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Nancy T. Buckner
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ANNOUNCEMENT

May 17, 2022

THE STATE OF ALABAMA DEPARTMENT OF HUMAN RESOURCES (DHR) WILL RELEASE A REQUEST FOR PROPOSALS (RFP) FOR SNAP/TANF INFORMATION SYSTEM QUALITY ASSURANCE ON WEDNESDAY, MAY 18, 2022

The Alabama Department of Human Resources (ALDHR or State) is the state agency responsible for the administration of the SNAP and TANF programs in Alabama, providing a vital resource to support family stability, safety, and independence for the state of Alabama. ALDHR is a county-based, State administered human services agency with offices in each of Alabama's 67 counties. The agency has approximately 1,300 SNAP and TANF system users, located in both the State office and in the county offices. The mission of the ALDHR is to partner with communities to promote family stability and provide for the safety and self-sufficiency of vulnerable Alabamians. The State's vision is to be an organization which is client focused, knowledge driven, result oriented, cooperative and collaborative with all stakeholders, open and effective in communications, and structured to provide quality and timely services.

The purpose of this RFP is to select a contractor to provide quality assurance services for the SNAP/TANF Information System (STIS or Project) for an objective assessment of the quality, completeness, and progress of work and work products. The Quality Assurance (QA) Contractor will be responsible for defining project work tasks and related quality standards that will add value, reduce risk, as well as satisfy the requirements of the Project and agency policies. The QA Contractor will verify that the various project plans, standards, processes, organizational structure, and work tasks fit the Project's needs by performing quality control reviews. The QA Contractor will also review performance reports, deliverables and mitigate risk throughout the life cycle of the Project.

The QA Contractor shall also be responsible for the planning and execution of the Quality Assurance (QA) Test as well as the User Acceptance Test (UAT) for the System. The QA Contractor shall train State project SMEs and other State resources on their proposed testing methodologies for both of these critical tests. The State plans to utilize State Project SMEs to perform the QA Testing tasks led by the QA Contractor. For the UAT test, the State plans to bring in county workers and supervisors to supplement the testing of the Project SMEs.

The State seeks a contractor that is both qualified and has a demonstrated history of working constructively with other agencies and contractors in a large project setting similar to ALDHR.

A more complete description of the services sought for this project is provided in *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, **May 18, 2022**, on the Department's web site at www.dhr.alabama.gov, click on **LINKS**, then select **Requests for Proposals**, then click on the RFP link (s) for SNAP/TANF Information System Quality Assurance .

The initial contract term is for a period of three (3) years from the date of contract execution, the maximum contract term allowed by state law. 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. The total possible term of this contract is five (5) years composed of the initial three-year term and up to two additional option years.

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).