Addendum 1

State of Connecticut Department of Social Services
Request for Information # 070308_DIG_RFI

The State of Connecticut Department of Social Services (Department) is issuing Addendum 1 to the Digital Imaging System and Production of EBT and Medical Cards Request for Information (RFI).

Addendum 1 contains the following:

1. Response to question submitted regarding the RFI

Responses to Questions:
Questions submitted by interested respondents and the Department's official responses follow. These responses shall clarify the requirements of the RFI. In the event of an inconsistency between information provided in the RFI and information in these responses, the information in these responses shall control.

Question: Can the Department of Social Services provide and classify the number of replacement cards that are currently issued on an annual basis due to lost, stolen and/or other reasons?

Response: The spreadsheet shows the number of EBT and Medical cards issued monthly from July 2007-June 2008. The Department of Social Services cannot break these numbers down between initial card requests and replacement (due to lost, stolen, etc.) card requests.

	EBT Cards	Medical/Husky A	Medical/Husky B
July-07	8962	18197	605
August-07	9918	20757	1028
September-07	9400	18748	736
October-07	9908	19304	623
November-07	9020	17652	584
December07	8046	15225	526
January-08	9513	19666	513
February-08	8289	29806	2498
March-08	8979	21524	972
April-08	9731	19818	1224
May-08	8605	16154	974
June-08	9735	16621	744
total for 12 months	110106	233472	11027
monthly average	9176	19456	919

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Addendum 1

State of Connecticut Department of Social Services
Request for Information # 070308_DIG_RFI

Date Issued: <u>July 22, 2008</u>

Approved: *Marcia McDonough*
Marcia McDonough

State of Connecticut Department of Social Services
(Original signature on document in procurement file)

This Addendum must be signed and returned with your submission.

_____   _____
         Authorized Signer   Name of Company

State of Connecticut
Department of Social Services

Request for Information

Digital Imaging System and Production of Ebt and Medical Cards

RFI # 070308_DIG_RFI

Issue Date: **July 03, 2008**
Question Cut-Off Date: **July 17, 2008**
Answers to Questions: **July 22, 2008**
RFI Submission Due Date: **August 12, 2008**

Issued by:

The Department of Social Services
25 Sigourney Street
Hartford, CT 06106

I.   OVERVIEW

The Department of Social Services (Department/DSS) seeks information from vendors regarding Digital Imaging Services and Production of EBT (Electronic Benefits Transfer) cards, Medical Cards and internal identity cards. The Department wishes to discover solutions that facilitate deployment of an effective digital imaging service and production of cards solution that allows optimal end security.

This Request for Information (RFI) outlines the type of information being solicited from vendors and includes guidelines for content and format of responses.

Responses must be received no later than **August 12, 2008, 3:00 P.M Eastern Standard Time.** The Department requests an original, three (3) hard copies, and one (1) electronic copy. Hard copies of responses may be delivered to:

<div align="center">

Department of Social Services
25 Sigourney Street
Hartford, CT 06106
ATTN: Marcia McDonough

</div>

Electronic copies may be e-mailed to marcia.mcdonough@ct.gov system with a timestamp for delivery no later than **August 12, 2008, 3:00 P.M Eastern Standard Time.**

II.   STATEMENT OF PURPOSE

The Department of Social Services is issuing this RFI to obtain information regarding new advances in technological development, to support two specific business needs:

  A. Digital Imaging System and
  B. The production of EBT & Medical Cards.

Respondent information may be used to support the Department's efforts towards gathering the information required for education and establishment of guidelines going forward should an RFP be issued.

III. BACKGROUND DIGITAL IMAGING SYSTEM & PRODUCTION OF DEBIT-LIKE CARDS FOR EBT & MEDICAL CARDS

A. DIGITAL IMAGING SYSTEM

The Department's Digital Imaging System (i.e. Automated Fingerprint Image System (AFIS)) is an identification method used to prevent individual client receipt of duplicate assistance. Clients meeting certain criteria are required to have their photograph, signature and two index fingerprints captured and recorded for verification. The Department has nearly 400,000 images on file and captures approximately 1,800 images per month.

1. DIGITAL IMAGING PROCESS

The Department's existing Digital Imaging process includes the ability to:

- Interface with the Department's IBM mainframe based Eligibility Management System (EMS). Data is captured from EMS (date of birth, sex, social security number) to update the digital imaging database with a tag that indicates an image is on file when a client is determined to be eligible.
- Enroll clients by client ID number and demographic information including name, date of birth and gender pulled from the Department's EMS system
- Enroll and capture new image
- Provide photo, signature, two index fingerprints (exceptions for bandaged or amputated)
- Compare fingerprints to images in database first and then identify possible duplicates using photos and signatures
- Maintain a fingerprint expert on call to certify matches
- Confirm and identify an individual using a 1 to 1 match
- Retrieve stored image and new data
- View duplicate hits (side by side) image comparison to confirm duplicate data
- View two records side by side
- Delete and restore records
- Modify records from one number to another number
- Edit individual fields of data on the AFIS database
- Enable multiple users (w/ID's and password) with varying access roles
- Produce employee ID badges for multiple agencies/divisions
- Perform image "capture" off site e.g. in a mobile office

2. Reporting Capability Seagate Crystal Report Designer

The Department's current Digital Imaging System utilizes the Seagate Crystal Report Designer to create, update and revise reports as needed. Reports include:

- "Bandage" report - a summary of clients who were exempted from fingerprinting due to injury

- Card billing reports - listings of cards that were printed, for billing & audit purposes:

  - detail billing report - an itemized listing of each card that was printed, sorted by site location
  - summary billing report - a summary of above report, totaled by site

- Daily transaction report - displays what actions were performed on a certain day, by site location

- Duplicate report - identifies possible "dual identities" or matches based on fingerprints

- Employee report- displays a listing of employees that have been imaged

- Log report - displays all actions performed on a case/ID

- Transaction report - summary of actions performed (clients imaged, certified, etc) sorted by site location

- Download of CSV files for export that include client ID and demographic information

3. Equipment

Current operational equipment supplied by contractor to operate the Digital Imaging program is as follows:

Capture stations at twenty (20) locations (PC, camera, fingerprint unit, signature pad)

- Administrative stations

- Local (low volume) card print stations to print Staff ID cards

- Off site servers at the CT Data Center

4. Compatibility with other systems

Currently the Department of Social Services does not share this Digital Imaging data base with government entities or with other programs within the Department.

B. PRODUCTION OF DEBIT-LIKE CARDS FOR EBT & MEDICAL CARDS

EBT Cards: The Department of Social Services estimates that we require 9,500 EBT cards per month, 450 per day.

1.   Current EBT Card Processes

EBT cards are requested by Department staff daily through the Department's eligibility system. Requests are "batched" nightly and available to the Department's current EBT card vendor in the EARLY AM hours. Once the cards are produced, they are delivered to the Department's central office location in Hartford by 11:00 am.

- EBT cards are requested daily
- The vendor uses a secure connection to dial in and get files
- EBT cards are printed the same day
- Mailed/best postage rate, postal bar-coding standards, (sorted by zip code via the DSS file)
    o Provide mailing info
    o Card "Carrier" (i.e. the paper to which the card is attached) DSS needs ability to change.
    o Tyvek sleeve
    o Training materials are required for new clients on how to use EBT
    o Currently Food Nutritional Services (FNS) required Equal Employment Opportunity (EEO) information is printed on the card sleeve. If there is no sleeve this must be printed on the card.

2.   EBT Card Security

To reduce card vulnerability, the card manufacturer is prohibited from having access to the Personnel I.D. number (PIN) or data necessary to secure a PIN i.e. DOB and SSN. Since EBT cards are actually debit cards used in the commercial infrastructure they must meet all requirements of the commercial infrastructure. Such cards must meet all Federal and applicable ISO, ANSI and QUEST standards.
See attachment for current EBT Card, Medical Card, and Staff ID.

3.   Key Entered Transactions

Connecticut has a higher than average number of "key-entered" transactions when viewed nationally. This is when the magnetic stripe will not "swipe" at Point of Sale (POS) terminals or at ATM machines. When this happens, it is the card, the card reader (POS device/ATM) and/or a failure to communicate between the two. CT does not have a card replacement program. As business needs change we may need to mass produce replacement cards. EBT cards used for Food Stamps must have an EEO statement on the card or the sleeve.
See attachment for current Tyvek sleeve.

4.   Medical Cards

The Department of Social Services' current contractor produces approximately 1,000 cards/day, 20,000 cards/month. These cards are currently used at all CT pharmacies and many medical providers.

5. Client Photos on Cards

The Department is considering having the ability to create photo ID's for in house staff and other various applications that may arise in the future.

6. Barcodes

The Department of Social Services is currently designing a system to digitally image "documents". These would include but not be limited to items like birth certificates and wage receipts (pay stubs).

7. Smart Cards

Chip embedded debit cards in Europe and Africa are becoming commonplace. Such tap and go devices are also gaining market share in the United States. The Department of Social Services wants to avoid specifying a particular EBT card that will become obsolete within five years.

IV. RFI RESPONSE OUTLINE

Respondents are requested to provide a concise and focused response to the items noted below and as outlined. This outline is intended to minimize the effort of the respondent and structure the response for ease of review.

1. General Product Information

   a) Submit a comprehensive overview of digital imaging processes and product (card) functionality and features.

2. Digital Imagining System (Section III. A)

   a) The Department is seeking information on current technology available to improve on the Department's current Digital Imaging process of capturing images, retaining those images and matching "one to many" looking for duplicates as new clients apply for certain Department benefits or "one to one" to verify identity. The Department would like to explore the possibility of integrating our current database into a successor Digital Imaging System through a seamless transition that would include our current data elements of photo image, fingerprint image, client ID number, digital signature images, enrollment date and time, first name, last name, middle initial, Aka's (also known as), gender, and date of birth.
   The Department currently contracts with Digimarc "Identication" AFIS Systems.

3. <u>Digital Imaging Process</u>

    a) Describe the technology and services available to perform a conversion process to integrate or leverage our current digital imaging database technology with new technology.

    b) Describe the technology available to support the custom development of a digital imaging system.

    c) Describe the technology available to provide portable services to implement digital imaging processes.

    d) Describe solutions available to perform tasks associated with Automated Fingerprint Identification System (AFIS) service at sites when the Department EMS system may or may not be available.

    e) Describe the technology available to support response times, i.e. comparing one image to many images.

4. <u>Equipment</u>

    a) Describe solutions available to ensure that equipment stays current.

5. <u>Compatibility with Other Systems</u>

    a) Describe any evolving and potential need for sharing digital imaging data with other government entities in other jurisdictions.

    b) Describe new and evolving technology for biometric identification used for other State or Federal programs.

6. <u>EBT and Debit Card Production (Section III. B)</u>

    a) The Department is seeking information on EBT Card production, distribution and optimal end security.

7. <u>EBT Card Process</u>

    a) Describe the most cost effective means of mailing EBT cards with folded inserts, i.e. training materials, while ensuring they arrive quickly in the client's mailbox.

    b) Describe information on how other states issue EBT cards and whether cards are re-issued periodically.

8. <u>EBT Card Security</u>

a) Describe the various levels of EBT card security and recommend which level is most reasonable to implement for use by a government agency.

b) Please provide information on the cost/benefit of your recommendation in general terms.

9. Key Entry Transactions

a) Describe current technologies that may be used to protect the magnetic stripe to minimize key entry of transactions.

10. Medical Cards

a) Describe the technology available to produce several versions of a medical card on demand to support various medical service options

11. Client Photo on Cards

a) Describe the technology available to conduct retakes of photos after a period of time that will refresh the image but keep the fingerprints.

b) Provide information on identity fraud issues in health care delivery where individuals fraudulently utilize insurance covered services from others through identity theft.

12. Bar Codes

a) Describe various forms of bar code technology currently available.

13. Smart Card

a) Describe the various types of card products, magnetic stripe, Smart Card or any other products currently available.

V.   PRESENTATIONS

The Department may choose up to 4 respondents for product demonstrations to staff members. The scope of the presentations will be determined by the Department based on the responses chosen for inclusion in the demonstrations.

Presentations are conducted solely for information gathering purposes and are not used in any way to make selections.

Respondents not invited to participate in the RFI presentations still have an equal opportunity to compete in any future bids or RFP's.

VI.   DISCLAIMERS

The Department is asking for responses to this RFI for informational purposes only and will not be obligated in any way to use any of the information received. Respondents to this RFI will not be compensated in any way. Responding to this RFI will not enhance the chances of receiving future work from the Department. Similarly, not responding to this RFI will not be a detriment to any vendor when competing for future work. All RFI responses will become the property of the State of Connecticut.

The Department will not provide feedback regarding the quality or suitability of the respondent's solution to any subsequent bid or RFP. The Department may, however, contact individual respondents for clarification of information contained in their response to this RFI. Respondents may provide the Department with references to organizations with operating product installations, but the Department reserves the right to accept or decline any such referrals.
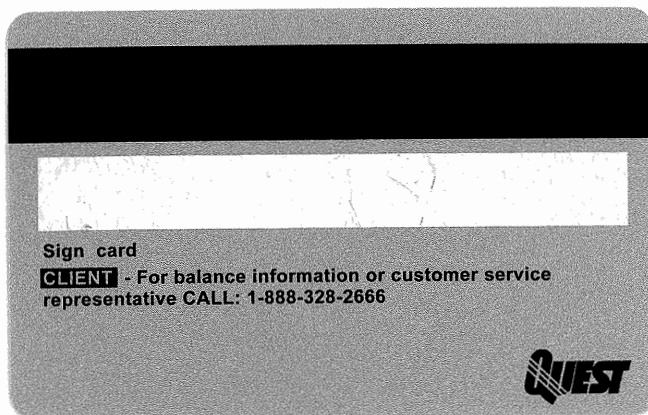
Due regard will be given for protection of proprietary information contained in all responses received; however, respondents should be aware that all materials associated with the RFI are subject to the terms of the Freedom of Information Act (FOIA) and all rules, regulations and interpretations resulting from. It will not be sufficient for respondents to merely state in general terms that the response is proprietary in nature and, therefore, not subject to release to third parties. Any response that makes such a general or overarching claim may not be reviewed. Those particular sentences, paragraphs, pages or sections which a vendor believes to be exempt from disclosure under the Act must be specifically identified as such.
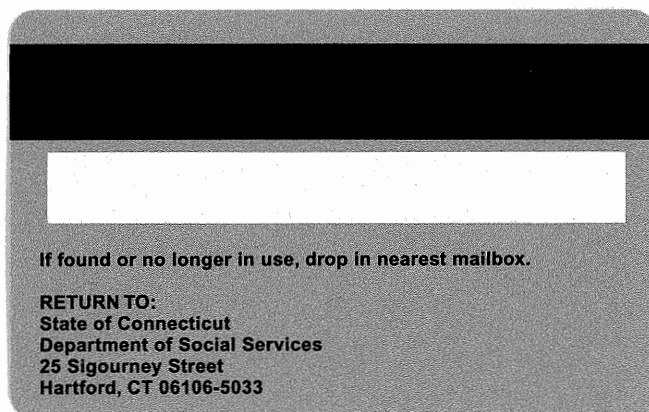
QUESTIONS

Administrative questions should be directed to: Marcia McDonough of the Department of Social Services at Marcia.McDonough@ct.gov.   All questions are due by July 17, 2008 and answers will be posted on the DSS Website, DAS Website and DOIT Website no later than July 22, 2008 (the answers will be an addendum to the RFI#070308_DIG_RFI)
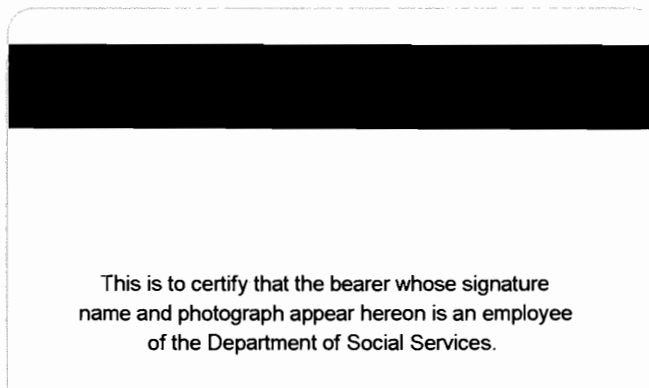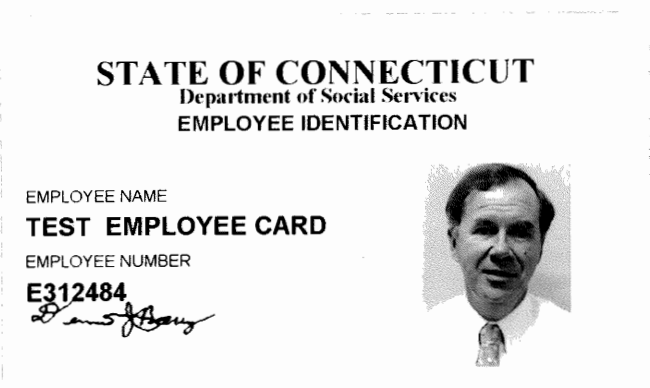
SAMPLE OF CURRENT CARDS

EBT CARD

STATE OF CONNECTICUT
DEPARTMENT OF SOCIAL SERVICES
CONNECT CARD

ISSUER	CLIENT NUMBER	SUF	CD
600 890	0012 34567	10	3

CLIENT NAME
SAMPLE EBT CARD

ISSUE DATE
01 01 2005

Sign card
CLIENT - For balance information or customer service
representative CALL: 1-888-328-2666

QUEST

MEDICAL CARD

STATE OF CONNECTICUT
DEPARTMENT OF SOCIAL SERVICES
CONNECT CARD

ISSUER	CLIENT NUMBER	SUF	CD
600 890	0011 22334	00	4

CLIENT NAME
SAMPLE MEDICAL CARD

ISSUE DATE
06 11 2008

If found or no longer in use, drop in nearest mailbox.

RETURN TO:
State of Connecticut
Department of Social Services
25 Sigourney Street
Hartford, CT 06106-5033

EMPLOYEE ID CARD

STATE OF CONNECTICUT
Department of Social Services
EMPLOYEE IDENTIFICATION

EMPLOYEE NAME
TEST EMPLOYEE CARD

EMPLOYEE NUMBER
E312484

This is to certify that the bearer whose signature
name and photograph appear hereon is an employee
of the Department of Social Services.

SAMPLE OF CURRENT TYVEK SLEEVE

The Food Stamp Program is an equal opportunity
program. If you believe you have been a victim
of discrimination in your efforts to receive food
stamp benefits because of your race, color,
national origin, age, sex, disability, religious belief
or political beliefs, write immediately to:
Administrator,
Food and Nutrition Service,
3101 Park Center Drive
Alexandria, VA 22302-1594

El Programa de Cupones para Alimento está en conformidad
con las leyes de igualdad de oportunidades. Si usted cree que
ha sido discriminado en sus esfuerzos para obtener beneficios
de cupones para alimentación debido a su raza, color, origen
nacional, edad, sexo, incapacidad, creencia politica o
religiosa, escriba inmediatamente a la siguiente oficina:
Administrator
Food and Nutrition Service
3101 Park Center Drive
Alexandria, VA 22302-1594