP requirements, technical conversion coordinator and retail manager, corporate oversight team and technical oversight team; newer staff to company, direct relation to WIC there was not as much WIC experience and repeated the requirements for a lot of the response; listed additional staff beyond key personnel; strong track record and industry leaders; PM and cost manager same person not sure if that meets our requirements; had a another staff member that had like multiple key roles within the project

1.6.4 Project Closeout and Turnover	10	8	Good response; met requirements but very brief and basically stated they would meet requirements; said would provide initial turnover plan at least 12 months prior to contract end date; liked the conversion failure backup; straight forward met the requirements; provided detailed project closeout, turn over guidance and included the security encryption keys
1.6.5 Performance Standards (Service Level Agreements)	200	180	Good response; has high availability and redundant design with a focus on eliminating down time; 24/7 technology and perform daily check and balances to ensure 100% accuracy; met requirements; submitted the SLA and seemed to meet RFP requirements and pretty straight forward; 53 of SLA requirements area already included; addressed all requirements and will provide high availability and standards; detailed and thorough; responded to each SLA on how they willet each one
1.6.6 Subcontractors	100	93	Good response; met requirements; listed all companies and how they utilize the partnerships, subs are well established in the WIC worked as well; established partnerships with industry leaders including organizations we currently work with; chosen subs to ensure requirements and goals are met; detail started on 204 and includes all contractors used and purpose of each sub used; ability to connect directly with the sub was mentioned and is a nice feature; use large stable companies with good industry reputations and have extensive relationships with the vendors
1.6.7 Project Deliverables	100	92	Good response; all requirements were clearly met including everything listed in deliverable table; draft project schedule looked clear and organized and the deliverables synopsis tables were helpful; mentioned they would discuss any requirements that needed further attention; detailed project deliverables for each listed under 1.6.7; CS- 94; provided a requirements traceability matrix for testing, which is really helpful; had some trouble locating answers in this section, kind of jumped around; two requirements 689 and 1046 were located in other sections; one requirement, 1074 wasn't addressed in SOW but in attachment H stated they will comply but no details on how they will
1.6.8 Functional Technical Requirements (Non-scored section)	N/A	N/A	
1.6.9 Account Management	250	230	Good response; provided detailed account management with examples; experienced with processes and appropriate support for mitigation; explained the account management capabilities and WIC Connect; really like the table 1.6.9 because felt like that really explained the capabilities in detail, which made it easy for me to understand; looks like pretty standard account management; liked screenshot on page 239, but looks outdated; like optional mobile app, daily adjustments is industry standard; liked ability for users to complete adjustments in the WIC Connect administrative terminal as well as outside; management information system, don't know what that reconciliation looks like, but if somebody needs to do that adjustment, they're able to do that in in with Connect; well detailed response; screenshots were helpful but dated; conflicting information stating they do not provide more than one issuance and then in another area stating they do allow it; provided additional suggestions for state to consider and screenshot did help to support answer; have many of our preferred options as part of the proposed solution
1.6.10 Card Management	250	232	Good response; provided a lot of detail on card management process using WIC ID requirement and attachment H, and then I really like the screenshots on the card holder portal and the EPICC system, which I think help explain the process; maintaining the card history for audit train; should be able to fulfill orders before 60 days or take half the time; a lot of configurable features; fraud protection very good; multiple ways for the cardholders to manage cards; gave suggestions to the state and screenshots to support; fraud prevention was helpful but seems to be common industry standards; met all of requirements and card holder and staff interfaces as noted; strong card security stood out
1.6.11 Customer Service	35	33	Superior response; loved the IVR customizable; table on page 232 with various modalities for clients to receive service; decent website for clients and vendor portal was helpful; very comprehensive and detailed; portal features look user friendly; over 20% of CSA's are bilingual and exceeded requirements for offering no cost for translation services in over 200 languages and liked the IVR technology; presented good options for no cost to the state; offered a couple of the preferred requirements as part of their proposed solution; liked the multiple features for the different users; vendor and card holder support services seem equal in scope which was noteworthy; IVR is robust but the live help is included as well; liked 24 customer service and are owner operated

1.6.12 Product Management	150	135	Good response; generally thorough and highly detailed and helpful visuals; will support future versions of APL if FNS mandates is; noted admin terminal allows for confirmation the WIC MIS is up to date in WIC Connect; met requirements and ability to update APL daily or on demand, accepts daily WIC category and subcategory file from the WIC MI and WIC MIS; good detail, screenshots were helpful but makes system look dated; some answers were repeating requirements; provide a couple of our preferred requirements as part of their proposed solution; all category and APL requirements were addressed and all current features we use; great they can support APL updates in a very quick manner; good vendor details; APL and EPICC system were easily explained
1.6.13 Reporting	150	135	Good response; detailed response; offered data warehouse with power BI for analytics and reporting with standard queries, robust standard reporting as well as ad hoc reporting and export in multiple formats; met requirements; ad hoc reporting at any time; repeated requirements and stated they would work with Department on data elements which can be good or bad; 43 built reports based on extensive experience or experience with many programs is noteworthy; would work with Department on any data elements required; daily and monthly reports in EPICC system and the weekly reports are as requested, mentioned a weekly status report but would have liked more discussion there ad hoc reporting capabilities, financial and system reporting as well as CSR and call center reporting
1.6.14 Retailer	100	90	Good response; met requirements and really good detail; had many of the optional requirements listed as part of the solution; optional requirements included; vendor portal and customer service is robust; stand beside management is noteworthy; specified vendor support and training; WIC Connect web service for user and vendor access; like details on WIC Connect and secure access to the EWIC information and secure downloads of APL information, screenshot WIC Connect was helpful; secure access to the web information like EWIC; vendor support line for IVR; liked portal having a distinctive spot for card holders, vendors, state users; noted just the MFA as a future enhancement and then no vendor mobile app again could be a future enhancement as well; noted at no cost they could provide more than just English and Spanish translation services to retailers; requirement 528 states compliance and vendor education cards shall not be discernible, in response to that they state they apply a unique identifier to those to make them easily identifiable
1.6.15 Settlement and reconciliation -- WIC Finance	75	70	Good response; seemed like all requirements were clearly addressed; approach to daily settlement and reconciliation seemed industry standard; liked figures of the verification process; had detailed information, along with experience information; offer zero dollar balancing and settlement control and 24 hour daily cutoff and gave examples of the WIC verification process provided which was helpful in 1.6.15.3; meets requirements, but a few requirements they restated out requirement; a lot of the information was standard information and requirement. 8/27 was never addressed in the statement of work, but was marked as included in the proposed solution in Attachment H
1.6.16 Transaction Processing	30	26	Good response; detailed response including a draft workplan, a manual of design and operations; high availability and faster performance on processing; offeror meets requirement using WIC Connect; detailed response but typical transaction processing processes; appreciate WIC Connect is operational and available 99.9% of scheduled uptime
Company Profile and Experience			
Company Profile and Experience	110	105	Superior response; provide EBT processes in 13 other states with 1.2 billion is payments to vendors & 37 million in WIC EBT transactional company began offering solutions in 2006 and really like they outline the other services provided in other states; industry leaders with obviously good experience and knowledge; being in other states; did repeat some of the requirements and it was good; very notable they went from contract kickoff to implementation In just ten months in Connecticut, in nine months for the New York Department of Health, was impressive; list of current clients have been longtime clients which is a good sign; included additional information and recommendations that would prove both valuable and beneficial to the State.
Resumes			
Resumes	110	103	Good response; good industry experience and leaders; each resumes included how they meet or exceed expectations, very knowledgeable about WIC processing and EBT processing; added additional categories of personnel, such as the technical systems lead, the system test manager, retail manager; key personnel had extensive experience with EBT and WIC; experience isn't as strong as EBT and the PM is newer to Conduent; qualified and can complete the project; company provided detailed resumes of staff.

Step #1 - Total Points Technical Scoring	2200	1998	Moved to Step #2 in process, scored above the minimum 80% required to move on
Total minimum point required to move to Step #2 (80% of 2200)	1760		
Step #2 = Oral Presentation/Product Demonstration/Interview			
Oral Presentation/Demonstration	1925	1740	Good response; online shopping is coming next year; solid good presentation; thorough; industry standard processor; each team member was knowledgeable; well prepared; knowledgeable on each of topic areas; appreciated demo of the mobile app and reporting specifically; "redesigned system with self-healing and auto recovery and elastic scaling capabilities"; generally well organized presentation and a comprehensive system; demonstrated the knowledge and capability to complete State system; would have liked to see more examples of the actual system, example like ad hoc reporting; repetitive of what was in the RFP response, didn't feel new; knowledgeable about managing the WIC EBT; addressed the roadmap for implementation for multi-factor authentication; presented well and know the info, should've had more examples and had more walk through; concerned with the outdated concept may still be present; a lot of new features that haven't been used and not a lot of knowledge on them; highlighting their Power BI system, that is a reporting platform that seemed pretty standard; functionality of other states would be presented to other contractors and depends on the project, so not real clear on that point; decent; redemption reporting was noteworthy; saw screenshots but functionality was clunky demonstrated; put together well; hit on all points including restful web services, EPICC system looks a bit dated and clunky; not super-efficient; reporting was good; MFA would be included by time would "go live"; 28 years of government payment experience; designed for government platforms; state issuer accounting summary report for daily reporting; could have used more information on reconciliation and adjustments on the WIC presentation; had more info on SNAP than WIC; had customer service continuation plan; cardholder portal was valuable to the user and that they provided details on daily monthly reports and custom ad hoc reports.
Step #2 - Total Points Oral Presentation / Product Demonstration/Interview Scoring	1925	1740	Moved to Step #3 in process, scored above the minimum 80% required to move on
Total minimum point required to move to Step #2 (80% of 2200)	1540		
Cost Proposal			
Cost Proposal	1100	1100	Only offeror; received the max points
Program Preference			
Contractor responded to SNAP Cash and WIC combined solution	375	375	responded to both services
Equal Pay for Montana Women			
5% Bonus Points Equal Pay for Montana Women. Offerors who agree and certify compliance to Executive Order No. 12-2016, Equal Pay for Montana Women, will receive a bonus of 5% of the total points available. Offerors who do not comply will not receive bonus points	275	275	certified in eMACS by answering "Yes" to Question Group 4
TOTAL RFP POINTS	5875	5488	

**DPHHS-RFP-2024-0537KH
EBT Replacement**

Cost Worksheet

Lowest overall cost receives the maximum allotted points. All other proposals receive a percentage of the points available based on their cost relationship to the lowest. Example: Total possible points for cost are 300. Offeror A's cost is \$20,000. Offeror B's cost is \$30,000. Offeror A would receive 300 points. Offeror B would receive 200 points ($\$20,000/\$30,000 = 67\% \times 300 \text{ points} = 200$).

Cost			
Points Available	1100		
Lowest Cost	\$950,000.00		
Vendor Name	Proposed Cost	Points Earned	Notes:
Conduent	\$950,000.00	1100.0	Only Offeror

DPHHS-RFP-2024-0537KH

EBT Replacement

Cost Worksheet

Lowest overall cost receives the maximum allotted points. All other proposals receive a percentage of the points available based on their cost relationship to the lowest. Example: Total possible points for cost are 300. Offeror A's cost is \$20,000. Offeror B's cost is \$30,000. Offeror A would receive 300 points. Offeror B would receive 200 points $(\$20,000/\$30,000) = 67\% \times 300 \text{ points} = 200$.

Cost			
Points Available	1100		
Lowest Cost	\$1,500,000.00		
Vendor Name	Proposed Cost	Points Earned	Notes:
Conduent	\$1,500,000.00	1100.0	Only Offeror

DPHHS-RFP-2024-0537KH

EBT Replacement

SCORING GUIDE

In awarding points to the evaluation criteria, the evaluator/evaluation committee will consider the following guidelines:

Superior Response (95-100%): A superior response is an exceptional reply that completely and comprehensively meets all of the requirements of the RFP. In addition, the response may cover areas not originally addressed within the RFP and/or include additional information and recommendations that would prove both valuable and beneficial to the agency.

Good Response (75-94%): A good response clearly meets all the requirements of the RFP and demonstrates in an unambiguous and concise manner a thorough knowledge and understanding of the project, with no deficiencies noted.

Fair Response (60-74%): A fair response minimally meets most requirements set forth in the RFP. The offeror demonstrates some ability to comply with guidelines and requirements of the project, but knowledge of the subject matter is limited.

Failed Response (59% or less): A failed response does not meet the requirements set forth in the RFP. The offeror has not demonstrated sufficient knowledge of the subject matter.

Scoring Calculator

SH	100.0%
SL	95.0%
GH	94.0%
GL	75.0%
FH	74.0%
FL	60.0%
FDH	59.0%
FDL	0.0%

Total Points Available

Score	1925
Superior (95-100%)	1828.7 - 1925
Good (75-94%)	1443.7 - 1809.5
Fair (60-74%)	1155 - 1424.5
Failed (0-59%)	0 - 1135.8

Technical Scoring Session

DPHHS-RFP-2024-0537KH
EBT Replacement

Date: 9/24/2024
Time: All day

Location: Virtual via Teams

Evaluation Committee Members: Leah Burnham
Chris Delvaux
Marci Lewandowski
Lacy Little
Kevin Moore
Chappell Smith
Stacey Williams

Subject Matter Experts: Jessie Counts
Brett Lutkehus
Katie Preeshl

Contracts Officer: Kristi L. Hernandez

Order of Evaluation: Alphabetical
Scoring Method: Consensus

Product Demo/Interview

Date: 10/7/2024
Time: 9:00 AM through 3:45 PM MST

Location: Virtual via Teams

Order of Demonstration/Interview: Alphabetical
Scoring Method: Consensus

