

**REQUEST FOR PROPOSALS (RFP)**  
**STATE OF MARYLAND**  
**DEPARTMENT OF HUMAN SERVICES**  
**(DHS)**  
**ELECTRONIC BENEFITS TRANSFER SYSTEM (EBT)**  
**RFP NUMBER: OTHS/EBT-23-017-S**  
**AMENDMENT # 1**  
**December 8, 2023**

Dear Prospective Offerors:

This amendment is being issued to amend certain information in the above-named RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The changes are listed below. New language has been double underlined and marked in **bold (i.e. word)**, and language that has been deleted has been marked with a strikethrough (i.e. ~~word~~).

**1. Revise Section 3.10.1 Preferred Offeror Experience as follows:**

The following experience ~~is expected and~~ will be evaluated as part of the Technical Proposal (see ~~the Offeror experience, capability and references evaluation factor from~~ **Section 6.2 C, Technical Proposal Evaluation Criteria**):

**2. Revise Section 2.3.1.8.4 Manual Vouchers/Voucher Clear Process as follows:**

Manual vouchers are used when:

1. POS equipment is not functioning.
2. The third party processor (TPP) system is down.
3. The host computer cannot accept communication from the retailer's POS device or TPP.
4. Instances of disaster.
5. A retailer is a manual voucher retailer (i.e., does not have a POS device).



- ~~C.~~ A The Contractor shall ensure that retailers:
1. Properly complete a manual voucher.
  2. Obtain the customer's signature on the manual voucher as substitute for the customer's PIN.
  3. Obtain an approval number from the EBT retailer help desk and document the approval number on the voucher prior to dispensing the purchased goods.
  4. Complete an electronic Voucher Clear transaction form.
- ~~D.~~ B A retailer shall be liable for the full transaction amount in the event approval is not obtained and goods are dispensed.
- ~~E.~~ C In support of the manual voucher process, the Contractor shall:
1. Provide retailers with a separate toll-free number to obtain voice authorizations for manual SNAP voucher transactions 24 hours per day; 7 days per week. The manual voucher transaction authorization process should be automated as part of the retailer help desk IVR functionality.
  2. Place a "hold" on the amount of benefits necessary to fund the transaction following the telephone authorization for a manual voucher transaction.
  3. Only allow manual vouchers to be cleared electronically, except for retailers that do not have a POS terminal to clear transactions (manual voucher only retailers).
  4. Not allow manual vouchers to be authorized on an account that is locked due to excessive PIN attempts.
  5. Ensure manual transactions shall be available to those retailers described in 7 CFR § 274.3(a)(1)(i) and other food retailers authorized under 7 CFR § 278.1.
  6. Accept, process, and settle electronic voucher clear transactions from all sources, including those originating from out of State retailers.
  7. Ensure FNS approved retailers transacting \$100 or less in SNAP benefits per month shall also utilize manual vouchers.
  8. Ensure retailers shall have the ability to clear the manual voucher within fifteen (15) calendar days of the voucher approval, electronically on the POS terminal or retailer portal. If the retailer is a manual voucher only retailer, they may clear the manual voucher through the retailer portal or by mail. If the retailer does not clear the manual voucher within fifteen (15) calendar days after receiving telephone approval, the approval number expires, and the funds return to the customer's EBT account. The liability for the transaction will then rest with the retailer.
  9. Prohibit re-presentation of manual retailer vouchers.

**3. Revise Section 2.3.1.12.2.F Retailers Using EBT-Only POS Devices as follows:**

F. Provide the following services for all deployed EBT-Only POS devices:

- a) 1. Shipment of EBT-Only POS devices to retailers following the execution of the Retailer Agreement. Prior to shipment the device shall be tested to ensure it is configured properly and in working order. The shipment shall include all cords accessories and training materials.

**4. Revise Section 2.3.1.12.4 IRS-1099 Forms as follows:**

Due to revisions to the Internal Revenue Service (IRS) tax code, the EBT ~~retailer~~ Processor shall create and distribute IRS-1099 forms to EBT-only retailers and third-party processors (TPP) that perform more than 200 transactions totaling \$20,000 or more during any calendar year. Offerors may find the requirements at 26 CFR Parts 1, 31 and 301, "Information Reporting for Payments Made in Settlement of Payment Card and Third-Party Network Transactions".

**5. Revise Section 2.3.3.5. User Acceptance Test as follows:**

During UAT, detailed scripts covering all areas of program functionality shall be used so that any errors identified can be replicated, corrected and re-tested. The Contractor shall:

- A. Meet the FNS system testing requirements, including the User Acceptance Testing (UAT) requirements, specified in the FNS Electronic Benefits Transfer (EBT) Request for Proposal (RFP) Guidance, Version 2.0 dated December 19, 2007, or the most recent applicable testing guidance issued by FNS.
- B. Provide documentation to the Department of the results of UAT) before the system is converted.
- C. Ensure that system functionality meets the required functional specifications. This includes:
  - a. Administrative Terminal used by State staff
  - b. Account set up
  - c. Benefit Issuance Quality Assurance (QA) testing
  - d. EBT card production, issuance and replacement
  - e. Transaction processing (all transaction types)
  - f. Customer Service and IVR
  - g. User Experience (UX) of Customer and Retailer portals
  - h. Mobile App
  - i. Reporting
  - j. Data Warehouse
- D. Support ad hoc or "what if" portion of the acceptance test, which provides the State representatives and/or designated State technical assistance contractors the opportunity to include various transaction sets and transaction sequences that have

not been included in the test scripts and to challenge the system's operations and design.

- A. ~~E.~~ Resolve defects identified during UAT or any previous testing prior to system conversion. Defect status is a component of the go/no go approval to proceed to system conversion.

**6. Revise Section 2.3.1.18.2.G SNAP EBT Disaster Functionality within the Administrative System as follows:**

- G. Conduct annual system testing, as well as user acceptance testing to ensure that all requirements in the approved disaster requirements document are being met. Conduct one live system test and one tabletop system test every year, six (6) months apart, as well as user acceptance testing to ensure that all requirements in the approved disaster requirements document are being met.

**7. Revise Section 3.5.1.E Redundancy, Data Backup and Disaster Recovery as follows:**

- E. ~~The Contractor shall test the contingency/DR plans at least twice annually to identify any changes that need to be made to the plan(s) to ensure a minimum interruption of service. Coordination shall be made with the State to ensure limited system downtime when testing is conducted. At least one (1) annual test shall include backup media restoration and failover/fallback operations at the DR location. The Contractor shall send the Contract Monitor a notice of completion following completion of DR testing. The Contractor shall conduct one (1) live system test and one (1) tabletop system test every year, six (6) months apart, to identify any changes that need to be made to the plan(s) to ensure a minimum interruption of service. Coordination shall be made with the State to ensure limited system downtime when testing is conducted. At least one (1) annual test shall include backup media restoration and failover/fallback operations at the DR location. The Contractor shall send the Contract Monitor a notice of completion following completion of DR testing.~~
- G. ~~The Contractor shall test its disaster recovery processes every six (6) months, to include a live drill and tabletop. The Contractor shall provide the State with copies of such test results within ten (10) calendar days of the date that the test is completed. The Contractor shall review results of the disaster recovery test with DHS, and work with DHS to improve the process. The State may require the development of a CAP regarding any deficiencies noted in the test and thorough retesting until satisfactory results are achieved. The Contractor shall conduct one live system test and one tabletop system test every year, six (6) months apart. The Contractor shall provide the State with copies of such test results within ten (10) calendar days of the date that the test is completed. The Contractor shall review results of the disaster recovery test with DHS, and work with DHS to improve the process. The State may require the development of a CAP regarding any deficiencies noted in the test and thorough retesting until satisfactory results are achieved.~~

**8. Revise Section 2.3.1.19.4 Benefit Replacement Due to Fraud Activity as follows:**

2.3.1.19.4 Benefit Replacement Due to Fraud Activity

The Contractor shall ~~replace~~ **accept the replacement of** SNAP and cash benefits deemed to be lost to fraud in accordance with the Consolidated Appropriations Act of 2023 (<https://www.congress.gov/bill/117th-congress/house-bill/2617>).

**9. Revise Section 3.2.3.B Transition-Out Tasks as follows:**

- 1- **10.** Plans to complete tasks and any unfinished work items (including open change requests, and known bug/issues); and
- 2- **11.** Any risk factors with the timing and the Transition-Out schedule and transition process. The Contractor shall document any risk factors and suggested solutions.

**10. Revise Section 5.3.2.F.2 Table Reference as follows:**

Section #	Section Title	Special Instructions
2.3.1.7.2	Initial Card Issuance	The Offeror shall also describe their approach to a card mail plan based on historic card issuance data by jurisdiction which is provided in <b>Attachment P - Pricing Proposal – Historical Data</b> . DHS is looking for a card replacement solution that would dramatically shorten delivery time for cards. Offerors should propose possible solutions, such as Saturday mailing, or other such solutions, along with estimates on time savings that will result from their proposals.
2.3.1.7.3	Replacement Card Issuance	
2.3.1.7.4	Automatic Card Replacement	The Offeror shall describe in its proposed process to auto replace cards identified as having had too many manual keyed-transaction entries.
2.3.1.10.3	EBT Data	The Offeror’s response shall indicate their capability to meet or exceed the requirement to provide access to all available transaction history data.
2.3.1.12	Retailer Management and Training	The Offeror shall describe in its Proposal its methodology for ensuring that special circumstance retailers (i.e., farmers markets, mobile vendors, and other retailers for whom typical POS terminals may not be appropriate) can participate in the EBT program and shall make available the equipment necessary for the retailers to participate.
<del>2.3.1.12.1</del> <del>2.3.1.12.2</del>	<del>Retailer and Third-Party Processor (TPP) Agreements</del> <del>Retailers Using EBT-only POS Devices</del>	The Offeror shall provide a sample copy of the retailer and TPP Agreement with its Proposal.
<del>2.3.1.12.6</del> <del>2.3.1.12.5</del>	Cash Access	The Offeror shall describe in its Proposal its methodology for ensuring that EBT customers have access to their cash benefits through retailers or ATMs and maintain a database consisting of retailers providing cash back.

Section #	Section Title	Special Instructions
2.3.1.17	Data Warehouse	The Offeror's response shall fully describe their approach for providing the data warehouse functionality to DHS. The Offeror's response shall indicate their capability to meet or exceed the requirement to provide access to all available transaction history data. The table of information in <b>Attachment Q, Data Warehouse Data Elements</b> is meant to demonstrate to Offerors, the minimum type and extent of data that DHS expects the EBT data warehouses to contain. It is important to note that this list represents the minimum expectation of the stored data elements. The data warehouse should include at a minimum, but not necessarily be limited to, these data elements.
2.3.1.17	Data Warehouse	The Offeror's response shall include its approach for implementing a data warehouse staff training program based on the type of user and job function specifying training content and duration.
2.3.1.17	Data Warehouse	The Offeror shall indicate the number of users in each user category that the Offeror will support. The Contractor shall be responsible for paying the data warehouse license fees, if any, for DHS users.
2.3.1.17	Data Warehouse	The Offeror shall describe their data warehousing approach for providing reporting functionality including the data warehousing and robust ad-hoc reporting capability, as well as the Offeror's approach to supporting changes in reporting requirements.
<del>2.3.1.12.1</del> <del>5-2.3.1.15</del>	System Security	Offeror must submit a description of their Security process to ensure the access to the EBT system is not compromised by any authorized access.
<del>2.3.1.19.1</del> <del>2.3.1.19</del>	Fraud Prevention Support	The Offer shall describe how system environment, support and operational procedures are designed to prevent fraud, promote customer safety and foster accuracy in business processes will be secured.
2.3.2	Transition/System Conversion	The Offeror shall provide a description of the technical risk of migrating from the existing system.
2.3.2	Transition/System Conversion	System Conversion Schedule - Offeror shall provide the proposed system conversion schedule with its Proposal.
<del>2.3.2.4</del> <del>2.3.2.5</del>	Customer Service Conversion, <b><u>Retailer Conversion</u></b>	The Offeror shall include within the transition plans of their proposals, a description of how they will transition the current telephone numbers over to their call center operations. Explicit detail must describe how the Vendor will handle calls during the transition period.
<del>2.3.2</del> <del>2.3.3</del>	Testing Requirements	The Offeror shall describe how system testing will be conducted and the resources to be utilized in order to verify the system complies with SNAP requirements, system design specifications, and performance standards including responsiveness, usability, capacity and security.
2.4.4	Deliverable Descriptions/ Acceptance Criteria	The Offeror shall include a deliverable description and schedule describing the proposed Deliverables as mapped to the State SDLC and the Deliverables table in <b>Attachment U, Deliverables Table</b> . The schedule shall also detail proposed submission due date/frequency of each recommended Deliverable.
2.6.7	SLA Measurements Table	The Offeror shall describe how service level performance is reported to the State and how the State can verify the service level.
3.5.1	Redundancy, Data Backup and Disaster Recovery	The Offeror shall provide a Backup solution/ strategy recommendation as part of its Proposal.
3.5.1	Redundancy, Data Backup and Disaster Recovery	Disaster Recovery and Security Model description - For hosted services, the Offeror shall include its DR strategy, and for on premise, a description of a recommended DR strategy.

Section #	Section Title	Special Instructions
3.8	Problem Escalation Procedure	The Offeror shall provide a draft Problem Escalation Procedure (PEP) that includes, at a minimum, titles of individuals to be contacted by the Contract Monitor should problems arise under the Contract and explains how problems with work under the Contract will be escalated in order to resolve any issues in a timely manner. Final procedures shall be submitted as indicated in Section 3.8.
3.10	Experience and Personnel	The Offeror shall deliver an initial Staffing Plan with its Proposal. The Staffing Plan shall include an organization chart showing how the Contractor proposes to staff the project. The Staffing Plan shall name Key Personnel and clearly describe all resource requirements (positions including, but not limited to, title, function, etc.) and roles and responsibilities.
3.10	Experience and Personnel	Offeror must include an affirmative statement in its technical Proposal that the Offeror, if awarded a Contract, agrees that its employees and agents shall not be restricted from working with or for any successor contractor that is awarded the State business.
3.14	Work Orders	Offeror shall describe their change management process and how changes will be handled in a timely manner.

**11. Delete and Replace Section 7, Table 1 RFP ATTACHMENTS AND APPENDICES with the following:**

Applies?	When to Submit	Label	Attachment Name
Y	Before Proposal	A	Pre-Proposal Conference Response Form
Y	With Proposal	B	Financial Proposal Instructions and Form
Y	With Proposal	C	Bid/Proposal Affidavit (see link at <a href="http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/AttachmentC-Bid_Proposal-Affidavit.pdf">http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/AttachmentC-Bid_Proposal-Affidavit.pdf</a> )
Y	With Proposal	D	MBE Forms D-1A (see link at <a href="http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/05/AttachmentDMBE-Forms-1.pdf">http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/05/AttachmentDMBE-Forms-1.pdf</a> ) <b>IMPORTANT:</b> If this RFP contains different Functional Areas or Service Categories. A separate Attachment D-1A is to be submitted for each Functional Area or Service Category where there is a MBE goal.
Y	10 Business Days after recommended award	D	MBE Forms D-1B, D-1C, D-2, D-3A, D-3B (see link at <a href="http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/05/AttachmentDMBE-Forms-1.pdf">http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/05/AttachmentDMBE-Forms-1.pdf</a> )

Applies?	When to Submit	Label	Attachment Name
			<b>Important:</b> Attachment D-1C, if a waiver has been requested, is also required within 10 days of recommended award.
Y	As directed in forms	D	MBE Forms D-4A, D-4B, D-5 (see link at <a href="http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/05/AttachmentDMBE-Forms-1.pdf">http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/05/AttachmentDMBE-Forms-1.pdf</a> )
Y	With Proposal	E	Veteran-Owned Small Business Enterprise (VSBE) Form E-1A (see link at <a href="https://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/AttachmentE-VSBEForms.pdf">https://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/AttachmentE-VSBEForms.pdf</a> ) <b>IMPORTANT:</b> If this RFP contains different Functional Areas or Service Categories. A separate Attachment E-1A is to be submitted for each Functional Area or Service Category where there is a VSBE goal.
Y	5 Business Days after recommended award	E	VSBE Forms E-1B, E-2, E-3, E4 (see link at <a href="http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/AttachmentE-VSBEForms.pdf">http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/AttachmentE-VSBEForms.pdf</a> ) <b>Important:</b> Attachment E-1B, if a waiver has been requested, is also required within 10 days of recommended award.
Y	With Proposal	F	Maryland Living Wage Requirements for Service Contracts and Affidavit of Agreement (see link at <a href="http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/AttachmentF-LivingWageAffidavit.pdf">http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/AttachmentF-LivingWageAffidavit.pdf</a> )
Y	With Proposal	G	Federal Funds Attachments (see link at <a href="http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/AttachmentG-FederalFundsAttachment.pdf">http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/AttachmentG-FederalFundsAttachment.pdf</a> )
Y	With Proposal	H	Conflict of Interest Affidavit and Disclosure (see link at <a href="http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/05/AttachmentH-Conflict-of-InterestAffidavit.pdf">http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/05/AttachmentH-Conflict-of-InterestAffidavit.pdf</a> )
Y	5 Business Days after recommended award – However, suggested with Proposal	I	Non-Disclosure Agreement (Contractor) (see link at <a href="http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/Attachment-I-Non-DisclosureAgreementContractor.pdf">http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/Attachment-I-Non-DisclosureAgreementContractor.pdf</a> )
N	5 Business Days after recommended award –	J	HIPAA Business Associate Agreement (see link at <a href="http://procurement.maryland.gov/wp-">http://procurement.maryland.gov/wp-</a>



<b>Applies?</b>	<b>When to Submit</b>	<b>Label</b>	<b>Attachment Name</b>
	However, suggested with Proposal		<a href="http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/Attachment-J-HIPAABusinessAssociateAgreement.pdf">content/uploads/sites/12/2018/04/Attachment-J-HIPAABusinessAssociateAgreement.pdf</a> )
Y	With Proposal	L	Location of the Performance of Services Disclosure (see link at <a href="http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/Attachment-L-PerformanceofServicesDisclosure.pdf">http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/Attachment-L-PerformanceofServicesDisclosure.pdf</a> )
Y	5 Business Days after recommended award	M	Sample Contract (included in this RFP)
Y	5 Business Days after recommended award	N	Contract Affidavit (see link at <a href="http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/Attachment-N-ContractAffidavit.pdf">http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/Attachment-N-ContractAffidavit.pdf</a> )
Y	5 Business Days after recommended award	O	DHS Hiring Agreement (see link at <a href="http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/Attachment-O-DHSHiringAgreement.pdf">http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/Attachment-O-DHSHiringAgreement.pdf</a> )
Y	n/a	P	Historical Data
Y	n/a	Q	Data Warehouse Elements
Y	n/a	R	DHS Office Locations
Y	n/a	S	POS Terminal Locations
Y	n/a	T	EBT Required Reports
Y	n/a	U	Deliverable Chart
Y	n/a	1	Abbreviations and Definitions (included in this RFP)
Y	With Proposal	2	Offeror Information Sheet (see link at <a href="http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/Appendix2-Bidder_OfferorInformationSheet.pdf">http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/Appendix2-Bidder_OfferorInformationSheet.pdf</a> )
N	Before Proposal, as directed in the RFP.	3	Non-Disclosure Agreement (Offeror) (see link at <a href="http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/05/Appendix-3-Non-Disclosure-Agreement-Offeror-1.dotx">http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/05/Appendix-3-Non-Disclosure-Agreement-Offeror-1.dotx</a> )
Y	5 Business Days after recommended award	4	Performance Bond  (see link at <a href="http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/05/Appendix-z-Performance-Bond.dotx">http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/05/Appendix-z-Performance-Bond.dotx</a> )
Y	5 Business Days after recommended award	5	Payment Bond

Applies?	When to Submit	Label	Attachment Name
			(see link at <a href="http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/05/Appendix-yy-Payment-Bond.dotx">http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/05/Appendix-yy-Payment-Bond.dotx</a> )
Y	5 Business Days after recommended award		Evidence of meeting insurance requirements (see <b>Section 3.6</b> ); 1 copy
Y	10 Business Days after recommended award		PEP; 1 copy

**12. Revise Attachment T. EBT Required Reports as follows:**

**Restaurant Meal Program Food Stamp Activity Report (Monthly) Restaurant Meal Customer Report**

The Restaurant Meal Eligible Customer report lists EBT cardholders, by County, local office, and State Unique ID, who are eligible to use their Food Stamp benefits to purchase meals at Food and Nutrition Service-authorized restaurants.

**13. Attachment P. Historical Data. Delete and Replace Table 3: EBT Card Issuance with the following:**

**Table 3: EBT Card Issuance**

2020:

Type	2020												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
<b>Mail</b>													
Issuance	3,650	3,042	5,048	18,483	21,838	303,438	11,009	5,603	26,285	5,708	6,445	49,209	459,758
Replacement	9,847	8,259	8,926	16,683	16,977	21,593	17,079	15,944	14,101	14,764	13,285	17,607	175,065
Total	13,497	11,301	13,974	35,166	38,815	325,031	28,088	21,547	40,386	20,472	19,730	66,816	634,823
<b>Over the Counter</b>													
Issuance	144	105	54	0	0	0	2	1	4	0	1	2	313
Replacement	1,232	8,880	498	12	17	73	292	201	253	298	340	575	12,671
Total	1,376	8,985	552	12	17	73	294	202	257	298	341	577	12,984

2021:

Type	2021												
Mail	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Issuance	6,584	6,404	6,164	3,435	253,127	11,397	28,632	8,412	8,757	11,753	4,625	3,908	353,198
Replacement	16,405	13,611	13,075	11,325	13,508	21,679	21,820	19,463	19,148	19,120	15,689	12,972	197,815
Total	22,989	20,015	19,239	14,760	266,635	33,076	50,452	27,875	27,905	30,873	20,314	16,880	551,013
Over the Counter	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Issuance	3	0	2	0	0	3	7	10	42	6	9	5	87
Replacement	833	774	824	807	704	940	1,262	1,186	3,019	7,073	7,005	4,318	28,745
Total	836	774	826	807	704	943	1,269	1,196	3,061	7,079	7,014	4,323	28,832

2022:

Type	2022												
Mail	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Issuance	3,634	4,060	4,765	3,480	3,701	15,319	5,292	57,353	4,995	20,465	16,710	5,551	145,325
Replacement	12,246	9,971	11,170	10,175	10,406	10,767	11,180	14,782	17,118	16,211	15,833	13,496	153,355
Total	15,880	14,031	15,935	13,655	14,107	26,086	16,472	72,135	22,113	36,676	32,543	19,047	298,680
Over the Counter	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Issuance	9	6	6	2	9	6	7	17	8	15	10	10	105
Replacement	2,879	2,503	2,495	2,316	2,239	2,613	3,001	5,857	8,393	5,850	4,945	4,315	47,406
Total	2,888	2,509	2,501	2,318	2,248	2,619	3,008	5,874	8,401	5,865	4,955	4,325	47,511

2023:

Type	2023						
Mail	Jan	Feb	Mar	Apr	May	Jun	Total
Issuance	6,309	6,148	6,147	5,294	5,105	22,031	51,034
Replacement	12,375	11,483	11,289	9,979	10,549	13,003	68,678
Total	18,684	17,631	17,436	15,273	15,654	35,034	119,712
Over the Counter	Jan	Feb	Mar	Apr	May	Jun	Total
Issuance	22	12	13	14	20	12	93
Replacement	3,870	3,051	2,969	2,666	3,062	4,361	19,979
Total	3,892	3,063	2,982	2,680	3,082	4,373	20,072

**PEBT Cards**

2020:

Type	2020												
Mail	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
PEBT Issuance	0	0	0	0	0	0	0	0	0	0	0	0	0

2021:

Type	2021												
Mail	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
PEBT Issuance	0	0	0	0	550,246	7,490	24,706	4,135	4,643	7,484	2,355	0	601,059

2022:

Type	2022												
Mail	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
PEBT Issuance	0	0	49	11	0	0	12,303	50,865	792	14,546	11,179	948	90,693

2023:

Type	2023						
Mail	Jan	Feb	Mar	Apr	May	Jun	Total
PEBT Issuance	0	0	252	21	11,179	11,179	22,631

**14. Delete Attachment B, B-1 and B-2 and Replace with the attached Financial Proposal Instructions & Form.**

If you require clarification of the information provided in this amendment, please contact me at (410) 767-7068, or via email at [samuel.eduful@maryland.gov](mailto:samuel.eduful@maryland.gov).

**Samuel Eduful**

**Procurement Officer**

**December 8, 2023**