

## Data Warehouse Functionality

The EBT Contractor shall be required to provide the State of Nevada Department of Health and Human Services (DHHS), and more specifically the Department of Social Services (DSS), with an EBT data warehouse, an electronic repository of all transactional data relating to EBT accounts. The data warehouse should be designed in such a way that it facilitates a State's ability to derive reports and perform analysis of data derived from their EBT operations. The EBT Contractor shall be required to provide data warehouse capability that will allow appropriate State staff to access the data warehouse through administrative terminals, screens and/or systems or through an Internet browser application. This data should include at a minimum, but not necessarily be limited to, the data elements shown in the table below.

<b>Data Warehouse Required Elements</b>	
<b>Element</b>	<b>Description</b>
Access Type	Account access allowed for a cardholder
Access Type Description	Description of account access type
Account Balance	Account balance for the account as of the completion of the transaction.
Account Number	Identifier for the specific account.
Acquirer ID	Acquirer ID associated with this transaction.
Applied Amount	Amount of the total transaction amount that was applied to a grant
Applied Grant Number	Grant number against which a transaction was charged
Authorization Response Number	Authorization number for the transaction
Benefit Month	Month for which the benefit was issued
Card Entry Type	Identifies whether the card used for a transaction was swiped or manually entered.
Card Expiration Date	Expiration date for the card
Card Issue Date	Date card issued
Card Number	Card number of the client or authorized representative
Cardholder DOB	Cardholder date of birth
Cardholder Full Address	Cardholder Full Address
Cardholder Name	Cardholder Full Name
Cardholder Phone Number	Cardholder phone number.
Cardholder primary/alternate indicator.	Cardholder primary/alternate indicator.
Cardholder Service Site	State specific code indicating which office a cardholder is serviced from.
Cardholder SSN	Cardholder social security number
Cashback Amount	Cashback amount for the transaction
Completed Issuer Fee Amount	Fee amount actually completed for the transaction
Completed Surcharge Amount	Surcharge amount actually completed for the transaction.
Completed Transaction Amount	Completed dollar amount of the transaction that was approved; the transaction amount actually completed
Current Account Balance	Account balance as of the completion of the most current transaction.

FNS Number	Retailer's Food and Nutrition Services assigned Number.
Grant Funding Source	Indicates if the grant is federally or State funded
Grant Funding Source Description	Description of the grant funding source
Grant Number	Authorization number for the grant
Local Date	Local date for this transaction as determined by the terminal driver
Local Time	Host time that EBT Contractor logged the processing of the transaction.
Local Time	Local time for this transaction as determined by the terminal driver.
Log Date	Host log date that EBT Contractor logged the processing of the transaction.
<b>Element</b>	<b>Description</b>
Merchant Full Address	Merchant Full Address
Message Type	Type of message sent on the inbound ISO 8583 message.
Original Authorization Number	Manual authorization approval number or, on reversal transactions, the original approval number of the transaction being reversed.
Program Type	Program type for a transaction
Received Benefit Type	State supplied benefit type for this grant
Reference Number	Device and switch provided trace numbers. Only available for ATM and POS transactions
Rejected Transaction	Indicates whether or not a transaction was accepted or rejected.
Reply Code	Response code for a transaction.
Reply Code Description	Description of the reply code.
Requested Issuer Fee Amount	Fee amount requested for the transaction.
Requested Transaction Surcharge Amount	Surcharge amount requested for the transaction
Requested Transaction Amount	Original request amount for this transaction; the transaction amount requested.
Restaurant Indicator	Indicates whether or not the cardholder is authorized for usage of EBT benefits in approved restaurants.
Restaurant Indicator Description	Description of the restaurant indicator.
Retailer Type Code	Identifies the business type code for the retailer.
Retailer Type Code Description	Description for the retailer type code.
Settlement Date	Settlement date for the transaction
State Code	Two character State code identifier.
State Unique ID	State unique identifier (also referred to as Cardholder Case number or Claim number)
Terminal ID	ID of the ATM or POS terminal submitting the transaction
Terminal Merchant Name	Store name received in the ISO 8583 message.
Trace Number	Device and switch provided trace numbers.
Transaction Amount	Total amount of the transaction.
Transaction Method	Keyed, Swiped, Other
Transaction Type	Identifies the transaction type.
Transaction Type Description	Description of the action performed by the transaction.
User ID	User performing the administrative transaction, if available.
Voucher ID:	Manual voucher ID associated with the transaction.

DSS and the State must have the capability to create ad-hoc reports and sort and manipulate this data as necessary to meet their needs. At a minimum, sort capability shall be provided at the State, benefit program, and local office, county and/or geo-admin levels. In addition, the State should be able to access data sorted by State selected parameters including but not limited to transaction type, transaction time period, out-of-State transactions, card status, key entered transactions, etc. The Contractor shall provide States with a suite of pre-developed queries or reports to facilitate frequent or —standard queries. Examples of these shall include, but are not limited to:

- Transactions by client account number with user definable date range;
- Transactions by FNS number with user definable date range;
- Transactions by EBT card number with user definable date range;
- Transactions by Social Security Number (or State's equivalent) with user definable date range;
- Transactions by Zip Code with user definable date range;
- Out-of State transactions with user definable date range and State; and
- Account administrative actions with user definable date range and service site or office location.

State's users will normally fall into one of two categories: standard users, who are State staff empowered to use already constructed queries/reports, and power users, who are a limited number of State staff empowered to create custom queries or reports using the tools provided by the Contractor. The EBT Contractor shall work with the State to facilitate the development of standard queries or reports. The Contractor is expected to use, and make available to the State's power users, industry-standard reporting and data mining tools such as Crystal Reports and/or Business Objects. Access to the data warehouse shall be limited to authorized State users and should be secured through standard access control measures.

It is understood that the architecture of a data warehouse differs from that of an operational system. Because of this, States recognize that a data warehouse, by definition, may not be real time; however, the Contractor is expected to keep the data warehouse current with no more than 36 hours of elapsed time between a transaction's occurrence and its loading into the data warehouse. Typically, EBT data warehouses are updated once every 24 hours.

The Contractor shall also be responsible for paying the license fees, if any, for the State's users. The Offeror shall indicate the number of users in each user category that the Offeror will support. It is further desired that retailer location data stored in the data warehouse be normalized so that it is in agreement with FNS REDE data.

Finally, States recognize that an EBT data warehouse has the potential to be extremely useful for combating fraud. Offerors are encouraged to offer a Fraud Investigation tool which will provide the necessary reporting measures through the use of the Data Warehouse.

The Offeror's response shall fully describe their approach for providing the data warehouse functionality to the State. The response shall indicate the Offeror's approach for implementing a data warehouse staff training program based on the type of user and job function specifying training content and duration. (Pre and post conversion)

In addition to the data warehouse, at a minimum, the EBT Contractor shall provide the capability to provide real time, on-line access to a 365-day transaction history. The Offeror's response shall indicate their capability to meet or exceed the requirement for real time, on-line access to a 365-day transaction history.