**Electronic Benefits Transfer System and Support**

**OTHS/EBT-14-001-S**

**EBT RFP Questions and Answers Series 4**

**52) The link provided for bidders’ reference -- http://kb.dhr.maryland.gov/?p=597 – does not appear to work. Will the State please review and provide a new link to ensure bidders can review?**

The above link cited in Section 3.34.2 is for DHR internal use only. There is no other link available. Please see **Amendment #3, Attachment KK** for information on all IT Standard hardware/software equipment related requirements.

**53) The RFP requires “Audited financial statements (for Offeror only) for the past three years.” Our financial statements are voluminous. In the interest of conserving paper, would the State accept a Web link to our financial statements?**

No, a web link is not acceptable. However, the State will accept one hardcopy of the financial statements and the financial statements should also be included on the CD that contains the technical proposal.

**54) Should a vendor need to complete this document (Attachment I, Minority Contractor Unavailability Certificate), would the State specify where it should be included within the proposal response? Should vendors include with the forms listed in RFP Section 4.2.N?**

This document is not submitted with the Proposal. This document will be submitted by the Offeror who is recommended for award after Proposals are reviewed and evaluated.

**55) Would the State specify where the Bid Bond (Attachment P) should be included within the proposal response? Is it acceptable to include it as an attachment to the Transmittal Letter?**

Yes, please include this document in the Forms section of the RFP.

**56) The service level agreements contained in RFP Attachment Q are unclear in that the Performance Requirement metric contained in column 3 is inconsistent with the metric specified in column 4. For example, SLA#1 (EBT Central Computer System Availability) calls for 99.9% uptime in column 3, while column 4 implies that the requirement must be met 100% of the time. Would the State please confirm that the applicable service level measurement is the one contained in column 3 (Performance Requirements)?**

Yes, the applicable service level measurement is the one contained in column 3 (Performance Requirements).

**57) It appears that vendors need to complete this document (Attachment CC, Mercury Affidavit). Would the State specify where it should be included within the proposal response? Should vendors include with the forms listed in RFP Section 4.2.N?**

Yes, please include this document in the Forms section of the RFP.

**58) What is the last day that the State will accept questions? Bidders need time to finalize narratives and to print documents so a cutoff date is imperative to allow time to for these functions.**

Ideally, all questions should be submitted five (5) days prior to the Proposal due date.