



Submitted Questions and Answers for

RFP 24H-1001 Food Services Point of Sale and Global Data Synchronization Network (GDSN) Platform, To include: Hardware, Payment Solutions, and Software

NOTE: Questions below are taken verbatim from correspondences received by Mohave. There are no corrections to grammatical or spelling errors. However, personal names will be replaced by a personal pronoun, business names will be replaced by the term "firm," and any numerical values associated with a cost are replaced by "XX."

Questions and Answers:

- **(9/14/24) Question:** in 1.2.18 -POS software applications shall be offered to generate a broad range of bilingual, and pre-formatted notification letters. in which circumstances do you expect the POS to send Notifications?
- **(9/17/24) Mohave Answer:** Mohave's members may have a variety of reasons pre-formatted notification letters are sent, but two examples that have been shared with Mohave are sending out the monthly menu to parents, and overdue meal accounts. These two letters would have a standardized pre-formatted letter so every parent receives the same notification.
- **(9/14/24) Question:** on page 30, D "d. Contract vendor training of staff assigned to specifically administer, sell products or services, or monitor duties and processes under an awarded Mohave contract: " please clarify the question or request?
- **(9/17/24) Mohave Answer:** Mohave has unique processes with respect to our awarded contracts. This question is asking how you will train and ensure your staff know how to handle each aspect of their respective duties as they apply to a Mohave awarded contract. This question does not relate to training members about your product.
- **(9/24/24) Question:** On the Primary Vendor Information Method of Approach Chart, columns B and C ask for areas we will provide services in and areas our sales force will target. Is the expectation that we should answer yes or no to each county, or are you expecting a different type of response?

Column A on that same chart asks for percentage of AZ business that came from each county. Should this be percentage of new business within the past 3 years, or can renewed business predating 3 years be included as well?
- **(9/24/24) Mohave Answer:** Tab 2a, Primary Vendor Method of Approach, Question 3b and 3c, your firm may use, Yes, No, or X, in the Counties your firm will provide services for and market to.

Column A (Question 3a) of the same chart is for any business within the past three years. Mohave is not reviewing whether the business was new or renewed business.
- **(9/24/24) Question:** In Method of Approach, 1d. "Contract vendor training of staff assigned to specifically administer, sell products or services, or monitor duties and processes under an awarded Mohave contract." Does this question refer to a Mohave staff member that the vendor would train, or that the vendor would assign on its own staff to administer and be a point of contact?
- **(9/24/24) Mohave Answer:** Please refer to the answer provided to Question 6.

- **(9/24/24) Question:** Thank you for your previous answer. Can you provide insight or clarification on your "unique processes" with respect to awarded contracts?
- **(9/24/24) Mohave Answer:** Mohave's unique processes are outlined throughout the Terms and Conditions; however, three examples are found in the General Terms and Conditions 9.9 Order Cycle, 10. Pricing, and 20.10. Reporting and payment of administration fees to Mohave.
- **(9/24/24) Question:** The RFP notes that "Offeror agrees to comply with the current applicable requirements of FERPA, PPRA, COPPA, HIPAA, Section 508 ADA, GDPR, CCPA and any other federal and/or other state law governing the privacy of Covered Data Information (CDI)."

GDPR is a regulation out of the European Union, and "applies to the processing of personal data in the context of the activities of an establishment of a controller or a processor in the Union, regardless of whether the processing takes place in the Union or not."

Our servers and processors are not located within the EU. Do we need to certify that our company complies with all requirements for GDPR?

- **(9/24/24) Mohave Answer:** A "Comply" response states you are complying with "applicable" requirements. An "Exception/Deviation" may be noted if your firm believes you would not be able to comply should this regulation become applicable during the course of an awarded contract.

There were no additional answers provided to questions submitted past the RFP's published Deadline for Questions: September 24, 2024.

UPDATE 9/24/24: KH

