The following is additional information regarding Request for Proposal #ITD-4625, titled Fresh Bucks Point of Sale Technology Platform released on November 1, 2018. **The due date and time for** **responses remains as December 20, 2018 at 4:00 PM** (Pacific). This addendum includes both questions from prospective proposers and the City’s answers, and revisions to the RFP. This addendum is hereby made part of the RFP and therefore, the information contained herein shall be taken into consideration when preparing and submitting a proposal.

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| Item # | Date Received | Date Answered | Vendor’s Question | City’s Answer | RFP Revisions |
| 1 | 11/15/18 | 11/15/18 | Can you elaborate on the enrollment form for the Food Gap project? And maybe provide some type of questions you are asking. Are they 1-5 scale? Yes/no? Fill in the blank? | For eligibility screening, we have determined we will use 1-4 questions (low barrier screening):   * How many people are in the individual’s household? * What is the total household income before taxes? * How did you hear about Fresh Bucks?   There will be an affidavit statement that the City’s legal team will craft to affirm that the reporter is self-reporting accurately.  Also to add, this is how we are envisioning it now, but we are currently going through a racial and social equity toolkit. | N/A |
| 2 | 11/15/18 | 11/15/18 | What type of information are you trying to collect. Want to be careful about PII | First and Last name, mailing address, email or phone number, demographic information (with an opt-out option) | N/A |
| 3 | 11/15/18 | 11/16/18  Updated: 11/27/2018 | In the enrollment for Food Gap how do you identify residents or participants? | We envision an eligibility screening that includes a question about Seattle residency (yes/no question). The enrollment form would also collect home address information. | N/A |
| 4 | 11/15/18 | 11/15/18 | Are you also requesting the app have the capacity to track PLU codes and information regarding the purchases specifically? | No. We would like the ability to scan barcodes, but we do not plan to track individual food items purchased. | N/A |
| 5 | 11/15/18 | 11/15/18  Updated 11/27/2018 | Will Food Gap and Fresh Bucks be two separate balances? | Food Gap is a customer type that is distinct from the SNAP customer type. We envision a system that can separate the different benefit types (e.g. match benefits vs. Rx benefits) that Food Gap customers and SNAP customers can have. We would like the ability to have both kinds of benefit accounts in a customer ledger and the ability to set rules for the draw down hierarchy. | N/A |
| 6 | 11/15/18 | 11/15/18 | Is it the intent to have the capacity to do multi-tender? Where a transaction could be drawn against Fresh Bucks, if not enough funds then drawn against the Food Gap, if not enough funds then drawn against the EBT card or other payment means? | We would like the solution to have a draw down hierarchy for the different Fresh Bucks benefit types (e.g. match benefits vs. Rx benefits), but we are not asking for the system to interface with EBT or credit card transactions. The hierarchy would be among different types of Fresh Bucks benefits. | N/A |
| 7 | 11/15/18 | 11/15/18 | What is a FreshRX patient ID and where does it come from? Would you like the system to create those IDs? | In the current paper-based system, the patient ID is a unique identifier for a patient who comes from a specific health system. We currently work with 6 health systems. We give each clinic a bank of unique clinic IDs that are then assigned to patients. These patient IDs are not linked to the patients’ medical record IDs.  We don’t think we will need the system to generate the Fresh Bucks Rx patient IDs, per se, but we do want the system to be able to track unique customers via their Fresh Bucks accounts, created upon enrollment. | N/A |
| 8 | 11/15/18 | 11/15/18 | Is the clinic issuing the patient ID or is the patient creating their own patient ID? | We envision the clinician would have the patient create their own Fresh Bucks customer account. In some cases, it could be the provider helps the customer create the customer account should the customer have challenges. | N/A |
| 9 | 11/15/18 | 11/15/18 | I’m wondering about support for the program, like a call center. If a card or access to the program is lost or suspended or isn’t functioning properly, how do you anticipate support or a call center like environment being handled? | It depends on what kind of support is needed, and by whom (e.g. customers vs. retail vendors). For example, if the problem is related to the technology functionality, we hope that question/issue could be directed to the tech vendor that creates the solution. If it is a programmatic question, it would come to City staff. | N/A |
| 10 | 11/15/18 | 11/15/18 | How long will the turnaround be for RFP questions we ask? | 24-48 hours. | N/A |
| 11 | 11/15/18 | 11/15/18 | Would the City handle balance requests, etc.? | Yes. Since this is a question from a customer related to benefits in their account, we would handle that type of request. If there is a technology question from a market vendor or retailer, our preference is that the tech vendor handle this. | N/A |
| 12 | 11/15/18 | 11/15/18 | Are we looking to identify the benefit recipients with a card, with their SNAP card number, with their phone number? | Our best thinking is a hybrid option where there may be a plastic loyalty card, but we also envision a mobile app option or even an option where customers enter a unique pin. That being said, we are looking to potential vendors to propose what solution they think would work best to meet our needs. We do believe a hybrid option is preferable since so we can maximize access. Not all customers will be able to use smart phones. | N/A |
| 13 | 11/15/18 | 11/16/18  Updated 11/27/18 | Can you provide a copy of SNAP and Fresh Bucks refund policy? | At this time, the City doesn’t have a formal policy related to Fresh Bucks refunds, but this may change in the future. Individual retailers may have their own SNAP refund policy, but this is not a formal requirement for the Fresh Bucks program. |  |
| 14 | 11/15/18 | 11/15/18 | In considering the expandability, are any of these current projects potentially geared to be PIN based? Will you be requiring PINs for any reason? | Integration with the EBT or eWIC cards is outside the scope of this project. | N/A |
| 15 | 11/15/18 | 11/15/18 | Are all of the farmers markets currently using the same technology? | Yes. All of the Fresh Bucks farmers market programming relies on a paper-based voucher/currency. Additionally, all of the farmers market information booths use Device Magic, a mobile form to collect data on individual SNAP and Fresh Bucks transactions. | N/A |
| 16 | 11/15/18 | 11/15/18 | You indicated that Safeway is using the Catalina coupon technology and they have their own integrated PoS system; is Safeway open to an open API app that would integrate with their system or are they wanting to keep that restricted? | We are not sure yet. We have talked to our partners at Safeway about our hope to make all Fresh Bucks benefits interoperable across all retailers, but the format by which that would happen has not been identified. Once we have identified a tech solution, we would continue these conversations with Safeway.  In addition to the Catalina coupons, Safeway also accepts Fresh Bucks vouchers ($10 value). Each voucher is printed with a PLU code that, when scanned, applies $10 off the customer’s purchase of qualifying fruits and vegetables. | N/A |
| 17 | 12/7/18 | 12/7/18 | With regards to sequential numbering, if more than one document is submitted, for the 2nd and subsequent documents, does the numbering have to continue from the previous document, or can it start from '1' for each document? | The intent is to follow the outline of the RFP sequentially, so the evaluation team can go to the same page when they are reviewing the proposals. Please follow this process to the best of your ability. |  |
| 18 | 12/7/18 | 12/7/18 | Does the City want the attachments submitted as separate documents or can they be included within the one (1) response document? | Provide each response document separately as provided in the RFP. |  |
| 19 | 12/7/18 | 12/7/18 | Does the City require the pricing response to be in a separate document from the technical response? | Yes, the pricing document is a separate document, and it is not required to be sequentially number with the rest of the RFP. |  |
| 20 | 12/7/18 | 12/7/18 | In the table provided in the Minimum Qualification Document, what is meant by the Reference Type? | This has been used for various descriptions, in this document please use this to define the type of service provided by your customer using your solution. Such as, farmers market, grocery, or other types of point of sale businesses. |  |
| 21 | 12/7/18 | 12/7/18 | The template for the Technical and Functional Response is provided in Excel format. Is this format mandatory, or would the City accept the information (for each worksheet) to be provided in Word format? | Please use the existing format provided. |  |
| 22 | 12/7/18 | 12/7/18 | Submittal Checklist: Under the Management Response it lists a number of attachments. Rather than include as separate attachment documents, can these be included within the main body of the technical response document? | Please provide your response based on the forms provided. |  |
| 23 | 12/7/18 | 12/13/18 | From the Technical and Functional Response sheet F4.1.7 Ability to translate and relay these communications in other languages. What languages will be required? | English, Spanish, Chinese, Tagalog, Russian, Somali, Oromo, Amharic, Tigrinya, Korean, Vietnamese, Lao, Arabic, Khmer |  |
| 24 | 12/7/18 | 12/13/18 | From the Technical and Functional Response sheet. F2.2.17: Solution should have the ability to handle exceptions that allow the business administrator to bypass existing rules. Could you elaborate on what these exceptions could be? | 1) Business administrator able to adjust the maximum benefit level per individual customer based on an individual customer case-by-case basis. 2) Business administrator able to reactivate deactivated accounts on a case-by-case basis. |  |
| 25 | 12/7/18 | 12/7/18 | Vendor must provide a Service Level Agreement - Can you elaborate on this requirement? There are SLA's defined in the city's contract and we will meet these requirements. | The solution requires a support structure and within that structure there needs to be a service level agreement (SLA) that sets the expected response time for severity issues. The City has provided their expectation for the coverage hours, please confirm you will meet these levels and provide your suggested SLA for critical system issues and outages. |  |
| 26 | 12/7/18 | 12/7/18 | The SaaS environment document seems to outline potential contractual obligations that are not contained in the city's contract as part of the RFP. There are also conflicts with certain requirements. For example, uptime requirements are 99.99% in the business requirements document but 99.00% in the SaaS environment document. Can you explain or elaborate on how we should respond to these? Will there be a secondary contract negotiation upon award of the business? | We apologize for the discrepancy, obviously 99.99% is ideal but 99.00% is closer to reality for this type of solution. The difference between the two is very minor. As for a secondary contract negotiation, the answer is NO, related to the actual terms and conditions of the Agreement. But there will be a discussion around the development of the Statement of Work for implementation and integration, which could result in adjustments as we mutually develop the scope. |  |
| 27 | 12/7/18 | 12/13/18 | In the Fresh Bucks Technical and Functional Response Document: Architecture and Interfaces AI-21, is there a requirement for appointments in this solution? | No, There is currently no independent requirement for appointments. The solution must be able to generate and send emails to both customers and program administrators. The ability to have these messages compatible with outlook/ google calendar is desirable, and shows scalability. The instructions to the responses are available in the Instructions tab and are as follows;  Provided: Functionality or a feature of the product that works immediately and without special installation  Modified: Product can be configured or adapted to provide functionality or feature  Future Release: Functionality or feature will be available in a future release (provide estimated date of release)  Not Provided: System is not capable of meeting requirement |  |
| 28 | 12/7/18 | 12/13/18 | In the Fresh Bucks Technical and Functional Response Document: SaaS Environment SE-12, this requirement seems to be a definition, rather than a requirement. Could you explain or elaborate on how we should respond to this? | Please respond with a confirmation of whether your metrics consistently demonstrate high reliability including MTBF and MTTR.  In the appropriate column, please describe how your proposed software solution meets this requirement, and add your various scores for reliability metrics in a similar solution you've implemented for a client similar to the City of Seattle. For example; (Mean Time Between Failure (MTBF) and Mean Time to Recover (MTTR), how long it takes to complete typical transactions and operations in similar solutions you've implemented for a similar client etc.  The instructions to the responses are available in the Instructions tab and are as follows;  Provided: Functionality or a feature of the product that works immediately and without special installation  Modified: Product can be configured or adapted to provide functionality or feature  Future Release: Functionality or feature will be available in a future release (provide estimated date of release)  Not Provided: System is not capable of meeting requirement |  |
| 29 | 12/7/18 | 12/13/18 | Pricing Response Document, Software & Implementation Costs: In regard to the migration of existing data, what kind of data is being migrated? Are there any data conversions or is it simply populating user information? | Data that will need to be migrated include user data (customer information, vendor information). There are no data conversions anticipated; it is simply populating user information. |  |
| 30 | 12/7/18 | 12/13/18 | Pricing Response Document, Software Implementation Costs: For the system integration, is it only the POS system integration and user database, or are other systems needing integration? | POS system integration is the only systems that we foresee would need integration. |  |
| 31 | 12/7/18 | 12/7/18 | Pricing Response Document, Software Implementation Costs. What is the work product on the user provisioning and security? | If we understand your question, the work product is having the City understand completely how your solution provides this functionality or handles the requirement. If this is not the answer, please provide additional clarification. |  |
| 32 | 12/7/18 | 12/7/18 | Do we need to provide a Maintenance Support Agreement due to offering a service as opposed to a software subscription model? | Depending on your proposal the City needs to understand how the solution will be maintained. If you are providing a licensed product it will require a support agreement, if you are providing a service, we will want to know how the software is updated and communication and structure around those updates. The more you can explain the support of the solution, the easier it will be for the evaluation team. |  |
| 33 | 12/7/18 | 12/7/18 | Is the “estimated project plan” a detailed work plan developed in MS Project?  The statement “against the preliminary project schedule” seems to be allude to a comparison.  Could you please clarify the difference between the estimated project plan and preliminary project schedule? | Vendor must provide an estimated project schedule against the project time line stated in section 4.1. The critical requirement here is to make sure the proposer understands the critical nature of the implementation and deployment and can meet those requirements. |  |
| 34 | 12/7/18 | 12/13/18 | The Pricing document includes a Training Cost under the Software Implementation Costs.  Could you clarify what information is needed in the Training Proposal? | It is expected that any new solution will require training and in fact there are training requirements in the RFP. Please use this section of the Pricing Document to explain all the training you will provide as part of your solution. |  |
| 35 | 12/13/18 | 12/14/18 | We are concerned about revealing our financial information to the City due to Washington State’s public records laws. Since our information will not be protected, must we submit this information. | We have reviewed this requirement and have decided to remove the financial information section from the management response. The City reserves the right to ask for financial information at a later step in the process should you advance to subsequent rounds. | In the Management Response Form, Section 1. Company Information, strike the Financial Information table found on page 2. In the Current Commitments paragraph of Section 1, strike “the approximate share of current income derived from the contract”. |