# WRITTEN QUESTIONS AND ANSWERS

## SP-17-0013 Smartcard Readers and Software

### ANSWERS ARE IN BLUE

1. Question: Can vendors bid on just the machines, and not the software or maintenance/warranty?

   Answer:  No, bid is being awarded for all items on an all or none basis.

2. Question: Can vendors get a copy of the bid tab from when this was previously bid?

   Answer:  This is the first time Arkansas has requested VeriFone terminals for its WIC program.

3. Question: What is the manufacturer part number for this unit?

   Answer:  Manufacturer:  VeriFone
   Model:  vx520
   Part Number:  Unknown

4. Question: There appears to be many configurations, do you have the part number?

   Answer: Arkansas is not requesting the contactless countertop model.  We do not have the part number.

5. Question: What is the name of current Point of Sale Software?

   Answer: These terminals will be installed in clinics.  They will be used by clinic personnel to assign, load and maintain WIC benefits on integrated circuit chip (ICC) or smart cards utilized in WIC authorized stores.

6. Question: Do all end users utilize the same Merchant Service Provider or do they vary?

   Answer: All Arkansas clinics utilize the SPIRIT management information system (MIS).

7. Question: How did they come to the conclusion that the Vx520 would be the best option?

   Answer: Currently, other WIC state agencies implementing EBT and utilizing smart card technology utilize VeriFone vx570 terminals.  The VeriFone vx570 is beyond end-of-life and it has been recommended that Arkansas WIC and other states move to the Vx520 as the current/future technology terminal.