

NCS Northeast Coalition of States

Regional Management Council (RMC)

Electronic Benefits Transfer

Request for Proposal 2012

1/23/13

Section 14 Pricing - Schedules

14.4 Letter of Credit or Performance Bond Pricing

The Offeror must include the pricing to each State for the following amounts as described in *Section 2.15* and in *Appendix 13, Article 3*.

State	Letter of Credit or Performance Bond	In the Amount of	Monthly Recurring Price
Commonwealth of Massachusetts	Performance Bond	\$4,000,000	
Connecticut	Performance Bond	\$2,500,000	
New Hampshire	Letter of Credit	\$1,000,000	
New York	Letter of Credit	\$12,100,000	
Rhode Island	Performance Bond	\$1,000,000	
Vermont	Letter of Credit or Performance Bond (Amended 12/28/12)	\$1,000,000	

Please Note: Offerors may submit an annually renewable Performance Bond or Letter of Credit depending on the State’s specific requirements and in accordance with Appendix 13, Article 3. (Amended 1/4/13)

14.5 NCS EBT Conversion/Start-Up Pricing - Core Services

Offerors must use the following pricing schedules when submitting their financial proposals.

State	Conversion/ Start-Up Fixed Price Offer	Basis Points
CT	\$	%
MA	\$	%
NH	\$	%
NY	\$	%
RI	\$	%
VT	\$	%

Notes:

- a) In addition to Schedule 14.5 above, complete Schedule 14.6 to delineate how the conversion/ start-up price offer amount was derived to include: personal services; hardware/ software; facility; subcontracting and other cost components.
- b) Each NCS member may elect to pay conversion/start-up costs in two payments upon CSA acceptance of deliverables or amortize the costs over 84 equal monthly payments in accordance with Section 14.2.1. If the latter option is selected, the interest rate will be determined by adding the number of basis points proposed by the Offeror to the five-year Treasury bill rate in effect on the date that the contract is signed by the selected Offeror and the individual CSA.

14.7 Pricing For NCS EBT Core Price per-Case Month - Cash

NCS Caseload	Price per Case-Month: Cash
<100,000	
100,000-200,000	
200,001-300,000	
300,001-400,000	
400,001-500,000	
500,001-600,000	
600,001-700,000	
700,001-800,000	
800,001-1,000,000	
1,000,001-1,100,000	
1,100,001-1,200,000	
1,200,001-1,300,000	
1,300,001-1,400,000	
1,400,001-1,500,000	
1,500,001-1,750,000	
1,750,001-2,000,000	
2,000,001>	

Notes:

- a) The rates bid are applicable for the first 12 months of EBT benefit issuance. Thereafter, rates will be subject to increase in accordance with the applicable escalator as bid.
- b) The tier reflecting the combined active caseload volume of all participating NCS members determines the monthly price.
- c) Each state's active billable cases will be multiplied by the price associated with the combined active caseload volume of the participating NCS members.
- d) Prices are to be exclusive of all ATM usage transaction fees.
- e) The Offeror's proposed cost per case month pricing for cash cases will apply to any future cases added to EBT cash as a result of additional programs.

14.7.1 Cash Cost Per Case-Month Breakdown

For informational purposes breakdown, by percentage, the CPCM into the categories listed below. This information will not be used for evaluation purposes. The total percentage must equal 100%.

Category	% of CPCM
Host Transaction Processing	
Account Establishment, Maintenance, and Federal/State Settlement	
Transaction Fees	
ARU Supported Customer Service Line	
CSR Supported Customer Service Line	
Retailer Management	
Administrative Costs and Overhead	
Markup	

14.8 Pricing for NCS EBT Core Price per Case-Month - SNAP

NCS Caseload	Price per Case-Month: SNAP
<100,000	
100,000-200,000	
200,001-300,000	
300,001-400,000	
400,001-500,000	
500,001-600,000	
600,001-700,000	
700,001-800,000	
800,001-1,000,000	
1,000,001-1,100,000	
1,100,001-1,200,000	
1,200,001-1,300,000	
1,300,001-1,400,000	
1,400,001-1,500,000	
1,500,001-1,750,000	
1,750,001 – 2,000,000	
2,000,001 – 2,500,000	
2,500,001>	

Notes:

- a) The rates bid are applicable for the first 12 months of EBT benefit issuance. Thereafter, rates will be subject to increase in accordance with the applicable escalator as bid.
- b) The tier reflecting the combined active caseload volume for all participating NCS members determines the monthly price. Each state's active billable cases will be

multiplied by the price associated with the combined active caseload volume of the participating NCS members.

14.8.1 SNAP CPCM Breakdown

For informational purposes breakdown, by percentage, the CPCM into the categories listed below. This information will not be used for evaluation purposes. The total percentage must equal 100%.

Category	% of CPCM
Host Transaction Processing	
Account Establishment, Maintenance, and Federal/State Settlement	
Transaction Fees	
ARU Supported Customer Service Line	
CSR Supported Customer Service Line	
Retailer Management	
EBT-Only Acquisition and Deployment	
Administrative Cost and Overhead	
Markup	

14.9 Pricing for NCS EBT Rate Escalators

Contract Year	Escalator
Year 2	
Year 3	
Year 4	
Year 5	
Year 6	
Year 7	
1st Optional Extension	
2nd Optional Extension	

Offerors: insert proposed rate escalators for each contract year. Escalators will be factored into the total price offers for evaluation and selection purposes. Rate escalators will be applied annually to all recurring charges on the 12-month anniversary date beginning 12 months after the issuance of the first benefit by the Contractor on a state-by-state basis.

Start-up costs and other one-time charges will not be subject to escalation. Usage Transaction Fees, ATM Balance Inquiry Fees, if selected, Cash Access Network, Section 10.1 and monthly performance bond/letter of credit fees are not subject to escalators or other increases.

14.10 Core Optional Services and State Specific Pricing

Offerors must present pricing for core optional services in the attached Pricing Schedules as an incremental cost to the core CPCM for core EBT services or on a per unit basis as defined in the pricing schedules.

Due to budgetary constraints, States must have flexibility in purchasing core optional and State specific services. As such, core optional and State specific services may be required by the CSA at any time during the contract period. Such services may also be discontinued by the CSA, with 90 days written notice (see Article 27), at any time during the contract period, including any extensions. As described in Section 14.2.1 above, any start-up costs for individual core optional and State specific services must be shown separately on the Pricing Schedules. In the event that such core optional or State specific services are terminated during the contract period, annualized costs (i.e. leases) must be prorated accordingly.

Offerors are encouraged to identify means to reduce the costs of EBT services to the State(s) or provide increased services to the State(s) and their cardholders.

14.10.1 NCS EBT Start-Up Pricing for Core Optional Services

State	Conversion/ Start-Up Fixed Price Offer	Basis Points
CT	\$	%
MA	\$	%
NH	\$	%
NY	\$	%
RI	\$	%
VT	\$	%

Note:

The NCS, at the individual discretion of each, may elect to pay core optional start-up costs in advance or over time broken down into equal monthly payments of 84 months or by the number of months remaining in the contract duration, excluding option periods, when the NCS member elected to implement the option. If the latter option is selected, the interest rate will be determined by adding the number of basis points proposed by the Offeror to the five-year Treasury bill rate in effect on the date that the contract is signed by the selected Offeror and the individual CSA. If the option is selected subsequent to contract execution, the then-current Treasury bill rate will be applicable.

Complete the following schedule to delineate how the start-up price offer amount was derived to include: personal services; hardware/software; facility; subcontracting and other cost components. Replicate and complete the form for each core optional service that includes a start-up component.

14.10.3 Pricing for NCS EBT – Core Optional Requirements

Description	Pricing Format	One-Time Charge or Start-up Costs	Price Offer
<p>4.2.3.1 – SNAP contractor managed adjustment process.</p>	<p>Adjustment Process including cardholder notices, telephone inquiries and system updates. Price must be an incremental price per case-month to participating CSA exclusive of reimbursable postage.</p>		
<p>4.2.3.1 – Cash contractor managed adjustment process.</p>	<p>Adjustment Process including cardholder notices (per notice), telephone inquiries and system updates. Price must be an incremental price per case-month to participating CSA exclusive of reimbursable postage.</p>		
<p>4.2.3.2 - Card Authentication Value</p>	<p>One-Time Charge</p>		
<p>4.2.3.3 - ATM Balance Inquiry</p>	<p>Cost per transaction</p>		
<p>4.2.3.4 - ATM/POB Usage Transaction Fees ATM Withdrawals provided by CSA to cardholder up to pre-determined quantity</p> <p><i>See c) below under Notes</i></p>	<p>Fee per ATM/POB withdrawal (not subject to escalation/increases)</p>		
<p>4.2.3.4 - ATM/POB Usage Transaction Fees (in Excess of CSA determined Quantity per Month) – Paid by Cardholder</p> <p><i>See c) below under Notes</i></p>	<p>Fee per ATM/POB withdrawal (not subject to escalation/increases)</p>		
<p>4.5.9 - Retention of Current Card Production</p>	<p>One-Time Charge</p>		

Description	Pricing Format	One-Time Charge or Start-up Costs	Price Offer
Process			
4.5.15 - Local District, Group Home or Congregate Care PIN Selection via Hardware Device- CSA	Monthly price per device inclusive of lease, maintenance, shipping and installation		
5.2.1 - Direct Deposit Services	Price per deposit		
5.2.2 - Direct Deposit Enrollment Management Services	Price per month for each case enrolled in direct deposit for which a deposit is made		
5.2.3 - Alternate Direct Deposit Proposals: Electronic Payment Cards	Monthly account fee paid by Cardholder		
5.2.17. - Branded Debit Card Services – fees to Cardholder	Price per ATM withdrawal (exclusive of surcharge) paid by Cardholder		
5.2.17. Branded Debit Card Services – fees to Cardholder	Price per account balance inquiry paid by Cardholder		
5.2.17. - Branded Debit Card Services – fees to Cardholder	Price per card paid by Cardholder		
5.2.17. - Branded Debit Card Services – fees to Cardholder	Price per replacement card paid by Cardholder		
5.2.25 - Electronic Funds Transfer for Contractor Payments	Price per successfully completed transfer		
5.2.26 - Electronic Funds Transfer for Contractor Payments	Price per successfully completed transfer		
5.3 - Data Warehouse Functionality and additional Ad-Hoc reporting functionality	One-time charge		
5.3 - Data Warehouse Functionality and additional Ad-Hoc reporting functionality	Recurring monthly price		
7.2.1 - Disaster Vault Card and PIN Inventory.	Price per 10,000 cards, excluding postage		
7.2.2 - Drop-Ship	Price per 10,000 cards,		

Description	Pricing Format	One-Time Charge or Start-up Costs	Price Offer
Delivery for States Utilizing Contractor Issued Disaster Vault Cards.			
9.1.2.1 - Hand-held Wireless POS Device	Monthly price per device inclusive of lease, maintenance, shipping, installation, and all transaction processing fees.		
9.1.2.1 - Card Reading Wedge	Monthly price per device inclusive of lease, maintenance, shipping and installation		
9.1.2.2 – Funds Transfer Support for Certain Facilities – Set-Up Charge	One-Time cost per facility		
9.1.2.2 - Support for Certain Facilities - On-Going Charge	Recurring monthly price per facility		
9.3.1 - Interpreter Options	Monthly price per language		
9.3.2 - ARU PIN Restriction	One-time charge		
9.3.3 - ARU Card Replacement	One-time charge		
9.3.4 - Cardholder Training Brochure	Price per thousand		
9.3.4 - Cardholder Video (English and Spanish)	Initial One-time charge		
9.3.4 - Cardholder Video- Additional Language	Initial One-time charge per language		
9.3.4 Cardholder Video (for English, Spanish or other languages)	Unit price per video		
9.3.4.1 - One-Time Translation Fee Per Language for Cardholder Printed Materials	Initial one-time charge per language		
9.3.4.2 - Cardholder Training Brochure	Price per hundred thousand		
9.3.4.3 - State/Local	Initial One-time charge		

Description	Pricing Format	One-Time Charge or Start-up Costs	Price Offer
District Training Materials	including updates		
9.3.4.3 - State/Local District Training Materials	Unit price per hard copy		
9.3.4.3 - State/Local District Training Materials	Unit price per CD		
9.4 - Mass Mailing (excludes pass-through postage. Postage will be reimbursable and is not subject to any markup)	Per 1,000 pieces with one page inserted		
9.4 Mass Mailing (excludes pass-through postage. Postage will be reimbursable and is not subject to any markup)	Per 1,000 pieces for each additional page		
10.1 – Cash Access Network	Incremental price per case month (cash only).		
14.3.1 - Public Payphone Charges	Base payphone charge per call (subject to change in accordance with FCC regs)		

Notes:

- a) All core optional prices are inclusive of any corresponding report and close out costs necessary to the participating CSA.
- b) Applicable start-up costs or any one-time charges must be separated out. Offerors may indicate if such costs are not applicable by inserting “N/A”.
- c) Offerors must explain any difference between the fees charged to cardholders versus the fees charged to the state for 4.2.3.4 ATM Usage Transaction Fees.
- d) Offerors must price all core optional requirements listed above as required. Should an Offeror possess pricing models that they believe to be more efficient/cost effective for the NCS for any of the above core optional services, the Offeror is requested to address such options in the question and answer process.

14.10.4 Card Production Pricing for NCS EBT Card Issuance

Monthly NCS Card Volume Tier	Finished Product Non-Photo	Finished Product Non-Photo	Finished Product Non-Photo	Finished Product Non-Photo	Finished Product Photo	Finished Product Photo –	Cards Returned Undeliverable
	Mailed directly to cardholder (USPS, 1 st class, presorted by zip code) (per card) Produced and mailed within New England States	Mailed directly to cardholder (USPS, 1 st class, presorted by zip code) (per card) Produced and Mailed from location (within the Continental U.S.A.) chosen at contractors discretion	Mailed directly to cardholder (USPS, 1 st class, presorted by zip code) (per card) Saturday or non-business day card production	Mailed directly to cardholder <i>overnight</i> (per card)	Mailed directly to cardholder (USPS, 1 st class, presorted by zip code) (per card)	Mailed Directly to cardholder <i>overnight</i> (per card)	
RFP Section Requirement	4.5.4	4.5.4	4.5.4	4.5.4	4.5.4	4.5.4	4.5.11
1-1,000							
1,001 – 5,000							
5,001 – 10,000							
10,001 – 15,000							
15,001 – 20,000							
20,001 – 50,000							
50,001 – 100,000							
100,001 – 150,000							
150,001 +							

- a) Notes: Offeror or must provide cost per card and mailing option for given tier. Tiers indicate the number of cards produced across the NCS in a billing month.
- b) Offerors must bid any related start-up costs for each mailed card type listed in Schedule 14.10.4 to allow each CSA to opt into card production services at any time during the contract period.

- c) Escalators will be applied one year after the first card was produced for each state using the optional service and continue for each subsequent anniversary date of first card production over the term of the negotiated contract.

14.10.5 EBT Conversion to New Card Stock Services

<i>Conversion to New EBT Card Stock</i>		
Conversion to New EBT Card Stock 4.5.2	One-Time Charge	
Card Design 4.5.12	One-Time Charge	
Massachusetts Multilanguage Card Insert	Price per 10,000	

14.10.6 EBT Card Stock Production Services – Both Blank Card Stock & Customized Cards

<i>4.5.12 – EBT Card Stock Production</i>	
Monthly NCS Card Volume Tier	<i>State Design Blank EBT Card Stock (per Card)</i>
1-1,000	
1,001 – 5,000	
5,001 – 10,000	
10,001 – 15,000	
15,001 – 20,000	
20,001 – 50,000	
50,001 – 100,000	
100,001 – 150,000	
150,001 +	

4.5.12 – EBT Card Stock Production	
Monthly NCS Card Volume Tier	Cardholder Customized Cards -Card Bulk Delivery (Finished Product)
1-300	
301-500	
501-1,000	
1,001-2,000	
2,001-3,500	
3,501-5,500	
5,501-6,500	
6,501-9,000	
9,001-9,500	
9,501 – 11,000	
11,001 – 13,000	
13,001 – 15,000	
15,001 – 17,000	
17,001 +	

14.10.7 Over-The-Counter (OTC) Card Production Equipment

4.5.8 – Over-the-Counter (OTC) Cards			
Scenario #1 – A La Carte State Options			
Item Description	Pricing Format	One-Time Charge or Start-up Cost	Price Offer
Create Software to Link Card printing and/or embossing equipment to card production process.	One Time Cost.		
Lease of Embossing Equipment (similar to or the same as Datacard 295)	Price per year for the life of the contract.		
Purchase of Embossing Maintenance Contract	Price per year for the life of the contract.		
Purchase of Embossing Equipment (similar to	One Time Cost.		

or the same as Datacard 295)			
Purchase of Card Printer (similar to the Datacard SD260)	One Time Cost.		
Lease of Card Printer (similar to the Datacard SD260)	Price per year for the life of the contract.		
Purchase of Card Printer Maintenance Contract	Price per year for the life of the contract.		
<i>Scenario #2 – Contractor Provides Issuance Location, Equipment, Software & Staff</i>			
Item Description	Pricing Format	One-Time Charge or Start-up Cost	Price Per Card
Internal and External Network Capabilities			
<i>Scenario #3 – State Provides Issuance Location & Staff, Contractor Provides Equipment & Software</i>			
Item Description	Pricing Format	One-Time Charge or Start-up Cost	Price Per Card
Internal and External Network Capabilities			
<i>Scenario #4 – State Provides Issuance Location, Equipment, Software and Staff</i>			
Item Description	Pricing Format	One-Time Charge or Start-up Cost	Price Per Card
Internal and External Network Capabilities			

Notes:

- a) Core optional pricing for OTC card production must include any required reports and services to close out the provision of service to the participating CSA.
- b) Provide pricing for all four (4) scenarios above. Applicable start-up costs or any one-time charges must be separated out. If a one-time charge/start/start-up cost or price per card column does not apply, enter “N/A into the proper column.

14.10.8 EBT Card Production Services Incremental Pricing for All Forms of Issued Cards (excluding Vault and Emergency)

<i>4.5.12 – Card Design</i>		
Description	Pricing Format	Price Offer
4 Color Printing	Incremental Cost per Card	
Embossing	Incremental Cost per Card	
Holographic Overlay	Incremental Cost per Card	
Embedded Hologram	Incremental Cost per Card	

14.10.9 EBT Card Type Production Services

<i>4.5.13 – Card Types – Vault Card</i>		
Monthly NCS Card Volume Tier	Vault Card with No Pin Established	Vault Card with Pin Embedded
1-1,000		
1,001 – 5,000		
5,001 – 10,000		
10,001 – 15,000		
15,001 – 20,000		
20,001 – 50,000		
50,001 – 100,000		
100,001 – 150,000		
150,001 +		

14.10.10 Card Sleeves - EBT Card Production Services

<i>4.5.146 – Card Sleeves – Low Grade</i>		
Description	Pricing Format	Price Offer
1 – 10,000	Price per Sleeve	
10,001 – 50,000	Price per Sleeve	
50,001 – 100,000	Price per Sleeve	
100,001 – 250,000	Price per Sleeve	
250,001 – 500,000	Price per Sleeve	
500,001 – 750,000	Price per Sleeve	
750,001 – 1,000,000	Price per Sleeve	

Notes:

- 1) Currently, the NCS has a paper or TYVEK® card sleeve option.
- 2) Start-up costs may not be included in the price offer.

14.10.11 Card Sleeves - EBT Card Production Services

<i>4.5.14 – Card Sleeves – High Grade</i>		
Description	Pricing Format	Price Offer
1 – 10,000	Price per Sleeve	
10,001 – 50,000	Price per Sleeve	
50,001 – 100,000	Price per Sleeve	
100,001 – 250,000	Price per Sleeve	
250,001 – 500,000	Price per Sleeve	
500,001 – 750,000	Price per Sleeve	
750,001 – 1,000,000	Price per Sleeve	

14.10.12 EBT Mailed PIN Production Services

<i>4.5.16 – Mailed PIN</i>		
Monthly NCS Card Volume Tier	PIN Mailer Mailed directly to Cardholder Postage Included (per mailer)	PIN Mailer Bulk Delivery (Finished Product) Postage Not Included (per mailer)
1-1,000		
1,001 – 2,000		
2,001 – 2,500		
2,501 – 3,000		
3,001 – 3,500		
3,501 – 4,000		
4,100 – 5,000		
5,100 – 6,000		
6,100 – 7,000		

14.10.13 NCS WIC Transition/Conversion & Start Up Pricing

The Offeror must propose for each CSA a fixed price for WIC transition, conversion and start-up. If an Offeror is not proposing a price, the cell must indicate \$0.

WIC TRANSITION, CONVERSION AND START UP PRICING	
Transition and Conversion Pricing	Firm Fixed Price Per State
New York	\$
Massachusetts	\$
Connecticut	\$
New Hampshire	\$
Vermont	\$
Rhode Island	\$
WIC START UP PRICING	
Start Up Pricing	Firm Fixed Pricing Per State
New York	\$
Massachusetts	\$
Connecticut	\$
New Hampshire	\$
Vermont	\$
Rhode Island	\$

14.10.14 NCS WIC CPCM (Household)

Each month’s pricing shall be based on the number of active WIC-EBT cases for each CSA WIC-EBT 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.

OPTIONAL WIC CPCM PRICING	
CSA Active WIC Cases for the Billing Month	WIC CPCM
Less than 60,000	\$
60,001 to 70,000	\$
70,001 to 80,000	\$
80,001 – 90,000	\$
90,0001 – 100,000	\$
90,001 to 100,000	\$
100,001 to 110,000	\$
110,001 to 120,000	\$
120,001 to 130,000	\$
130,001 to 140,000	\$
140,001 to 150,000	\$
150,001 to 160,000	\$
160,001 to 170,000	\$
170,001 to 180,000	\$
180,001 to 190,000	\$
190,001 to 200,000	\$
200,001 to 210,000	\$
210,001 to 220,000	\$
220,001 to 230,000	\$
230,001 to 240,000	\$
240,001 to 250,000	\$
250,001 to 260,000	\$
260,001 to 270,000	\$
270,001 to 280,000	\$
280,001 to 290,000	\$
290,001 to 300,000	\$
300,001 to 310,000	\$
310,001 to 320,000	\$
320,001 to 330,000	\$
330,001 to 340,000	\$
340,001 to 350,000	\$
350,001 to 400,000	\$
401,000 to 450,000	\$
450,001 to 500,000	\$
Over 500,000	\$

14.10.15 NCS WIC Per-Unit Hardware Prices

Offerors shall indicate their installed 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. Offerors must specify the brand, model and the technical specifications for the offered hardware.

WIC PER UNIT HARDWARE PRICES	
Description	Installed Price Per Unit
WIC POS Terminal with Integrated PIN Pad	
Purchase price per WIC EBT-only POS terminal with Integrated PIN pad, printer and scanner.	\$
Monthly maintenance fee, including supplies, per WIC EBT-only POS terminal with integrated PIN pad, printer and scanner.	\$
Monthly lease price, including maintenance and supplies, per WIC POS terminal with integrated PIN pad, printer and scanner.	\$
WIC POS Terminal with Hand Held PIN Pad	
Purchase price per WIC EBT-only POS terminal with hand-held PIN pad, printer and scanner.	\$
Monthly maintenance fee, including supplies, per WIC EBT-only POS terminal with hand-held PIN pad, printer and scanner.	\$
Monthly lease price, including maintenance and supplies, per WIC EBT-only POS terminal with hand-held PIN pad, printer and scanner.	\$
Magnetic Stripe Card Reader Device	
Purchase Price per magnetic stripe card reader.	\$
Monthly maintenance fee, including supplies, per magnetic stripe card reader.	\$
Monthly lease price, including maintenance and supplies, per magnetic stripe card reader.	\$
PIN Selection/Change Terminal	
Purchase price per PIN selection/change terminal.	\$

Monthly maintenance fee per PIN selection/change terminal, including supplies.	\$
Monthly lease price, including maintenance and supplies, per PIN selection/change terminal.	\$
WIC-Specific Card Design	
Card Design Fee for WIC-Specific Card.	\$

14.11 NCS Additional Pricing

<i>4.2.2.1.2 – Network Responsibilities</i>		
Description	Pricing Format	Price Offer
Wide Area Network Charges Included in Conversion/ Start-Up Price on Schedule 14.6.2-5(Amended 12/28/12)	One-time charge included in 14.6.25(Amended 12/28/12)	
Wide Area Network Charges Included in Core Pricing on Schedules 14.6.37 and 14.6.58(Amended 12/28/12)	One-time charge included in 14.6.27 and 14.8 (Amended 12/28/12)	
Cost of Money – Inadequate County Settlement Funds	Percentage plus or minus then-current prime rate	

14.12 EBT Change Request Rates

Personal Services		
Position Title	Daily Rate – Normal Status	Daily Rate – Travel Status
Technical Director		
Technical Manager		
Technical Project Leader		
Database Analyst		
Training Specialist		
Sr. Systems Analyst		
System Analyst/ Programmer		
Other (please list)		

Non-Personal Services		
	Percentage	N/A
Administrative/ Mark-Up Rate*		N/A

The selected Offeror may be requested to perform Change and Release Management assignments at the discretion of the CSA. For personal services, the daily travel status rates are to be inclusive of all travel/ per diem charges. The daily rates for normal status are to be exclusive of all travel/per diem charges. The contractor and CSA will mutually agree upon which status, or a combination thereof, is applicable for the specific change request. The daily rate is based upon an eight-hour workday exclusive of lunch breaks. Utilization of personal services in increments of less than eight hours will be prorated accordingly. Any applicable non-personal services charges would be billed at cost as evidenced by invoicing to be submitted by the Contractor plus the mark-up/administrative fee.

* The Administrative /Mark-Up Rate cannot exceed 5% and is not applicable to personal service charges.

14.13 NY State Specific Pricing – Schedule NY.1 – Direct Deposit – RTC, Medicaid ARU, NYC Message System, and NYS Real Time Service.

Description	Pricing Format	Price Offer
9.1.2.2 - NY State Specific Appendix – Direct Deposit for Residential Treatment Centers	Recurring monthly price	
9.5.1 New York City Message System	Recurring monthly price	
9.5.1 New York City Message System- Browser Access	Recurring monthly price	
9.5.2 New York State Real Time Web Service Access	Recurring monthly price	

14.14 Electronic Funds Transfer (EFT) Child Support Payments, *New Hampshire State Specific Pricing*

Description	Pricing Format	Price Offer Per Item (Where Applicable)	Price Offer Monthly (Where Applicable)	Price Offer Yearly (Where Applicable)
The State of New Hampshire Implementation cost	The offeror must provide a full breakdown of how this implementation cost was determined.			
Postage	The state will reimburse the contractor for 100% of the postage for activities related to all mailing costs in performing the requirements.			
Postage Equipment	The contractor will be responsible for this cost.			
Debit Card Services	Refer to main body of NCS RFP pricing and description in section 5.2 of the RFP.			
EFT Services	Refer to main body of NCS RFP pricing and description in section 5.2.3 of the RFP.			
Check Issuance – Fixed price per check for every check issued correctly.				
SDU Operational Costs Including; Printing and mailing of Coupons, Data Entry, Payment Processing activities, Imaging, and all other functions to meet the operational requirements.	The responder is required to provide a fixed price response to this section of the cost proposal.			
New Hampshire SDU Facility Costs	If other NCS States opt into utilizing the Core Optional SDU Services			

	<p>of this RFP, the pricing for their SDU Facility costs will be negotiated during implementation based upon that State's individual requirements. In the New Hampshire pricing response the bidder must provide town or city location, the number of square foot required and the price per square foot.</p>			
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Notes:

a) Provide pricing for all the above scenarios. Applicable start-up costs or any one-time charges must be separated out. If a one-time charge/start/start-up cost does not apply, enter "N/A into the proper column.