



Request for Proposal
7 June 06

RFP # B06433

Title: Electronic Access Card - DLT

Submission Deadline: 6 July 06 @ 11:15 AM (Eastern Daylight Time)

Questions concerning this solicitation may be e-mailed to the Division of Purchases at questions@purchasing.state.ri.us no later than 20 June 06 at 12:00 Noon (EDT). Questions should be submitted in a Microsoft Word attachment. Please reference the RFP/LOI # on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

Surety Required: No

Bond Required: No

Jerome D. Moynihan, C.P.M., CPPO
Administrator of Purchasing Systems

Vendors must register on-line at the State Purchasing Website at www.purchasing.ri.gov

Note to Vendors:

Offers received without the entire completed three page RIVP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

Section 1- Electronic Access Card Proposal Requested

1.1 Executive Summary

The Rhode Island Department of Labor and Training is proposing to implement a re-loadable Electronic Access Cards (EAC) payment option for customers receiving Unemployment Insurance (UI) benefits. This payment option as well as Direct Deposit (DD) will be the only methods of payment available for Unemployment Insurance benefits.

The use of EAC will replace the current method of issuing and mailing a paper check for benefit payments. The EAC will offer customers a timely (next day availability) and secure (Federal Banking Regulations) method to receive UI benefit payments. The EAC cards will be Master Card or Visa branded allowing customers access to their funds at all participating banks, ATMs and point of purchase retailers across the country.

Accordingly, The Department of Administration/Division of Purchases, on-behalf of the Department of Labor (DOL), is seeking proposals from qualified Vendors to implement an electronic banking services payment solution for the disbursement of Unemployment Insurance Benefits, using an Electronic Access Card (EAC) that is VISA or MasterCard branded. The Vendor shall be FDIC, SAIF, or NCUSIF insured, affiliated with the VISA or MasterCard system.

1.2 Rhode Island Dept. of Labor- UI Background

Currently, there is one unit within Income Support within the Rhode Island Department of Labor and Training (RIDLT) interested in implementing the EAC payment program, Unemployment Insurance (UI). At some time in the future, the RI Department of Labor and Training will be interested in pursuing an EAC program with the Temporary Disability Insurance Program (TDI). After the successful implementation of this program, the potential exists for expansion to other State programs that issue payments to citizens. The State is interested in securing a partner who is willing to extend its services to other programs and/or state agencies, which may require a future amendment to the contract.

The objective of the Rhode Island Department of Labor and Training in this RFP is to eliminate the issuance of paper checks. While the agency is interested in reducing costs, by implementing EAC payments, and creating efficiencies, RIDLT is also interested in maintaining or even increasing the flexibility of recipients in accessing these payments. Following is a brief description of the program involved in this initiative.

1.3 Unemployment Insurance- Income Support

Department of Labor- Unemployment Insurance Division has offered claimants direct deposit of UI benefits to a personal checking or savings account since 2001. About 12.5% of customers choose direct deposit. The remaining 87.5% of the customers continue to receive a standard benefit check. Identity theft and fraud related to benefit checks pose a huge problem nationally. Our department wishes to implement electronic delivery of UI benefits using 1.) Direct Deposit and 2.) Electronic Access Cards. This move will reduce the amount of financial loss for UI claimants and reduce processing costs for the Department of Labor and Training.

Rhode Island customers reside in state and out of state. In order to provide customers flexibility in accessing their benefits, the EAC must offer broad ATM access. By law, delivery of benefits must meet federally mandated timeliness standards.

The vendor selected will perform under a master contract with the State of Rhode Island. However, the vendor will work directly with the Department of Labor, UI Division, State Purchasing, and the State Treasurer's Office to provide EAC payments to UI claimants.

Section 2- Proposal Narrative

Payments to the Electronic Access Cards (EAC) are to be processed similar to the direct deposits. A customer will call our automated payment system TeleServe or a staff member will authorize a payment. **The payment will be transferred from the State account through the clearing house to the vendor and then into the customers' EAC account.** The money will be available to the customer by noon the day after the payment is transmitted to the clearing house.

We plan to be fully implemented by November, 2006. At that time, checks will be eliminated and all UI customers will be paid by Direct Deposit (DD) or the Electronic Access Card (EAC).

Our program will use either a MasterCard or Visa platform and benefits can be accessed at any bank, ATM or business that honors MasterCard or Visa. The customer will be informed by the vendor all possible fees associated with the use of EAC. DLT will require the vendor to provide the customer with a minimum of one (1) free ATM transaction per deposit by DLT and unlimited teller window transactions at bank or credit union that displays the Master Card or Visa logo.

This project will be a phased in implementation. During the first month for **four** Wednesday's, staff will explain to customers calling to open a new claim or reopen a current claim that we are piloting a program to

eliminate checks and ask them to select a payment method, either DD or EAC.

The next day the customer will be mailed two (2) sheets of information. One explaining why we are no longer issuing checks and the other specifying which option the claimant selected i.e., DD or EAC. Both informational sheets will be in English, Spanish & Portuguese.

At the end of the four (4) weeks the project will expand to all customers calling to open a new claim or reopen a current claim. At the same time a letter will be sent to all active UI claimants to explain we are eliminating checks and asking the customer to select an alternate payment method of DD or EAC. The customer will be given two (2) weeks to select which payment method they would prefer. If a customer does not make a selection we will automatically send to the vendor a request to issue an Electronic Access Card (EAC).

All customer issues with Electronic Access Cards will be handled by the vendor.

Section 3- Instructions and Notifications to Vendors:

1. This RFP is designed to provide interested Vendors with sufficient basic information to submit proposals meeting minimum requirements, but is not intended to limit a proposal's content or exclude any relevant or essential data. Vendors are at liberty and are encouraged to expand upon the specifications to evidence service capability under any agreement. Potential Vendors are advised to review all sections of this request carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this request, or to provide oral or written clarification of its content shall be borne by the Vendor. The State assumes no responsibility for these costs.
4. Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may

not be withdrawn, except with the express written permission of the State Purchasing Agent.

5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other State locations or which are otherwise not present in the Office of Purchases at the time of opening for any cause will be determined to be late and may not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Office of Purchases.
7. It is intended that an award pursuant to this Request will be made to a prime contractor, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered, but subcontracts are permitted, provided that their use is clearly indicated in the Vendor's proposal, and the subcontractor(s) proposed to be used are identified in the proposal.
8. In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the selected vendor (s)
9. Vendors are advised that all materials submitted to the State of Rhode Island for consideration in response to this Request for Proposals will be considered public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request, once an award has been made.
10. Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP / LOI
11. It is intended that an award pursuant to this Request will be made to a prime contractor, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered, but subcontracts are permitted, provided that their use is clearly indicated in the offeror's proposal, and

the subcontractor(s) proposed to be used are identified in the proposal.

12. The State of Rhode Island has a goal of ten per cent (10%) participation by MBE's in all State procurements. For further information, visit the web site www.rimbe.org. To speak with an M.B.E. Officer, call (401) 222-6253.
13. Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP / LOI

Equal Employment Opportunity (RIGL 28-5.1)

§ 28-5.1-1 Declaration of policy. – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies in all areas where the state dollar is spent, in employment, public service, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090

Section 4- Scope of Service Requirements

This section describes the Scope of Services and requirements the Rhode Island Department of Labor is requesting. The product is designated as an electronic access card. The Vendor is to detail how they will meet the requirements listed below.

1. The card shall be branded VISA or MasterCard; shall operate via the VISA or MasterCard network; shall be accepted by any participating merchant, and; will allow for PIN-based and signature-based purchases and remain active for a time period to be determined by the State and the Vendor.
2. The card shall be "Regulation E" compliant and vendor must meet all Federal and State Banking Regulations as well as FDIC limits per individual participant.
3. The card shall be compatible with an operating ATM network as well as Point of Sale (POS) and allow for withdrawal of cash through a normal ATM transaction.
4. The network shall be accessible to all cardholders and the network and technology used must be currently active and available in the State of Rhode Island.

5. The card may operate as a debit card, a stored-value card or other electronic access-type card and must have no line of credit.
6. The cardholder shall not be able to make deposits or add value to the card.
7. The cardholder shall not be able to obtain checks nor negotiate checks against the card or underlying account.
8. The cardholder shall be able to choose or change the PIN through the vendor.
9. The operating network shall disallow any transaction that causes the cardholder to exceed the amount available in the account. In no event shall the State be in any way liable for any transaction or other associated costs that causes the cardholder to exceed the amount available in their account. The State will not have any responsibility or obligation for such overdrafts, nor for any other costs or liabilities incurred by the bank due to the actions of a customer.
10. The vendor shall provide DLT with the negotiated information in the file format to be used for electronically transmitting account set-up and payment data to and from the Vendor over a secure data connection.
11. Payments must be processed and available to the cardholder by noon the calendar day following DLT's transfer of the transaction to the vendor.
12. Cardholder information must be protected and kept confidential. Vendors will describe what security measures will be taken to ensure confidentiality of the cardholder's information and shall provide details of the security package to be used for access control to cardholder information.
13. Daily the vendor shall receive electronically a new account file containing records with information necessary to establish new accounts and issue new cards and a payment file containing deposit records with assigned account numbers and/or other identifying information.
14. Within five (5) calendar days of receiving the new account file the Vendor shall:
 - Establish an account for each record in the file.
 - Provide DLT with each account number.
 - Provide DLT any other information necessary to begin

transmitting payment information.

- Mail Electronic Access Card (EAC) to customer.

15. The vendor shall be responsible for the replacement of cards as necessary.

16. The Vendor shall provide the State with the required information and the file format(s) to be used by the State for transmitting account setup and payment information data to the vendor.

17. The Vendor shall provide the State with a procedure for using an industry standard electronically secure data connection which allows the State to transmit account information on a daily basis (i.e. new accounts, updates, payments, etc.). The data file transfer must be automated, requiring no manual intervention by the State.

18. Daily DLT will receive from the vendor a file containing new account numbers; reissued account numbers, and; all other information necessary to properly make payments to the claimant.

19. The vendor shall provide the cardholder with access to card balance and transaction information by the following means:

- Unlimited Internet Access.
- Five (5) toll free calls per month.
- Unlimited teller access at Bank or Credit Union displaying the Master Card or Visa logo.

20. The Vendor shall allow for a minimum of one (1) ATM withdrawal per deposit from DLT and unlimited teller assisted withdrawals at no charge.

21. Vendor will be responsible for managing any overdrafts that occur in accounts and for seeking reimbursement from the participant cardholder. DLT will not have any responsibility or obligation for such overdrafts, nor for any other costs or liabilities incurred by the bank due to the actions of a program participant.

22. The vendor shall provide a detailed monthly report to DLT for the preceding month's activities including the number of cards issued; the number of cards canceled, total amount of deposits, and; any other activity totals as negotiated.

23. The vendor will accept reversals from DLT for any credit entries made in error to the Cardholder account per NACHA regulations.

24. The vendor shall provide to DLT and cardholder a map or schematic of all ATM's and branch locations for the issuing bank and associated networks within the state of Rhode Island and nationally.
25. The vendor shall not deny any claimant, whose information was transmitted by DLT, participation in the EAC program.
26. The vendor shall provide all instructional materials associated with the EAC to each Cardholder.
27. The vendor shall notify cardholders of any changes in policy that might affect them or their account.
28. The vendor shall respond to all cardholder inquiries within the negotiated timeframe.
29. The vendor shall not charge the cardholder an account maintenance fee.
30. DLT shall be notified in the negotiated timeframe when any EAC is returned by the US Postal Service as undeliverable.
31. DLT reserves the right to approve the name, design and graphics used on the EAC and to approve all instruction materials sent by the Vendor to cardholders.
32. The vendor is responsible for all escheatment of funds related to the accounts established under the EAC program.
33. The vendor shall establish and provide to DLT a disaster recovery plan.
34. The vendor will issue one EAC per account.
35. The vendor shall begin issuing EAC to customers no later than 90 days from the date the contract is signed.
36. The vendor must specify the process for cardholders to "cash out" their EAC account balance i.e., less than one dollar.
37. The vendor will provide pre-note capability to confirm all accounts prior to sending the initial credit payment.

4.1 Period of Performance

The contract resulting from this RFP will be for a period of five (5) years. The contract may be extended beyond the original contract period for one

five (5) year period at the state's discretion and by mutual agreement. The vendor's contract performance period will commence upon execution of a contract. The vendor shall begin issuing EAC to customers no later than 90 days from the date the contract is signed.

4.2 Confidentiality

Participant information is confidential. It is the responsibility of the vendor to limit access to the information. The data records transmitted to the vendor will only be used for the purposes of this contract. The vendor must specify that all electronic data files transmitted are secure and guaranteed limited access (on a need to know basis only.) A confidentiality statement must be included with the proposal.

The Technical Proposal must contain the following sections:

Section 5- General Information About the Vendor

1. Disclose the legal structure of your organization and the state in which the organization is registered;
2. Provide evidence of Rhode Island business license and any necessary applicable professional license required by law;
3. Describe the history of your organization;
4. Provide a schematic of direct teller sites located in RI and nationally. The Vendor's listing should include all current sites and any changes anticipated if awarded this contract.
5. Provide audited financial statement for the preceding three (3) year period.

5.1 Project Manager and Subcontractors

This plan must include a proposed project schedule, a list of tasks, activities, and/or milestones that will be employed to administer the project, the assignment of staff members and concentration of effort for each, and the attributable deliverables for each.

1. Project Manager. Identify the proposed project manager and key staff. This should include individuals that will oversee the implementation of the program as well as those who will support the operations of the program after implementation. For the proposed project manager, please provide a current resume, telephone number, and hours of availability.

2. Account Representative. The Vendor will identify an Account Representative for this project. The Account Representative will be an employee of the Vendor that is dedicated to working with the State on resolving day-to-day issues.
3. Subcontractor Staff. The Vendor shall disclose the planned use of subcontractors to perform the services described in the RFP. This includes the following information: Name and address of each subcontractor and the work the subcontractor will be performing.

Section 6- Project Schedule and Work Plan

Include a work plan explaining how the Vendor intends to meet the project deliverables listed in Section 4. The plan should include the following at a minimum:

1. Statement of understanding of the project
2. Time line and description of the card design process
3. Time line and description of the initial card issuance process
4. Time line and description of the on-going card issuance process
5. Time line and plans for instructional materials to be provided to customers
6. Description of how the project will be managed, prioritized, and controlled

7. Description of how Federal Regulation E will be met, including but not limited to providing a secure internet-based management tool for customers to view the financial transaction detail posted to the account; a bilingual (English, and Spanish) customer service contact for customers to inquire about new deposits, available balance, recent transaction history, and all service needs related to the use of the card; and periodic statements, as agreed between DLT and the Vendor, to cardholders, itemizing deposit amounts, and detailed transaction history for the card.

6.1 Customer Service

The Vendor shall describe how they will meet the following customer service issues:

1. How customers are notified of changes in policy or procedure that affect them.
2. How the State is notified of changes affecting its customers.
3. How customer complaints are resolved and the timeframes associated with the process. Please list the types of issues you anticipate will be raised and explain how they will be resolved.

4. How errors are resolved and timeframes associated with the process.
5. Detail all the services the Vendor will provide to cardholders.
6. Describe the procedure and time line for the replacement of a customer card.
7. Describe the process for responding to lost and stolen cards.
8. Describe any limitations placed on the customer, such as amount available to withdraw daily and number of transactions permitted daily.
9. Describe any transactions that will be disallowed under the proposal
10. Describe how issues of fraud and liability are handled.
11. Describe how returned mail (periodic statements, promotional information) is handled (i.e. are addresses updated?) and how it is reported to the State.
12. Describe the services available to cardholders living outside of the continental United States and those with FPO and APO addresses
13. Toll-free telephone access to Customer Service and Support that can be accessed seven days per week, 24 hours per day. Include any alternative methods of accessing account information in your proposal, such as online access and/or Automated Response Unit (ARU) technology.
14. The Contractor's Customer Support package must include TTY capability. If TTY is not available, describe how Customer Support access is provided to hearing impaired individuals.
15. Provide Customer Support in English and Spanish. In addition, translation must be available in other languages. Please specify what languages, other than English, are available through your Customer Service center. What languages can you provide through translation services? Which translation service(s) do you use? What limitations might the State's payment recipients encounter, in terms of language and translation?
16. The Contractor's Customer Support package must also include the capability for prepaid customers to report lost or stolen cards. Please explain your process for reporting lost and stolen cards.
17. Selecting or changing a PIN - Explain your PIN selection process under the following circumstances:
 - After initial card issuance

- When a card is lost or stolen
- If a cardholder forgets their PIN
- In addition, explain alternative methods of PIN selection.

18. Describe the customer process for completing a balance inquiry, including various options: ATM's, Customer Support, online, etc.

Section 7- Experiences and References

1. Identify other projects in which the Vendor is currently providing or has provided services similar to the services described in this RFP. Identify if the prior projects were completed on time.
2. Describe experience in working with governmental agencies, especially in the customer service context.
3. Provide letters of reference from three (3) previous clients knowledgeable of the Vendor's performance and a contact person and telephone number for each reference. Preferable, at least one reference will be knowledgeable of the Vendor's performance in providing services similar to the services described in this RFP, if applicable.

Section 8- Proposals Are to Include the Following:

- A completed and signed three-page RIVIP Bidder Certification Cover Form, available at www.purchasing.ri.gov.
- A signed, sealed, and **separate** Cost Proposal reflecting the fee structure, proposed for the Scope of Services.
- A separate Technical Proposal describing the qualifications and background of the applicant and experience with and for similar EAC programs, as well as the work plan or approach proposed for this requirement; and
- In addition to multiple hard copies of proposals required, Respondents are requested to provide their proposal in electronic format. Microsoft Word/Excel OR PDF format is preferable. Only 1 electronic copy is requested.

Section 9- Evaluation of Proposals

10.1 Evaluation Criteria

The State will commission a Technical Review Committee that will evaluate and score all technical and cost proposals, using the following criteria. The possible maximum score is 1,000 points. Proposals scored below 500 points will not be considered. The Technical Review Committee will present written findings, including the results of all evaluations, to the State's Architect/Engineer and Consultant Services Selection Committee, which will recommend three finalists to the Director of the Department of Administration, who will make the final selection for this requirement. Each proposal will be evaluated on the degree to which the vendor has addressed the following items:

Criteria	Points
<u>Experience and Qualifications (100 points)</u>	
Experience of individuals from the project management team on similar projects	10
Experience of the organization working with government agencies on similar projects	10
Demonstrated experience of the organization completing similar projects on time and within budget	10
References supporting the firm's ability to perform this project	20
Organization's financial stability and capability of performing the project	10
Current and active technology and network in use within the State	20
Pending or threatened litigation against the organization that could affect the ability of the Vendor to perform this project	20
Totals	100
<u>ATM and Branch Availability and Coverage (300 points)</u>	
Number of ATM's throughout the State	75
Number of branches throughout the State	75
Vendor's schematic of ATM's and branch distribution, State and National	150

Totals **300**

Understanding of the Project (100 points)

Thorough understanding of the purpose and scope of this project and Management Plan that supports the project requirements **20**

Identified pertinent issues and offered solutions for potential problems related to this project **10**

Demonstrated understanding of the deliverables related to this project or alternate deliverables, which exceed the minimum tasks necessary to meet the objectives of the RFP **10**

Demonstrated understanding and ability to meet the time schedule of the project, which includes addressing all issues to allow for a successful and timely implementation of the project **20**

Demonstrated approach to partnering and ongoing oversight? **20**

Organization of the project team **20**

Totals **100**

Service Specifications for the Project (200)

Information related to services for cardholders and demonstration that Customer Service is a clear priority **55**

Supporting data on customer satisfaction **30**

Demonstrated importance of the customer complaint resolution process and understandability of the State's goal for providing excellent service to our customers **30**

Limitations on customer services **30**

Services offered by the Vendor, which meet the needs of the RIDLT customers **55**

Totals **200**

Costs and Fees for the Project (300)

A total card usage cost for each Vendor will be calculated based upon a standard set of assumptions. This will be added to the Initial Card Issuance costs discussed in section 6.2. **300**
 Points will be awarded based upon the Vendor's cost relative to the lowest cost proposal received.

Totals	300
Grand Total	<i>1,000</i>

10.2 Proposed Specifications

- Confidentiality statement must be present in the proposal.
- Notwithstanding the above, the State reserves the right to award on the basis of cost alone, to accept or reject all options, bids, or proposals and to act in its best interest.
- Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.
- The State may, at its sole option, elect to require presentation(s) by vendors clearly in consideration for award.

Section 11- Costs and Fees

The Vendor must complete the following Costs and Fees Schedule. Indicate in the appropriate column whether the cost is assessed to the State or the Cardholder. All cells should be filled-in with an amount, "\$0.00" or "N/A." The Vendor may not charge for any fee not included on this schedule. Any fees not included in sections A, B, or C should be included in section D. All fees should be good for the initial length of the contract. New fees may be negotiated if the contract is extended beyond the initial period

11.1 Costs and Fees Schedule

Vendor Name:

	Fee Assessed To:		Fee Occurrence:
	State	Cardholder	Monthly, annually, etc.

A. Customer Usage Fee

- 1 Monthly Service Fee
- 2 Card Issuance Fee
- 3 Additional Card Fee
- 4 ATM Cash Withdrawal Fee
- 5 ATM Balance Inquiry
- 6 ATM Surcharge at Member and Nonmember banks (provide estimated range of fees)
- 7 International ATM Transaction Fee
- 8 ATM Denial Fee
- 9 Bank Teller Withdrawal Fee at Member Banks
- 10 Bank Teller Withdrawal Fee at Non-member Banks (provide estimated range of fees)
- 11 POS Transaction Fee
- 12 Web Balance Inquiry
- 13 Customer Service Fees
 - a. Voice Response Fee
 - b. Customer Service Representative Fee
- 14 PIN Changes
- 15 Research and Retrieval Requests

B. Customer Card Replacement Fees:

- 1 Replacement Card Fee
- 2 Additional Card Replacement Fee
- 3 Expedited Card Fee

C. Overdraft Fees

- 1 ATM Card Overdraft FEE
- 2 Negative Balance Fees

D. Other Fees Not Included Above:

- 1
- 2
- 3
- 4

E. Use lines below for any needed explanation of any of the above fees (add additional lines as needed):

- 1
- 2
- 3

Section 12- Assumptions

When completing the costs and fees schedule, vendors will calculate costs using the following assumptions. All figures are annualized:

Unemployment Insurance Estimated EAC Transaction Volume:

- Estimated Number of Cards Issued Annually: 50,000.00
- Estimated Number of Payments Made Annually: 600,000.00
- Estimated Amount of Deposits Annually: \$200,000,000.00
- Estimated Average Payment Amount: \$327.00

Temporary Disability Insurance Estimated EAC Transaction Volume:

- Estimated Number of Cards Issued Annually: 50,000.00
- Estimated Number of Payments Made Annually: 470,000.00
- Estimated Amount of Deposits Annually: \$165,000,000.00
- Estimated Average Payment Amount: \$350.00

Section 13- Vendor Questions and Proposal Submission

Interested parties may submit questions concerning this solicitation in accordance with the terms and conditions expressed on page one of this solicitation. Questions received, if any, will be answered and posted on the internet as an addendum to this solicitation. It is the responsibility of all interested parties to download that information. For computer technical assistance, call the Help Desk at (401) 222-2142, ext 134

Responses (an original plus four copies) should be mailed, hand-delivered in a sealed envelope marked "RFP (B06433 Electronic Access Card" and an electronic copy (read only file) to

RI Department of Administration
 Division of Purchases, 2nd floor
 One Capitol Hill
 Providence, RI

NOTE: Proposals received after the above-referenced due date will not be considered. Proposals misdirected to other State locations or which are otherwise not presented in the Division of Purchases by the scheduled due date and time will be determined to be late and may not be considered. Proposals faxed or emailed to the Division of Purchases will not be considered. The official time clock is located in the reception area of the Division of Purchases.