

AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT		1. Contract Number CFOPD-20-C-014		Page of Pages 1 Plus Attachments					
		2. Amendment/Modification Number Modification 1		3. Effective Date See Box 16C below		4. Requisition/Purchase Request No.		5. Solicitation Caption Electronic Benefits Transfer Services	
6. Issued by: Office of the Chief Financial Officer Office of Contracts 1100 4 th Street, S.W. Suite E610 Washington, D.C. 20024				Code		7. Administered by (If other than line 6)			
8. Name and Address of Contractor (No. street, city, county, state and zip code) Fidelity Information Services, LLC (FIS) 11000 West Lake Park Drive Milwaukee, WI 53224-3003 Kim Bynan, SVP, Group Executive EBT Kim.Bynan@FISGlobal.com 414-577-9861				9A. Amendment of Solicitation No.					
				9B. Dated (See Item 11)					
				10A. Modification of Contract/Order No. CFOPD-20-C-014		X			
				10B. Dated (See Item 13) May 28, 2020					
Code		Facility							
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS									
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended. <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) BY separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such may be made by letter or fax, provided each letter or telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.									
12. Accounting and Appropriation Data (If Required)									
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS , IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14									
X A. This change order is issued pursuant to (Specify Authority): 27 DCMR Section 3601.2(c) and Section 1.8 Changes of the Contract									
B. The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation data etc.) set forth in item 14, pursuant to the DC Financial Responsibility and Management Assistance Authority.									
C. This supplemental agreement is entered into pursuant to authority of:									
D. Other (Specify type of modification and authority)									
E. IMPORTANT: Contractor <input type="checkbox"/> is not <input checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copies to the issuing office.									
14. Description of Amendment/Modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.) The contract identified in Block 10A above, is hereby modified as specified on the following pages. All other terms and conditions shall remain unchanged.									
Except as provided herein, all terms and conditions of the document is referenced in Item 9A or 10A remain unchanged and in full force and effect.									
15A. Name and Title of Signer (Type or Print) Prashant Gupta Business Executive					16A. Name of Contracting Officer Drakus Wiggins, CPPB, CPPO				
15B. Name of Contractor DocuSigned by: Prashant Gupta [person authorized to sign]			15C. Date Signed June 22, 2020 13:32 PDT		16B. District of Columbia			16C. Date Signed June 23, 2020	
					(Signature of Contracting Officer)				

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ITEM 1

The Contract is hereby amended to incorporate the modification descriptions (Column A) at the Base Period not-to-exceed (NTE) amounts (Column B) to revise NTE amounts based on the District's best estimates available, exercise Optional Services, revise the estimated quantity of months, and add new services as follows in Table 1:

Table 1

A	B
MODIFICATION DESCRIPTION	BASE PERIOD NTE
1. Revise the NTE amount of Section B.4.2 Payphone Calls for the Base Period as stated in Column B;	\$776
2. Revise the Based Period NTE amount of Section B.5.4.6 for CPCM as stated in Column B;	\$1,722,433
3. Exercise the Optional Services of Section B.5.7.3(6) District price for free cash withdrawal transactions (per ATM transaction and POS transaction) \$0.85 unit price, in the NTE amount stated in Column B;	\$1,059,657
4. Exercise the Optional Services of Section B.5.7.3(7) ACH Fee: For direct deposit to client bank account (per ACH origination) \$0.10 unit price, in the NTE amount stated in Column B;	\$48
5. Revise the estimated quantities of months to 48 in Section B.5.1.2, CLIN 100 SNAP EBT Transition and Conversion with Physical Distribution Locations, thus the Total Estimated Price (also referenced as "NTE") is revised (\$68,521 per month x 48 months) as stated in Column B;	\$3,289,008
6. Revise the estimated quantities of months to 48 in Section B.5.2.2, CLIN 200 SNAP EBT Transition and Conversion to Mailed Card Issuance, thus the Total Estimated Price (also referenced as "NTE") is revised (\$1.50 per card x 7,500 cards per month x 48 months) as stated in Column B;	\$540,000
7. Add new services for Pandemic EBT (P-EBT), as scoped in Attachment A, in the NTE amount stated in Column B based on PEBT new cases/PEBT only cases CPCM \$3.25 (\$1.75 for month 1 and \$1.50 for month 2) at estimated 21,317 cases and based on PEBT added to existing SNAP cases CPCM \$1.35 (Standard CPCM \$0.75 + \$0.30 for month 1 and + \$0.30 for month 2) at estimated 19,655 cases;	\$95,814
8. Add new services for On-Line Purchase Program (OPP), as scoped in Attachment B, in the NTE amount stated in Column B based on \$200 per month for 1 - 100,000 cases; and	\$9,600.00
9. Revise the Contract Base Period NTE as stated in Column B.	\$6,717,336

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ITEM 2

The Contractor and the District agree that the Contractor shall provide Physical Distribution Locations and Mailed Card Issuance services concurrently until such time as services are discontinued as required by the District.

As such, the following ITEMS 3 - 6 modify respective sections in the Contract to remove any conflict with the aforementioned provision.

ITEM 3

Section B.5.1.3(c) is deleted and replaced as follows: The District will eliminate the cost of the Physical Distribution Locations at the time the District determines the Contractor shall discontinue the Physical Distribution Locations.

ITEM 4

Section B.5.2.3 is amended to delete the sentence “The all-inclusive price includes discontinuing physical distribution locations.”

ITEM 5

Section B.5.2.3(a) is deleted and replaced as follows: The deliverables shall include a project schedule, timeline, stakeholder map, communication plan, and a deliverable to demonstrate the achievement when the transition to mail is fully operational.

ITEM 6

Section C.5.1.4 is deleted and replaced as follows: The Contractor shall issue EBT cards at the physical locations until such time during the Contract the District requires the Contractor to discontinue.

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ATTACHMENT A



STATEMENT OF WORK

A. PURPOSE:

- 1) This statement of work is to define the project to process Pandemic EBT (P-EBT) issued to parents with school age children. Pursuant to the DC EBT Contract # CFOPD-20-C-014, between the District of Columbia Office of the Chief Financial Officer and Fidelity Information Services, LLC (“the Contractor”) (as amended, the “Agreement”), is authorization for the Contractor to:
- 2) For the Contractor to support the District of Columbia to process a special short use food program (P-EBT) during the school period ending around June of 2020, that allows for separate tracking and reporting as part of The Families First Coronavirus Response Act (H.R. 6201). H.R. 6201 states that during fiscal year 2020, in any case in which a school is closed for at least five (5) consecutive days during a public health emergency designation during which the school would otherwise be in session, each household containing at least one (1) member who is an eligible child attending the school shall be eligible to receive assistance pursuant to a state agency plan.
- 3) The Contractor shall:
 - a) Update Helpdesk/Call Center training material (KBASE).
 - b) Train Helpdesk/Call Center on PEBT program.
 - c) Provide technical support/expertise to the District of Columbia in conjunction with the District’s P-EBT as it relates to EBT System.
 - d) Invoice the District of Columbia for P-EBT program as per rates defined in this modification.
 - e) Continue to use existing EBT cards for all EBT cardholders.
 - f) Work with the District to order card stock as per actual need. If the District wants to ensure larger availability, the Contractor will order the volume. After the program termination, the Contractor will charge the District for plastics and storage of overage stock.
 - g) Have a backup validation criterion for District clients. Currently to establish an account on the Cardholder Portal or Mobile app, or to select a PIN via the IVR, Cardholder portal, or Mobile app – the client must validate their date of birth and last 4 digits of social security number. The Contractor can program the backup criteria request of zip code when no social security number exists on the client’s ebtEDGE case.

B. CONTINGENCIES:

- 1) The Contractor performance under the contract modification is contingent upon:
- 2) The District’s understanding and agreement that anything not outlined in the contract modification is outside the scope of this project.
- 3) The District understands that:
 - a) Benefits will be comingled with existing food benefits.
 - b) The District will use existing benefit type already configured on the Contractor system.
 - c) No new interfaces will be defined.
 - d) There will be no changes to file and report layouts.

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- e) There will be no changes to existing card design and materials.
 - f) There will be no custom reporting.
 - g) There will be no changes to IVR messages.
 - h) The District presumes the risk of exhausting their card supply if they deviate from this program.
 - i) There will be no new batch streams or web service messages defined.
 - j) District assumes the risk of running out of existing card stock, by deviating from the Contractor's recommends P-EBT only cases on white generic P-EBT cards.
 - k) If District of Columbia card stock shortages occur, due to unprecedented demands for cards, the District will use blank white plastics with only an electronic strip on the back and the Card Number and Cardholder Name on the front. (the Contractor's P-EBT cards will not be an option since the District isn't sending a new benefit type to distinguish between regular and P-EBT cases.)
- 4) District will:
- a) Use existing District methods to establish and maintain cases.
 - b) Use existing District methods to apply benefits.
 - c) Determine if a new or existing case should be used.
 - d) Provide the Contractor with the same reporting the District provides FNS, that will distinguish between new P-EBT only cases and adding P-EBT to SNAP cases aka combo case to the Contractor for appropriate billing by the 5th of the following month.
 - e) Work with the Contractor to order card stock as per actual need. If the District wants to ensure larger availability, the Contractor will order the volume. After the program termination, the Contractor will charge the District for plastics and storage of overage stock.
 - f) Be responsible for distinguishing the issuances and amounts as required for reporting to FNS, receipt by the Contractor of the signed contract modification.
 - g) District of Columbia's performance of its obligations set forth herein and in the Agreement to the extent necessary for the Contractor to perform.
 - h) Acceptance of the deliverable hereunder is upon delivery by the Contractor.
 - i) The Contractor not responsible for issues or delays outside of the Contractor reasonable control.
 - j) Fulfillment of the payment terms listed below.

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C. PROJECT PRICING:

- 1) If the District issue P-EBT benefits to a New Case or Cases that receive another benefit in one calendar month, the billing will include the fees for the 2nd month along with the 1st month's billing, as pricing is based on the understanding that P-EBT benefits are issued in 2 or more months.
- 2) If the District issues P-EBT benefits to a New Case or Cases that receive another benefit in 2 or more calendar months, Month 1 billing will include the CPCM and applicable fee, as outlined; Month 2 billing will include the CPCM and the applicable fee, as outlined.

P-EBT Only (Monthly Fee)	First Case Month	Second Case Month	Third Case Month and following
P-EBT for Cases that receive another Benefit (Increase in CPCM for cases that receive the new PEBT benefit(s) and also receive another benefit)	Standard CPCM \$0.75 + \$0.30	Standard CPCM \$0.75 + \$0.30	Standard CPCM \$0.75
P-EBT for New Cases (CPCM for new cases that were added and receive only the new PEBT benefit(s))	\$2.50 + Standard CPCM \$0.75 (if UPO printing cards) \$1.75 + Standard CPCM \$0.75 (if FIS mailing cards)	\$1.50 + Standard CPCM \$0.75 (if UPO printing cards) \$1.50 + Standard CPCM \$0.75 (if FIS mailing cards)	Standard CPCM \$0.75

D. PAYMENT TERMS:

1. This modification is payable as follows:
 - a) 100% of the CPCM to be invoiced monthly and due with the District of Columbia's monthly invoices.
 - b) The Contractor will charge the District \$1,500 per 10,000 cards for plastics and storage of overage card stock if the card stock is not usable under the existing contract.

E. OTHER TERMS:

- 1) This contract modification shall be effective when signed by both parties. Unless the expiration date of the contract modification is expressly set forth herein, this contract modification shall expire upon the delivery by the Contractor of the Deliverables described above.
- 2) No government funds to be paid under this contract modification are being or shall be used to develop any current or future intellectual property of the Contractor except as expressly set forth in this contract modification. No rights in intellectual property are being transferred pursuant to this contract modification.
- 3) This contract modification supersedes any verbal agreements or understandings made previously regarding this subject.

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ATTACHMENT B



STATEMENT OF WORK

A. PURPOSE:

- 1) This statement of work is to define the project to continue processing of the On-Line Purchase Program (OPP) to accommodate EBT customers with the ability to purchase food and goods from approved online vendor(s). Pursuant to the DC EBT Contract # CFOPD-20-C-014, between the District of Columbia Office of the Chief Financial Officer and Fidelity Information Services, LLC (“the Contractor”) (as amended, the “Agreement”), is authorization for the Contractor to:
- 2) For the Contractor to support the District of Columbia to process OPP as a result of COVID-19.

B. DELIVERABLE:

- 1) The Contractor shall:
 - a. Configure the ebtEDGE System to enable internet shopping for the District of Columbia including;
 - i. Purchase Transactions
 - ii. Cash Return Transactions
 - iii. PINless return transactions
 - iv. Bypass System limits on returns for internet shopping transactions only.
 - b. Provide Project Management and other Professional services for the OPP project.
 - c. Provide simplified Certification testing with the District of Columbia, Retailers (Amazon & Acculynk and FNS).
 - d. Keep District documentation updated that are impacted by the project.
 - e. Update the call center K Base and OIG as applicable to support the project.
 - f. Continue the activation of OPP in the Production environment for the District of Columbia.
 - g. Set up new reports as required by FNS – CSV files – daily and monthly.
 - h. Configure Data Warehouse and Research Central for the internet transactions.
 - i. Support additional calls to the call center.

C. CONTINGENCIES:

- 1) The Contractor performance under the contract modification is contingent upon the District agreement:
 - a) There are no interface modifications that involve code changes.
 - b) Anything not specifically outlined in this contract modification is outside the scope of this project.
 - c) District must receive FNS approval to move forward.
 - d) District and/or FNS will coordinate the Amazon go live timeframe with the Contractor.
 - e) District performance of its obligations set forth herein and in the agreement to the extent necessary for the Contractor to perform.
 - f) Acceptance of the deliverable herein is upon delivery of the Contractor.
 - g) The Contractor not being responsible for issues or delays outside of the Contractor reasonable control.
 - h) Fulfillment of the payment terms listed below.
 - i) Receipt by the Contractor of the signed contract modification.

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D. PROJECT PRICING:

Monthly Ongoing	Case volume based “active” cases will be billed on the monthly invoice.		
	1 - 100,000 cases	200.00 monthly	
	100,001 – 500,000 cases	350.00 monthly	
	500,001 – 1,000,000 cases	500.00 monthly	
	100,000,001 – above	750.00 monthly	

E. PAYMENT TERMS:

1) This modification is payable as follows:

- a) 100% of the monthly ongoing cost (based on “active” case volume) to be invoiced and due each month with the District’s monthly invoice following the execution of the project into production.

F. OTHER TERMS:

- 1) The contract modification shall be effective when signed by both parties. Unless the expiration date of the contract modification is expressly set forth herein, this contract modification shall expire upon the delivery by the Contractor of the Deliverables described above.
- 2) No government funds to be paid under this contract modification are being or shall be used to develop any current or future intellectual property of the Contractor except as expressly set forth in this contract modification. No rights in intellectual property are being transferred pursuant to this contract modification.
- 3) This contract modification supersedes any verbal agreements or understandings made previously regarding this subject.