



Kay Ivey  
Governor

# State of Alabama Department of Human Resources

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Nancy T. Buckner  
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## ANNOUNCEMENT

April 01, 2021

**THE STATE OF ALABAMA DEPARTMENT OF HUMAN RESOURCES (DHR) WILL RELEASE A REQUEST FOR PROPOSALS (RFP) FOR PANDEMIC EBT CUSTOMER SERVICE CALL CENTER ON THURSDAY, APRIL 01, 2021.**

The ALABAMA DEPARTMENT OF HUMAN RESOURCES, (hereinafter referred to as “the Department”) seeks a qualified vendor to provide a Pandemic Electronic Benefits (P-EBT) Customer Service Call Center Services for the Department. The P-EBT program is designed to provide SNAP benefits to students who are not attending school in-person as a result of the COVID-19 pandemic. These students are either receiving educational instructions virtually or under a hybrid model where in-person instruction is reduced. In order to receive P-EBT, a student must also be attending a school which participates in the National School Lunch Program (NSLP) and be eligible for free or reduced breakfast or lunch.

The proposed Customer Service Call Center must, at a minimum, be able to meet all current industry standards. The Customer Service Call Center will be required to assist callers with questions regarding the State’s P-EBT program which will be conducted by the Department in conjunction with the Alabama State Department of Education (ALSDE). A more complete description of the services sought for this project is provided in the RFP, Section 3: *Scope of Project*. Proposals submitted in response to this solicitation must comply with the instructions and procedures contained herein.

The RFP will be accessible by the close of business (5:00 p.m. CST) on, **April 01, 2021** on the Department’s web site at [www.dhr.alabama.gov](http://www.dhr.alabama.gov) for **Pandemic EBT Customer Service Call Center**, click on **LINKS**, then select **Requests for Proposals**, then click on the RFP link (s) for **Pandemic EBT Customer Service Call Center**.

The initial contract term is for a period of **Seven (7)** months beginning **June 01, 2021** and ending **December 31, 2021**. Renewals of the contract, as agreed upon by both parties, may be made at **one (1) year** intervals, or any **interval that is advantageous to the Department**, not to exceed a total of **two (2) years**, at the option of the Department. **Selected vendors must be fully operational on June 01, 2021.**

If you are unable to access the RFP after its release using the aforementioned information, immediately notify Vicki C-Robinson([vicki.robinson@dhr.alabama.gov](mailto:vicki.robinson@dhr.alabama.gov)).