



Vendor Negotiation Meeting Script

Meeting Name	Vendor Negotiation Conference Call EBT/EFT ITN # 02F12GC1
Date	August 21, 2012
Time	8:30 to 10:00
Location	Conference Call

LEAH

"This is a non-public meeting of the Department of Children and Families regarding the Invitation to Negotiation for the EBT/EFT ITN # 02F12GC1. This meeting is being recorded."

[confirm the recorder is on]

"Today's date is Tuesday, August 21, 2012 and the time is _____."

"I will now turn the meeting over to the lead negotiator, Penny Alsop."

AGENDA ITEM #1 - INTRODUCTIONS (5 MIN)

PENNY ALSOP:

I am Penny Alsop, the lead negotiator for the negotiation phase of the ITN process. The other negotiating team members are:

- Kendal McAvoy
- Amanda Huston
- Walter Sachs
- Robert Langley

We also have subject matter experts with us for this conference call meeting. They are:

Brad Christy and Philip Kidder

We also have persons from the procurement office in attendance. They are:

Leah McCarthy, Tina Worley, and Chet Hall

(Announce anyone else in the room)

Could those on the telephone please identify themselves.



The purpose of this vendor negotiation conference call is to go through the artifacts provided to you yesterday, help you understand expectations for our next face to face negotiation session, and to answer any questions. This will help you prepare for our next negotiation session so the meeting will be more productive, as well as shift the focus from marketing/sales strategies towards contract development.

AGENDA ITEM #2 – Clarification of core EBT/WIC services (20 min)

You have received a Core services matrix along with a cost analysis. We have provided this information to you in order that you may validate the services you have stated as core versus non-core within your CPCM pricing, and validate this matrix to the cost analysis. We have made some assumptions about the pricing and what we, the State, would like to see priced as our core services. **Chet Hall**, procurement support, will now explain the matrix and cost analysis.

Penny: We are giving you time to affirm your services; when we receive this back we will assume it is a complete and comprehensive list of your core services.

We would like for you to rework your pricing plan based the lease of the hardware for only the Vx520. And as far as pricing goes, we are looking for all vendors to sharpen your pencil and give us better pricing; this could be the last time you have the opportunity to provide best value pricing for this ITN.

AGENDA ITEM #3 – Discussion and expectations for the next Negotiation Session(30 min)

The state is about to ask for number of things from you. We are assuming that your CPCM will not increase for these requested items. We want to know in providing these things, if there is a opportunity to answer a question with a “yes” or “no” the state would like you to give only a specific answer that you can provide this service or not.

The items we are asking for are as follows:

- **Hardware (POS)** - As the technology improves, the vendor agrees to supply the new models at the current proposed rates. Based on this we would like for you to propose what a package price would look like, discuss upgrade options and minimum lease requirements.
- **Disaster Services** – We want all disaster services to be included in the core CPCM, including all services and fees related to Food for Florida. Please provide an updated description of these disaster services.
- **Innovation** – Outbound alerts (SMS, Text Messaging, Email)



- Transition and project plan – We request that you provide a Project plan in MPP (Microsoft project plan) with a clear accounting for phases of work. Phases of work include Requirement gathering (and approval), transition (upgrades or conversion), implementation, and training.
- As part of your project plans, provide us with the amount of DCF staff hours that you require during those phases of work (i.e. transition, upgrades, conversion, implementation, training)
- Provide us with information on additional EBT/WIC projects you currently have underway and the phase which you are in. Also provide us with information if the project is on schedule and within budget.
- We are requesting that Professional fees would not begin until 1 year after full implementation (one year from when WIC is fully operational)
- Partnership – Give us your plan for working with DCF to strategically help take DCF to the “cutting edge” of EBT. Please include in your plan Quarterly Strategic planning meetings complete with related action items.
- Training – Provide a revised training plan for training the States staff, vendors and clients. This should not be a train the trainer plan.
- Please affirm that you are aware of these target WIC dates: 7/1/13 - Pilot implementation; 11/1/13 thru 3/31/14 – Phased rollout.
- Affirm the States assumption that your WIC solution has been implemented in other states and should only require minor “tweaks” to fully implement. (i.e. not long design sessions and large development efforts)
- Pricing – This is an example of items that we do not want, Time and Attendance. We would like for you to adjust your CPCM by removing it
- Risk (Performance Measures) – Please affirm that you are aware of the Performance Measures for transition and operations as described in the ITN Section 5.4 Exhibit D, starting at page 137.
- Fraud – The state would like for the vendor to provide a dedicated fraud research and investigation team.

Amanda Huston will explain this to you...Amanda.

We need the above items sent to Leah by email before COB Tuesday, August 28, 2012.



Agenda Items #4 – DCF Questions for Vendors (20 min)

Ask each negotiator to cover their questions for the vendor....

Agenda Item #5 – Vendors Questions for DCF (10 min)

Agenda Item #6 – Closing (5 min)

This concludes the Vendor Negotiation Conference Call, the time is _____.