

**California's EBT Contract with Xerox**  
(2008 EBT Contract)

**Wireless POS Devices**

California utilizes wireless POS devices to support client access SNAP benefits at farmers' markets and other retailers. This section details the contractual requirements related to the installation, support, and maintenance of wireless POS devices.

Requirement
The Contractor shall develop and maintain a wireless POS device profile load that will enable every California EBT wireless POS device to interface with the EBT host system.
The Contractor shall deploy wireless POS devices to retailers as directed by the State.
The Contractor shall install the wireless POS device profile load in every wireless POS device deployed to retailers, prior to the completion of transition.
The Contractor shall provide a user manual when deploying a wireless POS device.
The wireless POS devices shall not transmit the cardholder's account number and PIN unless the transmission is encrypted.
The Contractor shall receive State approval for use of wireless devices other than the Omni 3600 and the VeriFone V <sup>x</sup> 610.
The wireless POS device profile load shall be compliant with ISO 8583 and the Quest <sup>®</sup> Operating Rules.
The wireless POS device profile load shall meet the operational requirements of the California EBT system and support the full EBT POS transaction set, with the exception of the store-and-forward transaction.
The Contractor shall notify the State on a monthly basis when purchasing new Contractor-owned wireless POS devices.
The Contractor shall own all wireless POS devices it purchases during the contract period.
The Contractor shall provide secure and environmentally appropriate storage of all State-owned spare wireless POS devices in accordance with manufacturer specifications.
The Contractor shall be responsible for maintenance of all State-owned and Contractor-owned wireless POS devices.
The Contractor shall be responsible for managing the inventory of all State-owned wireless POS devices.
The Contractor shall maintain a record, for State review, of wireless POS device failure, service, and replacement history throughout the term of the contract.

Requirement
The Contractor shall repair or replace an inoperable wireless POS device within 48 hours of initial notification of the wireless POS device failure.
Upon request from the State, the Contractor shall deactivate a retailer's wireless POS device.
The Contractor shall deactivate wireless POS devices for retailers that have been deauthorized or withdrawn within two (2) business days of receipt of the information from the FNS REDE file.
The Contractor shall make a good-faith effort to recover deactivated wireless POS devices from retailers within seven (7) days of wireless POS device deactivation.

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