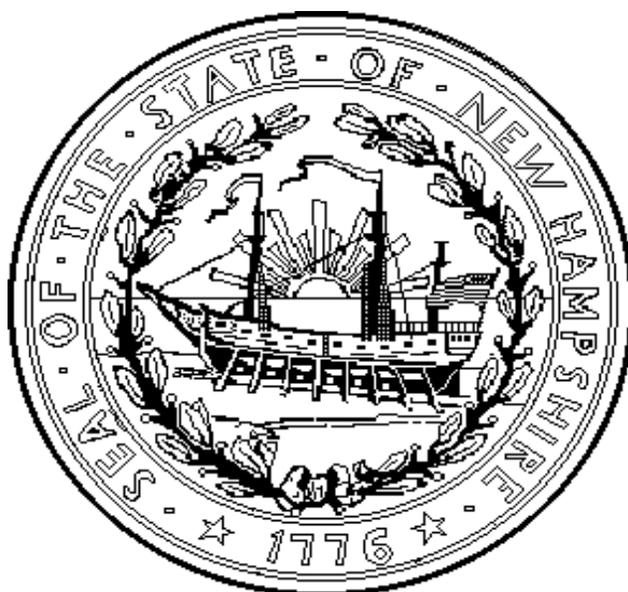


State of New Hampshire Department of Health and Human Services



THE DIVISION OF FAMILY ASSISTANCE

ELECTRONIC BENEFIT TRANSFER

NEW HAMPSHIRE STATE APPENDIX

Table of Contents

The New Hampshire State Appendix follows the same Table of Contents as the NCS RFP so to avoid duplication this section has intentionally been left out of the Appendix.

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New Hampshire's State Appendix

Definitions Section

Table 1: Definitions

Acronym	Definition
ANB	Aid to the Needy Blind
ANSI	American National Standards Institute
APTD	Aid to the Permanently and Totally Disabled
ARU	Automated Response Unit
ATM	Automated Teller Machine
CSR	Customer Service Representative
DFA	Division of Family Assistance
DHHS	NH Department of Health and Human Services
DO	District Office
EBT	Electronic Benefit Transfer
FIFO	First in first out
FNS	Food and Nutrition Service
FS	Food Stamp
ISO	International Organization for Standardization
NCS	Northeast Coalition of States
New HEIGHTS	New Hampshire Empowering Individuals to Get Help Transitioning to Self-Sufficiency; This is the New Hampshire automated eligibility system
OAA	Old Age Assistance
OIT	NH Office of Information Technology
OTC	Over the Counter
OTDA	NY Office Temporary and Disability Assistance Program
PAN	Personal Assigned Number
PIN	Personal Identification Number
POB	Point of Banking
POS	Point of Sale
RFP	Request For Proposal
RID	Recipient Identification Number
SIVR	Service Interactive Voice Response
SSP	State Supplemental Program
TANF	Temporary Assistance to Needy Families
USDA	United States Department of Agriculture
ZEKE	A Third Party mainframe tool used to schedule batch jobs within New HEIGHTS

1 Introduction

1.1 Overview

The purpose of this Request for Proposals (RFP) is to acquire Electronic Benefit Transfer (EBT) services for the Supplemental Nutrition Assistance Program (SNAP) and Cash programs administered by the Northeast Coalition of States (NCS). The States of Connecticut, New Hampshire, New York, Rhode Island, Vermont and the Commonwealth of Massachusetts have joined to form the NCS for the purpose of procuring a cost effective regional EBT system.

The Code of Federal Regulations (CFR), Title 7, Volume 4, Section 274 establishes rules for approval and operation of EBT systems for the SNAP Program. In addition, the States deliver cash assistance for a variety of Federal and State assistance programs including, but not limited to Temporary Assistance to Needy Families (TANF), the Home Energy Assistance Program (HEAP), and State general assistance programs.

All the NCS members currently operate established EBT systems with an EBT contractor. This RFP is procuring an EBT system that will result in as little disruption or change to the States' current operations as possible and no changes to States' EBT interfaces, except as specified in this RFP. Throughout the length of the contract(s) resulting from this RFP, the participating NCS members will be represented on the Northeast Coalition of States Regional Management Council (NCS-RMC) to address issues of mutual concern related to EBT; to pursue additional opportunities afforded by EBT; and to provide oversight of the contractor in areas impacting the operation of the NCS EBT system.

The New York State Office of Temporary and Disability Assistance (OTDA), Center for Employment and Economic Supports (CEES) is issuing this EBT RFP on behalf of, and in cooperation with, the NCS-RMC members noted above.

The State of New Hampshire does not warrant the accuracy of any such information and shall not be liable for any errors or omissions, or the results of errors or omissions, which may be discovered, at any time, to exist in these documents. Unless otherwise specified in this New Hampshire appendix, any reference to a particular trademark, trade name, patent, design, type, specification, producer or supplier is not intended to restrict this RFP to any manufacturer or proprietor or to constitute an endorsement of any commodity or service.

1.2 Purpose

The State of New Hampshire's State Appendix has been established to provide a more detailed description of how the State does business.

1.3 Backgrounds

The administration of the Electronic Benefit Transfer program for both Food Stamp (SNAP) and cash assistance is organized under the State of New Hampshire's Department of Health and Human Services (DHHS), Division of Family Assistance (DFA).

1.4 Scope of Services

This RFP solicits the delivery of a full scope of EBT services. The State of New Hampshire currently operates the following services using their NH EBT program:

- TANF
- State Supplement
- Food Stamp Program
- State funded Food Stamp Program

The State of New Hampshire is also interested in pursuing other electronic payment services. These services include but are not limited to the delivery of WIC, Child Support collection and disbursement, Employment and Training Services and other possible electronic solutions.

1.4.1 Comprehensive Overview of the EBT System Solution

NH is consistent with the Northeast Coalition of States RFP.

1.4.2 Core Services

NH is consistent with the Northeast Coalition of States RFP.

1.4.3 Core Optional Services

NH is consistent with the Northeast Coalition of States RFP.

1.4.4 State Specific Services

NH is consistent with the Northeast Coalition of States RFP.

1.5 RFP Layout

NH is consistent with the Northeast Coalition of States RFP.

1.6 Disclaimer

NH is consistent with the Northeast Coalition of States RFP.

2 Procurement Information

NH is consistent with the Northeast Coalition of States RFP.

2.1 Title of RFP

NH is consistent with the Northeast Coalition of States RFP.

2.2 Issuing Agency

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

2.3 Contract Duration

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

2.4 Timetable

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

2.5 Letter of Intent

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

2.6 Questions Regarding This Procurement

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

2.7 Proposals

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

2.8 Oral Presentations

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

2.9 State Rights

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

2.10 Incurred Costs

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

2.11 Content of Proposals

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

2.12 Period of Validity

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

2.13 Letter Of Credit or Performance Bond

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

2.14 Notification of Award

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

2.15 Negotiated Changes

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

2.16 Procedure for Handling Protest/Appeals of Bid Specification and Proposed Awards

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

2.17 Contract

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

2.18 Assurances

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

2.19 Multi-Agency Use

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

2.20 Inspections, Audits and Investigations

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

2.21 Record Retention

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

2.22 Contracts with Employees

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

2.23 Office for Technology Review

Prior to award selection, the *Electronic Benefit Transfer Request For Proposals* and all responses thereto may be subject to review by the New Hampshire Office of Information Technology.

2.24 Certification Form ST-220

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

2.25 Debriefing Procedures

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

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3 Contractor Qualifications and Organizational Requirements

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4 Technical and Functional Requirements

4.1 Governing Regulations – Core Requirements

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.1.1 Federal Regulations

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.1.2 Federal Regulation Requirements

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.1.3 Contractor Fiscal Liabilities

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.1.4 Disbursement of Authorization of Funds

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.1.5 Transaction Processing and Settlement

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.1.6 State Regulations

The Contractor shall comply with all statutes, laws, regulations, and orders of State, and county or municipal authorities that may impose any obligation or duty upon the contractor and/or the State of New Hampshire. Such rules for the Department of Health and Human Services including but not limited to, “**CHAPTER He-W 600 FINANCIAL ASSISTANCE AND ELIGIBILITY FOR MEDICAL CARE, He-W 671.01 Electronic Benefit Transfer (EBT).**” The contractor shall also adhere to all terms and conditions within the EBT contract and standard state contract in Section 15.

4.1.7 Quest ® Operating Rules

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.1.8 ANSI and ISO Standards

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.1.9 Internal Revenue Service – Information Reporting for Payments Made in Settlement of Payment Card and Third Party Network Transactions

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

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4.2 Host and Transaction Processing, Communications Facilities, and Hot Back-up

4.2.1 Host Processing, Communications Facilities, and back-up – Core Requirements

4.2.1.1 EBT Host Processing

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.1.1.1 Hardware and Database Platform(s)

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.2 Network Communications Facilities

4.2.2.1.1 Batch and Online

The State of New Hampshire currently uses TCP/IP and Secure FTP as its two primary communications protocols.

The State sends batch eligibility and demographic files to the contractor on a daily basis. These files are sent via Secure FTP to the EBT Contractor. The State also pulls batch files and reports from the contractor via Secure FTP on a daily basis.

The State currently utilizes a web based administrative terminal.

The contractors will be responsible for providing their own end-to-end connectivity to any non-web based Administrative terminal. The design and implementation will be decided during detail design. The State will work with the contractor to ensure proper connectivity between the two systems and networks.

4.2.2.1.2 Network Responsibilities

The State currently has a router that is owned by the current contractor and maintained by the State. The new contractor is required to provide the State connectivity to their system at an equal or greater performance than is currently present.

4.2.2.1.3 Bandwidth

The contractor must plan for and provide sufficient network capacity on their backup and primary network to accommodate the State's bandwidth needs, based on anticipated transaction volume levels, on-line database access, and proposed ad hoc reporting functionality.

4.2.2.1.4 Transport Medium

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.2.1.5 Location

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.2.1.6 Network Availability

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.2.1.7 Responsibility

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.2.1.8 Communications Protocol

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.2.2 Transaction Processing

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

The State reserves the right to change the benefit hierarchy at any time during the detailed design session or during the operation of the contract. Examples of a change to the benefit hierarchy are, but may not be limited to: change in priority, addition of a new benefit program, removal of a benefit program, addition of a benefit group, removal of a benefit group.

4.2.2.2.1 Merchant Validation (FNS Retailer Number)

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.2.2.2 POS Transaction Sets

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances other than the ones listed below.

In addition to the RFP rejected transaction sets, the State of New Hampshire currently receives the following rejected transaction sets:

Table 2: Rejection Card & PIN Related Transaction Sets

Code	Rejection Reason
I	PIN invalid
P	Card number not found
S	No Account on File
U	Insufficient Funds/no funds
AF	Invalid Prefix
CA	Store not defined
CB	PIN not selected
CD	Return exceeds benefit authorization
CI	Duplicate transaction
ND	Lost/stolen card
NH	Expired card
NR	PIN tries exceeded
RK	System malfunction

Table 3: Rejection Report & Administrative Terminal Related Transaction Sets

Description	Appears on Reports	Appears on EBT Admin. Terminal
Clearing cash credit adjustment	CCC	CCC
Clearing cash credit adjustment reversal	CCD	CCDR
Admin Terminal Cash Purchase (settling repayment)	CCR	CCR
Clearing Food Stamp Credit Adjustment (contractor adjustment)	CFC	CFC
Clearing Food Stamp Credit Adjustment Reversal	CFC	CFCR
Clearing Food Stamp Debit Adjustment (contractor adjustment)	CFD	CFD
Clearing Food Stamp debit adjustment reversal	CFD	CFDR
Cash Purchase	CP	CP
Cash Purchase with cash back	CPC	CPC
Cash purchase reversal	CPR	CPR
Cash withdrawal	CW	CW
Cash withdrawal reversal	CWR	CWR
Card fee from cash	FEE	FEE
Card fee from FS	FEE	FEE
Card fee from FS reversal	FER	FER
Food Stamp Conversion	FSC	FSC
Food Stamp Conversion Reversal	FSC	FSCR
Food Stamp Purchase	FSP	FSP
Food Stamp Return	FSR	FSR
Food Stamp Purchase Reversal	FVA	FSPR
Food Stamp Return Reversal	FSR	FSRR
Non-clearing cash Debit (non-settling repayment)	NCD	NCD
Non-clearing Cash Debit Adjustment Reversal	NCD	NCDR
Non-clearing food stamp debit adjustment (non-settling repayment)	NFD	NFD
Non-clearing food stamp debit adjustment reversal	NFD	NFDR
Voucher clear FS purchase	VCP	VCP
Voice authorize purchase	VCP	VAFS

Voice authorized Return	VCP	VART
Voice authorized reversal	VCP	VARV
Voice authorized return reversal	VCP	VARR
Voucher expire purchase	VCP	VXP
Voucher expire return	VCP	VXRT
Voucher clear return	VCR	VCR
Voucher clear return reversal	VCR	VCCR
Benefit aging	Age	Aged
Batch benefit add	Bauth	AU
Admin terminal benefit add	Auth	AU
Balance Inquiry	BI	--
Cash Conversion	CAC	CAC
Cash Conversion Reversal	CAC	CACR
FS Cash out auth void	CAN	CAN
Benefit change	CAN	CAN

4.2.2.2.3 SNAP (Food Stamp) Transactions

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.2.2.4 SNAP (Food Stamp) Merchandise Return

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.2.2.5 Point of Sale (POS) Cash Transactions

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.2.2.6 SNAP (Food Stamp) and Cash Balances

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.2.2.7 SNAP (Food Stamps) Manual Authorizations

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.2.2.7.1 Retailer Manual Authorization Report

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.2.2.7.2 Stand-in Processing

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.2.2.7.3 Voucher Clear

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.2.2.8 ATM Transaction Sets

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.2.2.9 Exception Transactions

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.2.2.9.1 Voids or Cancellations

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.2.2.9.2 Reversals

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.2.2.9.3 Adjustment Processing

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

Currently NH receives two daily reports that are posted in the web based Administrative terminal.

4.2.2.2.9.4 Store and Forward

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.2.2.10 Food Stamp and Cash Key-Entered Transaction

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.2.3 Hot Back-up Site

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.2.4 Single Points of Failure Mitigation

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.2.5 System Operations Manual

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.3 Host and Transaction Processing, Communications Facilities, and Hot Back-up-Core Optional Requirements

4.2.3.1 Contractor Managed Adjustment Process

NH is not interested in this option but reserves the right to implement this optional service in the future.

4.2.3.2 Card Authentication Value Validation

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.3.3 ATM Balance Inquiries

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.3.4 ATM Usage Transaction Fees

The State of New Hampshire currently has two (2) free ATM transactions prior to a \$0.50 fee assessed to the cardholder. The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.3.5 Restrictive Interchange Transaction Processing

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.4 Core Reports/Files/Inquiries

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.2.5 Host and Transaction Processing, Communications Facilities, and Hot Backup – Performance Standards

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

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4.3 Account Set-up, Account Maintenance, and Benefit Authorization

In the State of New Hampshire, the New HEIGHTS system, our automated eligibility and case management system, drives the creation of EBT accounts and the maintenance of those accounts.

Daily information is entered and several activities occur in the New HEIGHTS system. This information entering and daily activity can consist of, but is not limited to: entry of a new client for assistance, determination of eligibility for several programs, computation of grant allotments, fraud recoupment, change of demographic information, processing of Employment and Training Services, issuance of cards and many more. Although the system is typically operational seven (7) days a week, the batch process only runs five (5) nights per week, Monday through Friday. When the nightly batch is run, five files are generated and sent via Secure FTP to the EBT contractor. These files are:

- Daily Food Stamp Benefits (DLYFSBKP)
- Monthly Food Stamp Benefits (EOMMFBKP)
- Daily Cash Benefits (DLYCABKP)
- Monthly Cash Benefits (EOMMCBKP)
- Daily Case/Client Maintenance (DLYCASE)

Each file is sent every night there is a batch run, however, not all files contain data every night. The State also pulls five (5) batch refresh reports (Latest 5 versions of the BATCHRPT), one for each file, upon the receipt and processing of these files (currently 6:00AM the following morning).

Accounts are created using the Daily Case/Client Maintenance file listed above. This file contains both known and unknown individuals to the EBT system. The EBT file will specify if the record is an update to an existing EBT account or a creation of a new EBT account. Existing EBT information should be applied to the EBT account and modify the appropriate fields while new EBT information should create a new EBT account using the record information, and produce a new EBT card.

The following is a description of the card Maintenance File format for adding case and client information to the EBT Databases.

Following is a list of the Client Type Codes that will be used to define the client to the EBT System. The codes will be used to determine access to benefits.

- P - Primary payee on case
- PC - Cash only for primary payee on case

- PF - FS only for primary payee on case
- 1C - Cash only for first alternate
- 1F - FS only for first alternate
- 1B - Cash and FS for first alternate
- 2C - Cash only for second alternate
- 2F - FS only for second alternate

The State currently has set-up that only 1 alternate will be allowed per benefit class. Therefore, there can only be 1 alternate for Cash and 1 for Food Stamps on a case. The client type 2B was removed.

Refer to the Usage Notes under the Case/Client Client Type Maintenance Record for processing rules regarding Client Types.

Following is the layout of the Case/Client Batch Maintenance File.

Table 4: Case/Client Maintenance Header

Field Name	Format	Comments
Record Type	X(02)	Constant = "HC"
Agency Unique	X(15)	Area for agency discretionary data
Agency code	X(06)	Constant "NHDHHS" = New Hampshire Agency.
Maintenance type	X(16)	Constant "CASE/CLIENT" "CONVERSION"
File create date	9(08)	Required CCYYMMDD
File create time	9(04)	Required HHMM
Filler	X(125)	Field should be set to blanks.

Record Length = 176 bytes

Usage Notes:

Case/Client adds and updates will be transmitted in batches. Each batch consists of a header, followed by multiple detail records, followed by a trailer record. If multiple batches are created by the State on the same day and with the same create time, the time for each new batch will need to be incremented by one minute. All alphanumeric fields will be left justified and right space filled.

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Table 5: Case/Client Maintenance Detail Record

Field Name	Format	Comments
Refresh action	X(01)	Required A - Add C - Change (changes are allowed on all fields except case number and client type)
Case Number	X(14)	Required
Client Type	X(02)	Required. See Page 10 for values
Case Worker ID	X(09)	Required
Local Office Code	X(03)	Required
Client First Name	X(15)	Required
Client Middle Initial	X(01)	Optional
Client Last Name	X(20)	Required
Street Address 1	X(30)	Required
Street Address 2	X(30)	Optional
City	X(20)	Required
State	X(02)	Required
ZIP Code	X(09)	Required
Birth date	X(08)	Required: Format CCYYMMDD
Social Security Number	X(09)	Optional
Issue Card	X(01)	Required: Y - Yes, N - No
Generate PIN	X(01)	Required: Y - Yes, N - No
Language Indicator	X(01)	Required: E = English (The State will hard code 'E')

Record Length = 176 bytes

Usage Notes:

This record format is used to add and change Case and Client information. On an Add request, if the case does not exist in the EBT database, a case record will be generated. Otherwise the client will be added to the indicated case. If an Add record is received for a client already on the EBT database, the add will be rejected and the EBT database will not be modified.

On a Change request, the State will send all fields; will only change fields that have actually changed value. Fields that are optional can be blanked out by sending a Change request with the field to be blanked out filled with asterisks (*).

On an Add request, all fields identified as required are required.

If a client is eligible for only FS benefits initially on the State's side, the State will send an Add request to establish the client on the database. The client will be added with a client type of "P", unless the State recognizes a benefit restriction when the client applies. If, at a later date the client applies and the State finds them eligible for Cash benefits also, the State will send in the client again as an Add. The State recognizes that the EBT contractor will reject this second Add request with a reject of 'Client Already Exists'. The Cash benefit that the State sent for this case number (RID #) will be applied to the existing case number on the database.

If no client on the case exists that is eligible for a particular benefit that the State is trying to add, the benefit add will be rejected. For example, if in the above example, the client

is initially established as a “PF” client type (with no alternates on the case) and the State sends in a Cash benefit, the benefits add request will reject with a reason of ‘No Active Client Found’. The State would need to change the client’s client type to a type that allows for cash access (P or PC), or add an alternate with cash access prior to the cash benefit add request.

When alternates are added to a case they will be added with the primary client’s date of birth.

If the Primary client on the case is not to have access to any benefits on the case, the State will send the Primary client add request with the Issue Card and Generate PIN flags set to ‘N’. This will establish the client on the database, but not issue them a card. If the Primary has already been issued a card and the State wishes to terminate that primary’s access to the benefits they would change the status of the card via the Administrative Terminal.

The State currently does not do Card Re-issue through batch.

All alphanumeric fields will be left justified and right space filled.

Table 6: Case Number Maintenance Record

Field Name	Format	Comments
Refresh Action	X(01)	Describes action required on this update: B - Case Number change
New Case Number	X(14)	Required
Old Case Number	X(14)	Required
Local Office Code	X(03)	Required
Filler	X(144)	Field should be set to blanks.

Record Length = 176 Bytes

Usage Notes:

NHT RID Number on the EBT database

Table 7: Case/Client Type Maintenance Record

Field Name	Format	Comments
Refresh Action	X(01)	Describes action required on this update: P Client Type (benefit payee) change
Case Number	X(14)	Required
Old Client Type	X(02)	Required
New Client Type	X(02)	Required
Filler	X(157)	Field should be set to blanks.

Record Length = 176 Bytes

Usage Notes:

This record format is used to change the Client Type for a payee on the EBT database. Changing the Client Type allows the State to have different payees for Cash and Food Stamp benefits. Future benefits issued to the payees need to have the correct Client Type associated with the benefit being issued. If the State attempts to change the Client Type

to a Type that has already been assigned to another client on the case, the request will be rejected. All alphanumeric fields will be left justified and right space filled.

The client types are mutually exclusive within each of their respective client types. This means that there can only be one primary on the case, as well as only one first alternate. For example, if a client with a type of “PF” is on the account, another client with a type code of “PC” cannot be added to the system, although an alternate client with a client code of “1C”, “1F” or “1B” could be added to the system. The first character will identify the respective alternate and the second character will identify the benefit they have access to. Please note that if the State determines that multiple alternates on a case will be allowed, there can only be one alternate labeled “1”. Second alternates on a case must be identified as “2”. Example, a protective payee and an authorized representative on a case would be labeled as “1C” & “2F”.

Table 8: Case/Client Maintenance (Deactivate client) Detail Record

Field Name	Format	Comments
Refresh action	X(01)	Required. D - Deactivate.
Case Number	X(14)	Required
Client Type	X(02)	Required. See Page 10 for values
Status Card	X(01)	Required. Y - Yes, N - No.
Filler	X(158)	Field should be set to blanks.

Record Length = 176 Bytes

Usage Notes:

This record format is used to deactivate alternate client information. The ‘Status Card’ indicator gives the State the ability to deactivate the card with this file in addition to the alternate client. Once the alternate is deactivated any future benefits added to the account will not be accessible to the deactivated alternate. The alternate will still be able to access existing benefits to which their card is linked. If the State wishes to terminate access to all benefits immediately for the alternate, they would set the ‘Status Card’ flag to ‘Y’. This action would status the card as ‘Deactivated/Canceled’. All alphanumeric fields will be left justified and right space filled.

A Primary client cannot be deleted from a case.

Table 9: Case/Client Maintenance Trailer

Field Name	Format	Comments
Record type	X(02)	Constant = "TC"
Total Detail Records	9(09)	Required, total number of detail records
Number of Adds	9(09)	Required, count of add records
Number of Changes	9(09)	Required, count of change records
Number of Case Number Changes	9(09)	Required, count of case number change records
Number of Client Type Changes	9(09)	Required, count of client type change records
Number of Deletes	9(09)	Required, count of delete records
Filler	X(120)	Field should be set to blanks.

Record length = 176 bytes

4.3.1 Account Set-Up, Account Maintenance and Benefit Authorization - Core Requirements

4.3.1.1 EBT Account Number Assignment

Currently, the contractor assigns a unique account identification number to identify the account.

The State of New Hampshire's New HEIGHTS system will send a client's Recipient Identification Number (RID) for easy identification of individuals. This number is a unique number for that individual within the State of New Hampshire's Department of Health and Human Services New HEIGHTS eligibility system. This number is expected to be stored by the contractor for the account number for an increased ease of usage instead of the current contractor unique number.

4.3.1.2 Use of Existing File Formats

The State of New Hampshire would prefer that to whatever extent possible that no change be made between the EBT vendor and State interface that would require a modification to the State system either programmatically, functionally, or in regards to hardware.

4.3.1.3 File and Record Transmissions

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.3.1.4 Batch

Currently the State of New Hampshire executes Secure FTP jobs that push and pull files between the current vendor and New HEIGHTS.

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The table below provides an overview of the files sent from New HEIGHTS:

Description	New HEIGHTS file	FTP file	Execution Schedule (average)
Send Daily Case/Client Maintenance	PNHEIGHT.PROD.DATA.NBI256FE	NHSTP.P100.DLYCASE	7:30 - 9 PM (working days)
Send Daily Cash Benefits	PNHEIGHT.PROD.DATA.NBI250FC	NHSTP.P100.DLYCABKP	7:30 - 9 PM (working days)
Send Daily SNAP (Food Stamp) Benefits	PNHEIGHT.PROD.DATA.NBI250FA	NHSTP.P100.DLYFSBKP	7:30 - 9 PM (working days)
Send Monthly Cash Benefits	PNHEIGHT.PROD.DATA.NBI250FD	NHSTP.P100.EOMMCBKP	7:30 - 9 PM (monthly)
Send Monthly SNAP (Food Stamp) Benefits	PNHEIGHT.PROD.DATA.NBI250FB	NHSTP.P100.EOMMFBKP	7:30 - 9 PM (monthly)

The table below provides an overview of the files pulled into New HEIGHTS:

Description	New HEIGHTS file	FTP file	Execution Schedule (average)
Pulls and processes EBT History Extract Validation and Settlement Reporting	PNHEIGHT.PROD.DATA.HISTEXTR	NHSTP.P100.EBTSTAG.HISTEXTR	6 AM (7 days a week)
Pulls EBT Daily Report and posts to the Browser reporting model	PNHEIGHT.PROD.DATA.DAILYRPT	NHSTP.P100.EBTSTAG.DAILYRPT	6 AM (7 days a week)
Pulls EBT Batch Reports and posts to Browser reporting model	Creates 5 versions of PNHEIGHT.PROD.DATA.BATCHRPT	Latest 5 versions of NHSTP.P100.EBTSTAG.BATCHRPT	6 AM (7 days a week)
Copies and posts EBT Card Order File to LAN for EBT Card Production Application and produce EBT Card Reconciliation Report	PNHEIGHT.PROD.DATA.CARDORDR	NHSTP.P100.EBTSTAG.CARDORDR	7:45 AM (7 days a week)
Pulled daily, but file contains data monthly. Stale Dated Benefits file to apply updates to Benefit Issuance tables	PNHEIGHT.PROD.DATA.NBI240FA	NHSTP.P100.DATA.NBI240FA	9 - 10:30 PM (working days)
Pulled daily, but file contains data monthly. Account Deactivations file to maintain consistent EBT case status (exists versus new)	PNHEIGHT.PROD.DATA.NBI610FA.TEMP	NHSTP.P100.DATA.NBI610FA	7:30 - 9 PM (working days)
Pulls EBT Monthly report and posts to Browser reporting model	PNHEIGHT.PROD.DATA.MONTHRPT	NHSTP.P100.EBTSTAG.MONTHRPT	8:30 - 10 PM (monthly)
Pulls and processes Benefit Aging file to generate BI0008 letters (Monthly)	PNHEIGHT.PROD.DATA.BENAGING	NHSTP.P100.EBTSTAG.BENAGING	8:30 - 10 PM (monthly)

History Extract File Layout

The following is a description of the current EBT History Extract File. This File is mission critical to the State of New Hampshire’s settlement process and Enterprise Data Warehouse. The contractor must work with the State of New Hampshire to ensure that the State can receive the required information in an electronic file for processing.

History Extract File

On a daily basis New Hampshire pulls an extract file of all financial activity-taking place against the benefit authorizations on the EBT Database. The file consists of a header record followed by multiple detail records, followed by a trailer record, and ending with Program Summary Records. Each transaction against a given benefit for the reporting category (i.e., Client initiated transactions) will be detailed. System or State generated transactions that affect the entire benefit are reported uniquely. An update type field indicates whether the update is a debit (withdrawals) or credit (additions) to the benefit. The reporting categories that will be supported for New Hampshire are:

- CL - Client initiated transactions
- CN - Benefit Cancellation from a Batch Maintenance File
- CT - Benefit Cancellation from an Administrative Terminal
- CO - Food Stamp Conversion
- AU - Authorization Added from a Batch Maintenance File
- AT - Authorization Added from an Administrative Terminal
- AG - Aged Benefit
- AD - Adjustment
- RC - Repayment of Claim

The Program Summary records states the outstanding liability for authorizations by benefit type on the EBT database.

Following is the layout of the History Extract File.

Table 10: History Extract Header

Field Name	Format	Comments
Record Type	X(02)	Constant = "EH"
Agency code	X(06)	Constant "NHDHHS" = New Hampshire Agency.
File type	X(16)	Constant "HISTORYEXTRACT"
File create date	9(08)	Required CCYYMMDD
File create time	9(04)	Required HHMM
Activity Date	9(08)	Date of the activity that is contained in the file, regardless of when the program is run
Filler	X(171)	Field should be set to blanks.

Record Length = 215 bytes

Usage Notes:

The State will pull on a daily basis an extract file of all system activity. Each transmission will contain a header record followed by multiple detail records, followed by a trailer record. The last records on the file will be the "Program Summary Records". All alphanumeric fields will be left justified and right space filled.

Table 11: Extract Daily History Detail

Field Name	Format	Comments
Account Number	X(15)	Required
Case Number	X(14)	Required
Authorization Number	X(10)	Required
Update Type	X(02)	"DR" for debits (withdrawals), "CR" for credits (additions) to an authorization
Benefit type	X(06)	Required - See Appendix A for values.
Reporting Category	X(02)	CL = Client initiated transaction (includes reversals and returns) CN = Cancellation from Batch CT = Cancellation from Admin. Terminal CO = FS Conversion AU = Authorization from Batch AT = Authorization from Admin. Terminal AG = Aged AD = Adjustment RC = Repayment of Claim
Available Date	9(08)	Available Date of the Benefit: CCYYMMDD.
Available Balance	s9(7)v99	Amount of funds available to client after the transactions occurred
Transaction Amount	s9(7)v99	Each transaction amount impacting the benefit.
Transaction Date	9(08)	Reporting date of the agency. CCYYMMDD.
Transaction Time	9(04)	Time of the transactions HHMM.
PAN (Card Number)	X(19)	Optional.
Merchant FNS Number	9(07)	Optional. FNS Number where transaction occurred.
Card Acceptor ID	X(16)	Optional. Card Acceptor ID where transaction occurred.
Store Name	X(20)	Optional. Where transaction occurred.
Store Location	X(40)	Optional. Where transaction occurred. Contains: - Address - City - State - Country
Terminal ID	X(15)	Optional. Terminal where transaction occurred.
Local Office Code	X(03)	Local Office Code of case
Settlement Date	9(08)	Format CCYYMMDD

Record length = 215 bytes

Usage Notes:

This record is used to notify New Hampshire of daily activity against outstanding authorizations. Each transaction against a given benefit for the reporting category (i.e., Client initiated transactions) will be detailed. The Settlement Date will be populated on settling transactions (Reporting Categories CL and AD. All alphanumeric fields will be left justified and right space filled.

Extract Daily History Trailer

Table 12: Extract Daily History Trailer

Field Name	Format	Comments
Record Type	X(02)	Constant = "ET"
Number of Detail Records	9(08)	Total number of detail records on the file
Filler	X(205)	Field will be set to blanks

Record Length = 215 bytes

Usage Notes:

All alphanumeric fields will be left justified and right space filled.

Table 13: Extract Daily History Program Summary

Field Name	Format	Comments
Record Type	X(02)	Constant = "ES"
Benefit Type	X(06)	See Appendix A for values.
Beginning balance	s9(11)v99	Dollar amount for this program at the beginning of the processing cycle. This field will not reset to \$0.00 at month end.
Ending Balance	s9(11)v99	Dollar amount for this program at the end of the processing cycle. This field will not reset to \$0.00 at month end.
Accum Authorization Amount	s9(11)v99	Dollar amount of all authorizations for this program for the processing cycle
Accum Cancels Amount	s9(11)v99	Dollar amount of all cancels for this program for the processing cycle, this include aging, food stamp conversions, and benefit cancellations
Accum Transaction Amount	s9(11)v99	Dollar amount of all client transactions performed against the benefit. This includes both credit and debit transactions
Filler	X(141)	Field should be set to blanks.

Record Length = 215 bytes

Usage Notes:

The summary records will always follow the trailer record on the file. All alphanumeric fields will be left justified and right space filled.

The Daily Statistical Report will not zero out at the end of each month, but will continue to accumulate as the Data Base Value Report does. This Summary record will coincide with the Daily Statistical Report.

The following table outlines the current type and frequency of the files transmitted by the State of New Hampshire to the EBT Contractor.

Table 14: File Frequency and Average Volume Chart from State of New Hampshire

File Name	File Frequency	Average Volume
Daily Case Maintenance	Daily	177.93
Daily Food Stamp Benefit Issuance	Daily	76.63
Monthly Food Stamp Benefit Issuance	Daily	675.63
Daily Cash Benefit Issuance	Daily	25.53
Semi-Monthly Cash Benefit Issuance	Daily	689.10

The following table outlines the current type and frequency of the files transmitted by the EBT Contractor to the State of New Hampshire.

Table 15: File Frequency and Average Volume Chart from EBT Contractor

File Name	File Frequency	Average Volume
Batch Refresh for Daily Case Maintenance	Daily	1
Batch Refresh for Daily Food Stamp Benefit Issuance	Daily	1
Batch Refresh for Monthly Food Stamp Benefit Issuance	Daily	1
Batch Refresh for Daily Cash Benefit Issuance	Daily	1
Batch Refresh for Semi-Monthly Cash Benefit Issuance	Daily	1
Card Order File	Daily	1
History Extract File	Daily	Varies
Reports Package	Daily	Varies

4.3.1.5 Real-time

The State of New Hampshire currently has the ability to set-up an account on-line in real time. We can also post and withdraw benefits to that account and make any demographic changes on-line in real time. These changes are not only performed immediately but will also take effect immediately. The State of New Hampshire wants a client-to-host link.

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.3.1.6 Authorized Representatives and Authorized Payees

The State of New Hampshire’s New HEIGHTS system sends authorized representatives and payees within the normal file process.

For the purposes of the State Appendix, New Hampshire will use authorized representatives and authorized payees interchangeably.

The State currently allows for one authorized representative per assistance group. Authorized representatives are assigned their own card and PIN that is separate from the client’s card. This authorized representative card has access to the client’s account but can have a variety of different access levels. The authorized representative card can have

access to both the food stamp and cash benefits or it can have access to only one of the benefits. The client can also have access to both of the benefits or can be restricted to one or none of the benefits.

In the future, the State would like the opportunity to be able to assign multiple authorized representatives and payees to an assistance group. Although the State would like the ability we have no immediate plans of changing our current process.

4.3.1.7 Benefit Authorization and Cancellation

The State of New Hampshire transmits the following benefit batch files for authorization and cancellation. New Hampshire has and would like to maintain the ability to cancel a benefit once generated but prior to the available date.

Benefit Batch Maintenance File

This section describes the EBT system’s Benefit Batch Maintenance File format for adding benefit authorizations to the EBT databases. The format includes the ability to cancel benefit authorizations through the Batch process.

Authorization Number is required to be unique, and once a benefit has been canceled, the authorization number cannot be reused.

The benefits will be available to the clients at 06:00 am ET on the benefit available date.

Table 16: Benefit Batch Maintenance Header

Field Name	Format	Comments
Record Type	X(02)	Constant = "HB"
Agency Unique	X(15)	Area for agency discretionary data. It is not used for any processing but may appear on reports.
Agency code	X(06)	Constant "NHDHHS" = New Hampshire Agency
Maintenance type	X(16)	This field is edited for valid values, and identifies the maintenance type on the Batch Refresh Exception Reports and Summary Report. Valid values are: "CASH DAILY" "CASH SEMI-MONTHLY" "FS DAILY" "FS MONTHLY"
File create date	9(08)	Required CCYYMMDD
File create time	9(04)	Required HHMM
Filler	X(29)	Field should be set to blanks.

Record Length = 80 bytes

Usage Notes:

Benefit Maintenance updates will be transmitted to the EBT contractor in batches. A single transmission may contain multiple batches. Each batch must consist of a header, followed by multiple detail records, followed by a trailer record. If multiple batches are created by the State on the same day and with the same create time, the time for each new batch must be incremented by one minute. All alphanumeric fields will be left justified and right space filled.

Table 17: Benefit Batch Maintenance Detail Record

Field Name	Format	Comments
Refresh action	X(01)	Describes action required on this update: A – Add D – Cancel benefit (once a benefit has been canceled, it cannot be reactivated)
Case Number	X(14)	Required
Benefit Type	X(06)	Required
Auth Number	X(10)	Required
Auth Amount	9(05)v99	Required
Benefit available date	9(08)	Required CCYYMMDD, this is the date that the benefit will be available to the client
Benefit available time	9(04)	Required HHMM, this is the time that the benefit will be available to the client
Local Office Code	X(03)	New Hampshire Local Office code
Benefit Status	X(01)	A = Active
Filler	X(26)	Field should be set to blanks

Record Length = 80 bytes

Usage Notes:

This record format is used to add and cancel benefit authorizations. A benefit can only be canceled prior to the availability date. Once a benefit is canceled, it cannot be changed back to an active status. The Authorization Number must be unique for each benefit. All alphanumeric fields will be left justified and right space filled.

Table 18: Benefit Batch Maintenance Trailer

Field Name	Format	Comments
Record Type	X(02)	Constant = "TB"
Total Detail Records	9(09)	Required, total number of detail records
Number of Adds	9(09)	Required, count of add records
Number of Deletes	9(09)	Required, count of benefits canceled
Amount of adds	9(09)v99	Value of add records in the batch
File create date	9(09)	Required CCYYMMDD
File create time	9(04)	Required HHMM
Filler	X(28)	Field should be set to blanks

Record Length = 80 bytes

Usage Notes:

All alphanumeric fields will be left justified and right space filled.

4.3.1.8 Benefit Availability

The State of New Hampshire deposits funds typically 4 days before the benefit availability date. The benefit availability date uses the following table by program type.

Table 19: Benefit Availability

Program	Date*
Food Stamp Program	The 5 th of every month by 6:00am ET.
All cash programs	The 15 th and 30 th of every month, except in February when it is the last day of the month, by 6:00am EST.

**This date is regardless of weekends and holidays.*

4.3.1.9 Benefit Cancellations

The State of New Hampshire requires the ability to cancel an authorized benefit once benefits have been sent to the contractor but before the benefits become active; this would occur in the four-day window described in section 4.3.1.6.

The State requires the ability to cancel a benefit through a batch file and through the on-line Administrative Terminal.

4.3.1.10 Benefit Aging and Expungement

On a monthly basis our current EBT contractor sends to the State an extract file of all benefits falling into the aging periods as specified by the State. The current EBT contractor supports four aging periods for reporting on benefits not utilized by a client. The system contains a 'Date Last Used' field, which indicates the last time there was activity against a particular benefit. To facilitate any action required by the State for stale benefits, the State pulls a Benefit Aging File from the EBT contractor. This file includes a header record, a detail record for each benefit being reported on, and a trailer record. The detail record will include the remaining balance on the benefit as well as an aging indicator that identifies the aging period for the benefit as well as the remaining balance on the benefit.

New Hampshire's Food Stamp (SNAP) Aging Periods are as follows:

- Period 1 = 30 days
- Period 2 = 60 days
- Period 3 = 330 days
- Period 4 = 365 days

The periods used in the aging process is inclusive of the aging period start date to the next aging period start date minus one. The State of New Hampshire ages benefits on the 20th of the month, the inclusive period for the aging run will be the 20th of the previous month to thirty days prior.

The State of New Hampshire currently ages benefits based on authorization. The State does not place any benefits in an inactive status, as clients are able to access their Food Stamp benefits throughout the entire 12 months.

The State heavily relies on these aged benefit records to be included in the History Extract File. This is used both in settlement and the Enterprise Data Warehouse. The State also uses the Aged Benefit File.

The State will require a benefit aging report once a month. This report will need to be broken down a couple of different ways. It will need to summarize at the agency level all of the aged benefits, it will also need to summarize at District Office level all of the aged benefits, as well as break down by District Office and by Family Service Specialist (FSS) for the aged benefits for each worker's cases.

The State will also require a file containing the aged benefit information using data parameters so that notices can be generated from New HEIGHTS.

Table 20: Benefit Aging Header

Field Name	Format	Comments
Record Type	X(02)	Constant = "AH"
Agency code	X(06)	Constant "NHDHHS" = New Hampshire Agency
File type	X(16)	Constant "AGINGEXTRACT"
File create date	9(08)	Required CCYYMMDD
File create time	9(04)	Required HHMM
Filler	X(44)	Field should be set to blanks.

Record Length = 80 bytes

Usage Notes:

On a monthly basis New Hampshire pulls an extract file of all benefits with no activity within the configured aging periods. Each transmission will contain a header record followed by multiple detail records, followed by a trailer record. All alphanumeric fields will be left justified and right space filled.

Table 21: Benefit Aging Detail Record

Field Name	Format	Comments
Case Number	X(14)	Required
Auth Number	X(10)	Required
Benefit Type	X(06)	Required
Auth Amount	9(05)v99	Required
Aging Indicator	X(01)	"1" = Aging Period 1 "2" = Aging Period 2 "3" = Aging Period 3 "4" = Aging Period 4
Benefit available date	9(08)	Required CCYYMMDD, this is the date that the benefit will be available to the client
Available balance	S9(5)v99	Amount of funds remaining on the benefit

Original auth amount	S9(5)v99	Original authorization amount
Filler	X(27)	Field should be set to blanks

Record Length = 80 bytes

Usage Notes:

All alphanumeric fields will be left justified and right space filled.

Table 22: Benefit Aging Trailer

Field Name	Format	Comments
Record Type	X(02)	Constant = "AT"
Total Detail Records	9(08)	Total number of detail records
Filler	X(70)	Field should be set to blanks

Record Length = 80 bytes

Usage Notes:

All alphanumeric fields will be left justified and right space filled.

4.3.1.10.1.1 SNAP Benefits

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.3.1.10.1.2 Cash Benefits

The State of New Hampshire ages all cash programs at 90 days. The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.3.1.11 Additional Program

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.3.2 Account Setup, Account Maintenance, and Benefit Authorization – Core Reports/Files/Inquiries

4.3.2.1 Batch Processing – Acknowledgement

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.3.2.2 Batch Exception Reporting

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.3.2.3 Benefit Posting Detail

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.3.2.4 Retailer Manual Authorization

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.3.3 Account Setup, Account Maintenance and Benefit Authorization – Performance Standards

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

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4.4 Cards and PINs – Core Requirements

4.4.1 NH EBT Card Background:

The State of New Hampshire currently has the EBT cards produced by the primary EBT vendor. The vendor then overnights the batched cards to a central location and NH mails the EBT cards directly to the cardholders. The State receives a daily EBT Card Order file, as described in section 4.3.1.4 The State uses this file to produce reports. New Hampshire maintains an emergency card production program set-up to split the file into new and replacement cards. New Hampshire utilizes this card production ability only in circumstances where due to an emergency situation the card production vendor is not able to produce the cards. This State card production capability is also part of New Hampshire and Vermont's Continuity of Business plan. NH and VT have a Memorandum of Agreement to produce each other's cards in an emergency situation. In these circumstances the disabled State requests that their card file be redirected to the other State. New Hampshire and Vermont's card files are formatted exactly the same to ensure easy and accurate transmission. New Hampshire and Vermont will be maintaining this ability until further notice.

NH EBT PIN Background:

When the cardholder goes to the District Office to collect their EBT Card they are instructed to select a PIN or change a PIN using the State owned EBT PIN select terminals. The State purchased these PIN terminals under the current contract and plans to continue using these for PIN selection.

The State also uses an Automated Response Unit (ARU) to select PINs. This is used to establish new PINs and is the primary method in which PINs are established by New Hampshire cardholders. New Hampshire restricts ARU PIN changes to hardship circumstances only. A Departmental employee needs to approve good cause and why it was an undue hardship for a cardholder to come into a District Office to change a PIN. The ARU PIN change restriction is built into the current vendors Administrative terminal and SIVR. NH requires that any new vendor also build in this functionality.

NH third method of establishing or changing a PIN is the Cardholder web portal. Over 30 % of NH cardholders PIN selections are performed on this portal.

4.4.1.1 Functionality

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.4.1.2 Database Support

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.4.1.3 Multiple Cards per Individual Account

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

New Hampshire would just like to clarify that this does not mean that one individual having one account can have multiple cards for that account. It is the idea that an account would have a card for the primary account holder and the secondary or alternate would also have a separate card number to access that same account. New Hampshire would also like to emphasize that one account could have a primary cardholder, with or without access to both cash and food stamps and have an authorized representative for food stamps with only access to food stamps and an authorized payee for just the cash portion of the account.

4.4.1.4 Magnetic Stripe Track 2 Format

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances

4.4.1.5 Card Deactivation

In addition to the ability of the Customer Service Help Desk to deactivate an EBT card the State of New Hampshire currently has this ability within the Administrative Terminal and would like to maintain this ability in the next EBT contract.

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.4.1.6 Card Number/Bank Identification Number (BIN) or Issuer Identification Number (IIN)

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.4.1.7 Personal Identification Number

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.4.1.8 Cardholder Selection and Assignment of PINs

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.4.1.9 Invalid PIN Attempts

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.4.1.10 PIN Audit Trail

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.4.1.11 Card Sponsorship in the Network

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.4.1.12 Cards and PINs Core Reports/Files/Inquires

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.5 Cards and PINS - Core Optional Requirements

4.5.1 Card Issuance Services

The State of New Hampshire currently utilizes a central mail out method. The EBT cards are produced by the EBT vendor including collating, with the option of address cross match with NCOA. The cards are then shipped overnight to NH where state staff verifies contents and mails them directly to the cardholder. New Hampshire owns equipment and software to produce their own cards but only utilizes this in emergency circumstances. It is the intent of the State to maintain our current process.

Requirement

The State of New Hampshire requires the contractor to follow and use the current card production process including but not limited to the card file layout, creation of card stock, and reports.

Card Order File Layout

Contractor is responsible for making the card order file available to the State each calendar day by 7:45AM. The EBT contractor creates the file using data from the following sources. 1. Evaluation of each day's demographic file identifying new recipients. 2. Batching each days EBT administrative terminal requests for cards. These administrative terminal transactions may have been created either by EBT Customer Service Reps after receiving phone request for cards from recipients, or by State staff also responding to requests from recipients. NH is not interested in allowing cardholders to replace their own cards via the cardholder web portal. All card replacements for NH require either CSR trouble shooting assistance or state staff assistance.

This inbound file from the Contractor to the State is used by the State each day in order to develop EBT card reports and in an emergency produce cards locally.

The State of New Hampshire relies heavily on the Daily card file. The following is the file format:

Table 23: Vendor File Header

Field Name	Format	Comments
Filler	PIC 9(2)	Value 1
Vendr-header-seq-no	PIC 9(6)	Value 000001
Filler	PiC X(18)	Value Spaces
Vendr-Issuer-Name	PIC X(30)	Value 'National Embossing Corp'
Vendr-Setdate-MM	PIC XX	Value Spaces
Vendr-Setdate-DD	PIC XX	Value Spaces
Vendr-Setdate-YYYY	PIC X(4)	Value Spaces
Vendr-Photo-ind	PIC X	Y will indicate a photo card N will indicate no photo
Vendr-file-type	PIC X (3)	PIN will indicate PIN mailer File CRD will indicate card/training file EXP will indicate expedited PIN mailer file EXC will indicate expedited card/training file
Vendr-state	PIC X (2)	State code
Filler	PIC X (430)	Value Spaces

Table 24: Vendor File Detail

Field Name	Format	Comments
Filler	PIC 9(2)	Value 0
Vendr-header-seq-no	PIC 9(6)	Value Zeros detail card record sequence number
Vendr-inst-id2	PiC X(8)	Value Spaces not used
Vender-branch-12	PIC X(5)	Value Spaces not used
Vendr-branch-22	PIC X (5)	Value Spaces not used
Vendr-pan	PIC X (19)	Value spaces PAN number
Vendr-dda	PIC X (19)	Value spaces not used
Vendr-SAN	PIC X(19)	Value Spaces not used
Vendr-mailing-Name 1	PIC X (30)	Value Spaces Card holder name field
Vendr-mailing -Name2	PIC X (30)	Value Spaces 2 nd name field
Vendr-mailing-addr-1	PIC X (30)	Value Spaces street address field
Vendr-mailing-addr2		
Vendr-mailing-city2	PIC X (19)	Value Spaces
Vendr-mailing-state2	PIC X (2)	Value Spaces
Vendr-mailing-zip2	PIC X (9)	Value Spaces Second address field if needed. If there is a second address field then it would reside here. If there is no second address then the city-state and zip would reside here.
Vendr-cust-name1	PICX(26)	Value Spaces
Vendr-cust-name2	PIC X (26)	Value Spaces
Vendr-trk1-name2	PIC X (26)	Value Spaces
Vendr-trk1-name2	PIC X (26)	Value Spaces

Vendr-order-status	PIC 9	Value Zeros Indicates if it is a new or reissued card 0 (zero) for New Issue 1 for re-issue
Vendr-produce-card	PIC 9	Value Zeros 0 (zero) for training material only on benefit add 1 produce card and training material on benefit add
Vendr-card-carrier-ind	PIC 9	Value Zeros
Vendr-PIN-generate-IND	PIC 9	This field only used on PIN select records. Field will be zero on training and card records No PIN 0 (zero) Generate PIN 1 Customer Selected PIN 2 Recalculate Customer Selected Pin 3
Vendr-num-cards	PIC 9	Value Zeros Total number of cards to be produced
Vendr-card1-plastic-no	PIC 9	Value Zeros Hard coded in program as 1
Vendr-Card2-plastic-no	PIC 9	Value Zeros Hard coded in program as zero
Vendr-exp-date	PIC X(4)	Value Spaces Hard coded to 4912
Vendr-withdraw-limit	PIC X (4)	Value Space not used
Vendr-encrypted-pin		
Vendr-pin-offset	PIC X(12)	Value Space
Vendr-offset-filler	PIC X (04)	Value Space Will hold either a PIN offset or encrypted PIN depending on type of pin encoding used.
Vendr-city	PIC X (5)	Value Spaces County Code
Vendr-case	PIC X (14)	Value Spaces Card holders case number
Vendr-language	PIC X	Value Spaces Used to indicate the type of language to be used on training material. E- English S-Spanish C-Creole
Vendr-orig-date		
Vendr-orig-date-MM	PIC X (2)	Value Spaces
Vendr-orig-date-YY	PIC X(2)	Value Spaces Not used
Vendr-SSN	PIC X (9)	Value Spaces Card holder social security numbers
Vendr-generation-id	PIC X (5)	Value Spaces Hard coded in the program as 01
Vendr-zip-bar-code	PIC X(9)	Value Spaces Address zip code
Vendr-zip-service-code	PIC X(3)	Value Spaces Hard coded in program as 120
Vendr-pin-val-key-idx	PIC X	Value Spaces Not used

Vendr-pin-ver-value	PIC X (4)	Value Spaces Not used
Vendr-crd-ver-value	PIC X (3)	Value spaces CVV Value
Vendr-expedite-order	PIC X	Value spaces Used only on an expedited order, and will be set to a 'Y'. Otherwise it will be 'N'
Vendr-expedite-fee	PIC 9(4)v9(2)	Value Zero Will only be used on an expedite order, and will contain the fee associated with an expedite order. Otherwise it will be zero.
Vendr-pri-card-cnt	PIC 9(2)	Value Zero Hard coded in program as 01
Vendr-sec-card-cnt	PIC 9(2)	Value Zero Hard coded in program as 01
Vendr-training-ind	PIC X	Value Spaces Will indicate what type of training material to sent out No training material N State training material S Federal training material F WIC training material W
Vendr-drop-ship-cd	PIC X (5)	Value Spaces Currently set up to have county code moved to it as an indicator for drop ship
Filler	PIC X (57)	Value Spaces

Table 25: Vendor File Footer

Field Name	Format	Comments
Filler	PIC 9(2)	Value 9
Vendrtot-file-records	PIC 9(6)	Value zero Total number of records on file
Vendr-production-EOF	PiC 9(18)	Value Zeros Not used
Vendr-tot-inst-hdrs	PIC9(5)	Value Zero Not used
Filler	PIC X(469)	Value spaces

4.5.2 Conversion to New EBT Card Stock

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.5.3 Card Issuance Processes

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.5.4 Card Mailing and Postage

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.5.5 Blank EBT Card Stock Production

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.5.6 Envelope Customization

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.5.7 Overnight Bulk Delivery of Cardholder Customized Card Stock

New Hampshire's EBT vendor currently produces all of the new and re-issued cards for the State of New Hampshire. The cards are then drop shipped next day to NH. The new and re-issued cards are mailed by the State to the recipients mailing address.

4.5.8 Over-the-Counter (OTC) Cards

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.5.9 Retention of Current Card Production Process

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.5.10 Replacement Card Issuance

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.5.11 Cards Returned Undeliverable

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.5.12 Card Design

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.5.13 Card Types: Vault Cards, Un-Numbered Cards

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.5.14 Card Sleeves

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.5.15 Local District, Group Home, OTCs or Congregate Facility PIN Selection via Hardware Device

NH has 11 PIN selection devices deployed in the local offices, it is the States intention at this time to continue with this option.

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.5.16 Mailed PIN

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.5.17 Cards and PINs Core Optional Reports/Files/Inquires

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

4.5.18 Cards and PINs – Performance Standards

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

Remainder of page intentionally blank.

5 Administrative Functionality

5.1 Administrative Functionality -Core Requirements

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.1.1 User Profiles

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.1.2 Security Administrator

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.1.3 Functionality

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.1.4 Inquiry Functionality

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.1.5 Update Functionality

The State of New Hampshire currently utilizes the Administrative Terminal interface to modify data in the EBT system. However, updates to the EBT system, excluding card maintenance, are primarily accomplished through the batch process. This data includes but is not limited to:

- Demographic information
- Card information
- Benefit information

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.1.6 Three Hundred Sixty Five (365) Day On-line History

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances. The current vendor provides five years of transaction and account history and NH would prefer to have more than 365 days of on-line history.

5.1.7 Card Replacement Fee Tracking Functionality

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances. The State currently does not charge a card replacement fee.

5.1.8 Repayment Functionality

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.1.9 PIN Restriction Functionality

The State of New Hampshire requires that there be a restriction on ARU PIN changes this will remain a requirement for NH, and addressed in the design phase.

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.1.10 Administrative System Manual

The State of New Hampshire would prefer an electronic format and one paper copy per manual update.

5.1.11 Fraud Investigator Accounts

The State of New Hampshire currently utilizes the Administrative terminal to create Fraud Investigator accounts and adds/removes funds through the Administrative terminal. Cards are issued to investigators upon their request and replaced if lost. The account is subject to the same rules as any other EBT account.

5.1.12 State Administrative System Training Materials

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances. The State will determine the number of manuals required during detail design.

5.1.13 Administrative System Software Updates

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.1.14 Access to Archive Information

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.1.15 Administrative Functionality – Core Reports/Files/Inquires

The State of New Hampshire currently pulls a large number of reports based on Administrative Terminal activity. These reports are pulled both on a daily and monthly basis and are sent to our mainframe for loading on our own reporting software package. In the future the State is open to different ways of viewing the reports that would provide more user flexibility.

The State of New Hampshire is consistent with the NCS RFP on all reports in this section and any anticipated variances will be implemented during detailed design.

5.2 Direct Deposit/Branded Debit Card – Core Optional Requirements

5.2.1 Direct Deposit Services

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.2 Direct Deposit Enrollment Management Services

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.3 Direct Deposit Alternative Proposals; Branded Debit Cards

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.4 Card Specifications

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.5 Branded Debit Returned Cards

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.6 Branded Debit Expired Cards

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.7 Branded Debit Personal Identification Number (PIN) Management

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.8 Branded Debit Automated Response Unit (ARU) PIN Selection

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.9 Branded Debit Account Set-up and Maintenance

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.10 Branded Debit Account Update

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.11 Branded Debit Account Maintenance and Closure

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.12 International Addresses

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.13 Branded Debit Availability Date and Time

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.14 Cardholder Requirements

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.15 Cardholder Changes

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.16 Branded Debit Cardholder Portal

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.16.1.1 Additional Cardholder Services

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.17 Branded Debit Card Access

5.2.17.1 ATM Access

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.17.2 POS Access

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.17.3 Branded Debit Transaction Processing

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.18 Branded Debit Card Customer Services

5.2.18.1 Cardholder Help Desk

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.18.2 Branded Debit Automated Response Unit

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.18.3 Branded Debit Report a Lost/Stolen Damaged Card

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.18.4 Current Balance Inquiry

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.18.5 Additional Transaction History

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.18.6 PIN Change

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.18.7 Other Services

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.19 Branded Debit Financial

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.20 Branded Debit Customer Services Statistical Reports

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.21 Training Material

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.22 Fraud and Abuse

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.23 Branded Debit Project Work Plan

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.24 Branded Debit Card Services Cost

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.25 Electronic Funds Transfer for Contractor Payments

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.26 Electronic Funds Transfer

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.27 Direct Deposit – Core Optional Reports/Files/Inquires

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.28 Direct Deposit Inquiry

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.29 Direct Deposit Activity Reports

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.2.30 Direct Deposit – Performance Standards

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.3 Data Warehouse Functionality

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.3.1 Ad-Hoc Reporting Capability

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.4 Electronic Funds Transfer (EFT) Child Support Payments, and Collections, New Hampshire State Specific Option

5.4.1 Purpose

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.4.2 New Hampshire Project Overview

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.4.3 Project Requirements

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.4.4 Project Reporting Requirements

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.4.5 Project Data (Transfer) Inbound Transmission File

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.4.6 Project Change Order Request Requirement

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.4.7 Project State Disbursement Unit (SDU) Contractor Personnel Service

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.4.8 Project Physical Security Requirements

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.4.9 Project Statement on Standards for Attestation Engagements (SSAE16)

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

5.4.10 Project Transition and Conversion of State Disbursement Unit (SDU) Contract Personnel Services

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6 Settlement, Reconciliation

6.1 Settlement and Reconciliation - Core Requirements

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.1.1 Settlement

6.1.1.2 Contractor Responsibilities

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.1.1.3 Time Frames for Settlement Switch Processing and Host EBT Business End-of-Day

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances. The current cut off for processing is 10:30 PM EST.

6.1.1.4 Settlement Processing

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.1.1.5 Settlement Schedule

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.1.1.6 Funds movement methods (ACH, Fed Wire), Settlement Errors, and Service charges

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.1.1.7 Rejected ACH Food Stamp (SNAP) and Cash Settlement

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.1.1.8 Federal Interfaces

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.1.1.9 Reporting

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.1.1.10 Accountability

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.1.1.11 Liability

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.1.2 Reconciliation

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.1.2.1 Funds Flow and Balancing

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.1.2.2 Daily Reconciliation

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.1.2.3 Annual Reconciliation

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.1.2.4 Transition Reconciliation

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.1.2.5 Reconciliation of Transaction Activity Against Cardholder Accounts on EBT Host Database

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.1.2.5.1 Accounting for Reconciliation Variances between Transaction Activity and Cardholder Accounts

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.1.2.5.2 Research and Correction of Reconciliation Variances between Transaction Activity and Cardholder Accounts

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.1.3 Settlement/Reconciliation Procedures Manual

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.1.4 Reconciliation Training

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.1.5 Settlement /Reconciliation – Core Reports/Files/Inquires

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.1.6 Settlement and Reconciliation – Performance Standards

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

Remainder of page intentionally blank.

6.2 Systems Security Policy

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.2.1 System Security Policy – Core Requirements

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.2.1.1 EBT Systems Security

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.2.1.2 Control and Security Requirements

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.2.1.3 Facilities Physical Security

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.2.1.4 Administrative Security Controls

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.2.1.5 System Data Security

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.2.1.6 Comprehensive Security Program

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.2.1.7 System Security Plan

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

6.2.1.8 Problem Escalation and Resolution

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

7 Disaster Preparation and Contingency Planning

7.1 Disaster Preparation and Contingency Planning - Core Requirements

7.1.1 Business Continuation and Recovery Plan

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

7.1.1.1 Contractor Systems

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

7.1.1.2 State Systems

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances. The State currently does not have a hot back-up site for our eligibility system. However, when one is created the contractor will be required to work with the State to ensure a proper back-up interface is in place.

7.1.2 Disaster Services Plan

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

7.1.3 Disaster Cardholder Support Services

7.1.3.1 Lift Staggered Issuance

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

7.1.3.2 Benefit Reissuance

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

7.1.3.3 Customer Service Support

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

7.1.3.4 On-Line Cardholder Account Set-up and Benefit Issuance

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

7.1.4 Retailer Support Services

7.1.4.1 Retailer/ATM Site Surveys

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

7.1.4.2 Retailer Customer Service

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

7.1.4.3 FS Manual Voucher Forms and Hold Period

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

7.1.5 Technical Support

7.1.5.1 Accelerated Expungement of Benefits

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

7.1.5.2 Eligibility System and Interface Support

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

7.1.5.3 Transmission Alternatives

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

7.1.5.4 Batch File Processing

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

7.1.5.5 Administrative System Access

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

7.1.5.6 Disaster System Testing

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

7.1.5.7 Post Disaster Support and Catch Up Reconciliation Processing

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

7.1.5.8 Billing Disaster Benefit Types

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

7.1.5.9 Disaster User Profiles for FNS Approved Disaster Issuances

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

7.2 Disaster Preparation and Contingency Planning - Core Optional Requirements

7.2.1 Disaster Vault Card and PIN Inventory (Vault Cards)

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

7.2.2 Drop Ship Delivery for State Utilizing Contractor Issued Cards

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

7.2.3 On-Site Card Issuance

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

7.2.4 Duplicate Participation Check Function/Reporting

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

7.3 Disaster Preparation and Contingency Planning – Core Reports/Files/Inquiries

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

7.4 Disaster Preparation and Contingency Planning – Performance Standards

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

Remainder of page intentionally blank.

8 WIC EBT Requirements –

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.1 Status of WIC EBT in NCS

The WIC program in the State of NH is handled by the Department of Health and Human Services in the Division of Public Health. WIC is currently moving towards an automated payment method and plans on evaluating the vendors RFP response to this section.

New Hampshire WIC program provides services to approximately 16,371 participants per month, which represents a family total of 10,666. Approximately 214 vendors are authorized in New Hampshire to conduct WIC transactions.

8.2 WIC Program Overview

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.3 WIC EBT Program Qualifications and Experience

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.4 WIC EBT Project Management, Organization, and Staffing

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.5 WIC Business Requirements

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.6 Comprehensive Overview of the WIC EBT System

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.7 WIC Deliverables and Documentation

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.7.1 WIC EBT Functional Requirements

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.7.2 WIC Benefits

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.7.3 WIC Processing Technology

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.8 WIC Card Production and Management

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.8.1 WIC Card and PIN Issuance

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.9 WIC Account Set-up and Benefit Authorization

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.9.1 WIC EBT Account Structure

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.10 Interfaces to the State's WIC Management Information System

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.11 Maintain the State's UPC Database

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.11.1 Maintain the Category/Subcategory Database

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.12 WIC Account Set-up

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.12.1 WIC Benefit Authorization

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.12.2 Benefit Void

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.12.3 Modify Benefit Prescription

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.12.4 EBT Account Number and Account Maintenance

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.12.5 WIC Transaction Processing

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.12.6 Split Tender

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.12.7 Transaction Validation

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.12.8 WIC Purchase Transactions

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.12.9 WIC Transaction Dispute Resolution

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.12.10 WIC Balance Inquiry

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.13 Personal Identification Number (PIN) Encryption

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.14 WIC Transaction Interchange Specifications

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.15 Invalid PIN Attempts

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.16 Interoperability

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.17 WIC Administrative Functionality

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.17.1 User Security Profiles

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.17.2 WIC Administrative Functions

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.18 Customer Service

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.19 Cardholder Customer Service

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.20 WIC Retailer (Vendor) Customer Service

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.21 Cardholder and Food Retail Vendor Web Portals

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.22 State and Clinic Staff Support

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.23 WIC Retailer (Vendor) Management

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.24 WIC Training Materials

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.24.1 WIC Client Training Materials

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.24.2 WIC Retailer (Vendor) Training Materials

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.24.3 State and Clinic Training Materials

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.25 WIC Settlement and Reconciliation

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.26 WIC Reporting

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.27 WIC Change Management Process

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.28 Disaster Support

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

8.29 WIC System Security

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9 Retailer Management, Cardholder and Retailer Customer Service, and Training, and NYS Specific

9.1 Retailer Management

9.1.1 Retailer Management – Core Requirements

9.1.1.1 Recruitment and Participation

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.1.1.2 Retailer and Third Party Processor Agreements

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.1.1.3 Retailer EBT Data Exchange (REDE) Data Files

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.1.1.4 POS Terminal Technical Standards

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.1.1.5 EBT – Only Retailer Deployment Requirements

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.1.1.5.1 EBT-Only Equipment Support Services

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.1.1.5.2 EBT Only Equipment Security

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.1.1.5.3 Retailer Test Card

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.1.1.5.4 Manual Paper Vouchers

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances. New Hampshire requires all authorized retailers to receive detailed instructions for utilizing manual vouchers.

9.1.1.6 Third Party Processors

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.1.1.7 EBT Retailer Policies

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.1.1.8 Non Traditional Retailer Support

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.1.2 Retailer Management – Core Optional Requirements

9.1.2.1 Administrative Equipment

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.1.2.2 Funds Transfer Support for Certain Facilities

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances. New Hampshire has no plans on utilizing this Core Optional section. Facilities such as this are issued their own POS through the current EBT vendor once authorized by FNS.

9.1.2.2.1 Funds Transfer Support

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.1.2.2.1.1 Account Set-up

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.1.2.2.1.2 Account Maintenance

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.1.2.2.1.3 Benefit Update

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.1.2.2.1.4 Posting and Transaction Processing

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.1.3 Retailer Management – Core Reports/Files/Inquires

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.1.4 Retailer Management – Core Optional Reports/Files/Inquires

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.1.5 Funds Transfer Support Reporting

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.1.6 Retailer Management – Performance Standards

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.1.7 Funds Transfer Support – Core Optional Performance Standards

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.2 Cardholder and Retailer Customer Services – Core Requirements

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.2.1 Customer Service Staffing Capacity Plan

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.2.2 Automated Response Unit (ARU)

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.2.3 Cardholder and Retailer Web Portal Access

The State of New Hampshire is consistent with most of 9.2.3. The only New Hampshire variance for this section is EBT card replacement must be completed with State staff person assistance or the EBT vendors CSR. New Hampshire requires that the vendor restrict EBT cardholders from doing card replacements with an automated process.

9.2.4 Rotary Phone Access

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.2.5 Cardholder and Retailer Customer Service Representative (CSR) Access and Support

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.2.6 Retailer Customer Service – Core Requirements

9.2.6.1 Retailer Customer Service Help Desk

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.2.6.2 Retailer Customer Service Help Desk Functional Requirements

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.2.6.3 EBT- only Retailer Customer Service Support

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.2.7 Cardholder Customer Service – Core Requirements

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.2.7.1 Speech Interactive Voice Response (SIVR)

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.2.7.2 Reporting Lost/Stolen/Damaged/Non-Receipt and Unauthorized Use of Card

The State of New Hampshire is consistent with the NCS RFP. New Hampshire has additional card status reasons that will be required to be utilized with the new EBT vendor one of these is “Deactivated/Cancelled”. Only State staff can do a card replace if a card has been placed in this status. New Hampshire also has some accounts where there is an extra security measure for card replace to ensure that it is the cardholder requesting the card replace. Under the current vendor this extra security is a password that has been entered into the Administrative Terminal EBT account. If the caller cannot provide the password the active card will not be stasured/deactivated. New Hampshire requirements will be further addressed and discussed in Detail Design phase of the project.

9.2.7.3 ARU PIN Selection/Change

The State of New Hampshire is consistent with the NCS RFP. New Hampshire requires an additional restriction on ARU PIN change for cardholders. This will be addressed in the detailed design phase.

9.2.7.4 Current Balance Inquiry

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.2.7.5 Transaction History

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.2.7.6 Account History

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.2.7.7 Benefit Availability Date

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.2.7.8 Claims Processing via CSR

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.2.7.9 TTY Support

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.2.7.10 Local/State Staff Help Desk Support

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.2.7.11 Audio Response Unit (ARU) Support Utilizing the Unique Portion of the full Card Number

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.2.7.12 Monitoring CSR and ARU Calls

NH does call monitoring once per month for both recipient calls and merchant calls these sessions are scheduled a year in advance. It is NH expectation that this requirement will continue in this contract. The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.2.8 Training – Core Requirements

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.2.8.1 EBT-Only Retailer Training

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.2.8.2 Retailer Printed Materials

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.2.8.2.1 EBT-Only Retailer Manual

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.2.8.2.2 Retailer Fact Card

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.2.9 Cardholder and Retailer Customer Services – Core Reports/Files/Inquires

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.2.10 Monthly Cardholder Customer Service and ARU Call Report/Files

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.2.11 Monthly Retailer Customer Service and ARU Call Report/Files

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.2.12 Monthly EBT Web Site Report/File

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.2.13 Customer Service Performance Standards

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.3 Cardholder and Retailer Customer Service, Training, and State/Local District Training – Core Optional Requirements

9.3.1 Cardholder and Retailer Customer Service Interpreter

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.3.2 ARU PIN Restriction

New Hampshire has an ARU PIN change restriction on all New Hampshire cardholders but does not utilize the functionality outlined in this section. New Hampshire's process is an automated function contained in the cardholder helpdesk ARU script. If a PIN is already selected on a New Hampshire cardholder's, card the ARU script directs the caller to contact the local District Office to perform a PIN change or utilize the cardholder web portal.

9.3.3 ARU Card Replacement

New Hampshire is not interested in this ARU Card Replacement option.

9.3.4 Training – Core Optional Requirements

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.3.4.1 Cardholder Printed Materials

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.3.4.2 Cardholder Training Brochure

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.3.4.3 State/Local District Training Materials – Core Optional Requirements

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.4 Mass Mailings – Core Optional Requirements

9.4.1 Printing/Mailing Notices

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

9.5 Cardholder and Retailer Customer Service, New York State Specific

9.5.1 New York City Message System

Even though this Core Optional is New York State Specific, New Hampshire is interested in obtaining pricing for making the same or similar system available to cardholders. New Hampshire would like the pricing to be included in the NCS RFP response.

9.5.2 New York State Real Time Web Service

10 Cash Access Services – Core Requirements

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

10.1 Cash Access – Core Optional Requirements – Cash Access Network

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

10.2 Cash Access –Core Reports/Files/Inquiries

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

10.3 Cash Access Services – Performance Standards

11 Project Planning and Phases – Core Requirements

11.1 Project Phases

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.2 Required Project Plans

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.2.1 NCS Project Work Plan

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.2.2 State Project Work Plan

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.2.3 Communications Requirements

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.3 Design Phase

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.3.1 Functional Design Document

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.3.2 Detailed System Design Document

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.4 Development Phase

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.4.1 Life Cycle Test Plan

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.4.2 System Testing

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.4.3 System Test Scripts

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.4.3.1 Functional Demonstration

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.4.3.2 User Acceptance Test

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.4.3.3 Network Performance Test

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.4.3.4 Performance (Stress) Test

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.4.3.5 Interface Test

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.4.3.6 Speech Integrated Voice Response (SIVR) and Automated Response Unit (ARU) Tests

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.4.3.7 Transition/Conversion Test

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.4.3.8 Live Demonstration

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.4.3.9 Test Reports

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.5 Transition/Conversion

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.5.1 Transition/Conversion Plan

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.5.1.1 EBT – Only Retailer Conversion

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.5.1.2 Retailers/Acquirers/TPP Conversion

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.5.1.3 EBT Database Conversion

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.5.1.3.1 Go/No-Go Decision Matrix

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.5.1.3.2 Continued Use of Existing EBT Cards

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.5.1.4 Transaction History Conversion

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.5.1.5 Future Transaction History Conversion

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.6 System Documentation Library

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.6.1 Review Process for System Documentation Library

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.6.2 Transition/Conversion Phase – Core Reports/Files/Inquires

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.6.3 Transition/Conversion Performance Standard

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.7 Operational Phase

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.7.1 Ongoing Communication Requirements

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.7.2 Incident and Problem Management

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.7.2.1 Incident and Problem Management Plan

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.7.2.2 Incident and Problem Definition

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.7.2.3 Incident and Problem Notification and Recording/Reporting

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.7.2.4 Operational Help Desk

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances. New Hampshire requires that the Operational Help Desk is available from 8 am to 5 pm ET.

11.7.2.5 Contractor Internal Escalation Procedures

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.7.2.6 Incident and Problem Monitoring and Closure

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.7.3 Operational Change/Disruption Process

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.8 Change and Release Management

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.8.1 Change and Release Management Plan

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.9 Change Management

11.9.1 Design Issues

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.9.1.1 System Baseline

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.9.1.2 Changes to the System Baseline

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.9.2 Remedial Changes

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.9.3 Conforming Changes

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.9.4 Enhancing Changes

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.9.5 Parameter or Reference Table Changes for Core Services

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.9.6 CSA-Change Request Process

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.9.7 Changes Initiated by the Contractor

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.9.8 Updates to Manuals

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.10 Release Management

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.10.1 Release Impact Statement

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.10.2 Release Types

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.10.2.1 Delta Release

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.10.2.2 Package (Major or Minor) Release

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.10.2.3 Authorized Release

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

11.10.2.4 Release Security

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

12 Performance Standards

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

12.1 Performance Standards

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

12.2 Penalty Calculation Description

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

12.3 Performance Standard Reporting – Core Reports/Files/Inquires

The State of New Hampshire is consistent with the NCS RFP and has no anticipated variances.

13 Proposal Requirements

The State of New Hampshire is consistent with this entire section of the NCS RFP and has no anticipated variances.

14 Pricing

The State of New Hampshire is consistent with this entire section of the NCS RFP and has no anticipated variances.

15 Attachment NH-1: Standard New Hampshire State Contract with Exhibits

Following selection, selected bidders will be required to submit the following documents for contract approval. Copies of Vendor Contract Exhibits and Forms, required to execute a contract with NH DHHS, may be viewed on the DHHS website at:
<http://www.dhhs.nh.gov/business/index.htm>