



*Welcome to the*  
*SNAP/TANF Information System*  
**QA RFP Pre-Proposal Conference**

June 16, 2022

# Welcome and Introductions

- Faye Nelson  
Deputy Commissioner for Family Resources

# Agenda

- Procurement Schedule
- Contractor Q&A
- QA RFP Overview
- Contract Overview
- Staffing and Work Location
- Testing and QA
- Training
- SNAP Overview
- TANF Overview
- Review of Written Questions Received
- Follow-Up Question and Answer Period
- Conclusion

# QA RFP Procurement Schedule

- Proposals are due July 20
- DHR may announce “Proposals Likely to Award” by August 3
- Remaining contractors will deliver an in-person presentation on August 16
- DHR and Contractor sign contract on August 29
- DHR receives FNS approval of contract by September 14
- Contractor on board and work begins November 1

• *Note that all dates are estimates and may change due to federal approval, contract negotiations, etc.*

# Contractor Q&A

- We have planned for two rounds of Q&A for questions about the RFP
- Round 1 questions were due June 2
  - We will review questions and answers in today's Conference
  - Contractors may ask follow-up questions in today's Conference
  - DHR will provide verbal answers
  - DHR will publish written answers to Round 1 questions on June 24
  - ID yourself and your company when asking questions
- Round 2 questions are due July 1
  - DHR will publish written answers on July 7

# QA RFP Overview

- QA Contractor will monitor and report on key activities during DDI
  - Project scope and schedule and delivery commitment
  - Budgeting and cost controls
  - Resource availability and commitment
  - Deliverable review and tracking
  - Ongoing risk analysis
  - Lead QA and UAT testing phases
- QA Contractor responsibilities during Stabilization M&O phase (est. 14 mos)
  - Continue serving as the lead for UAT testing
  - Report on effectiveness of the DHR and DDI Vendor help desk
  - Monitor system and database performance and any tuning by DDI vendor
  - Monitor and report on DDI vendor maintenance plan and release schedule
  - Train DDI staff to lead UAT effort in Steady State M&O

# Contract Overview

- DHR intends to sign a contract with the winning QA Contractor
- Initial contract term will be three years
- DHR may elect up to two one-year options years
- Total possible term is five years

# Staffing and Work Location

- DDI Vendor responsible for setting up project site in Montgomery
- QA Contractor key staff must be onsite 100% of time
- Non-key support staff may work remotely
- No offshore work permitted



# Testing and QA

- QA Contractor will objectively assess the quality and completeness of deliverables and other work products
- DHR requires the following tests of the software and processes
  - Functional Demonstration (DDI Vendor)
  - Unit Testing (DDI Vendor)
  - Interface Testing (DDI Vendor)
  - System Integration Testing (DDI Vendor)
  - Quality Assurance (QA) Testing (QA Contractor)
  - Performance/Stress Testing (DDI Vendor)
  - Conversion Testing (DDI Vendor)
  - User Acceptance Testing (QA Contractor)

# SNAP Overview

## Supplemental Nutrition Assistance Program (SNAP)

SNAP was previously known as “Food Stamps”

- SNAP is a federal aid program administered by the United States Department of Agriculture (USDA) under the Food and Nutrition Services (FNS)
- Provides benefits to eligible, low or no-income individuals and households via a monthly benefit.
- The State of Alabama Department of Human Resources Food Assistance Division administers the SNAP Program.
- At least one SNAP office is located and operated in each of Alabama’s 67 county DHR offices.
  - Jefferson (2)
  - Talladega (2)
- The Alabama Elderly Simplified Application Project (AESAP), a demonstration project is operated at the State office in Montgomery.

# SNAP Business Flow

- Application
  - Completion
  - Screening
  - Submission
- Registration
- Appointment / Interview
- Pending
- Disposition
  - Award (certification)
  - Denial
- Changes
  - Simplified Reporting Rules
  - Six Month Report
  - Changes
  - Termination
  - Recertification
- Filing

# REFERENCE MATERIALS

- QA RFP
- DDI RFP
  - Definitions Section 7
  - SNAP System Integrity Review Tool V 1.3 (Appendix L)
  - Functional Requirements (Appendix F)
  - Glossary of Key Terms (Appendix S)

# TANF Overview

- Temporary Assistance for Needy Families (TANF)
- Four purposes of TANF
  - Provide assistance to needy families so that children may be cared for in their own home or in the home of relatives
  - End the dependence of needy parents on government benefits by promoting job preparation, work, and marriage
  - Prevent and reduce the incidence of out-of-wedlock pregnancies
  - Encourage the formation and maintenance of 2-parent families
- Administered by the Family Assistance Division of DHR
  - Family Assistance
  - JOBS

# Summary of Federal TANF Legislation

- Block Grants were established in the Personal Responsibility and Work Opportunity Reconciliation Act of 1996
- States were allowed to create their own individual cash assistance and work programs within certain boundaries
  - Federal five-year time limit can be shortened by a state
  - States develop their own methods of tracking participation
- States' autonomy creates different Federal oversight for TANF than SNAP

# TANF Business Flow

## FA

- Application
  - County Office/One Alabama
- Screening
  - IEVS/FACETS
- Registration
  - FACETS
- Appointment Notices
- Interview
- Disposition

## JOBS

- Referral to JOBS

# TANF Business Flow

## FA

- Disposition
  - Denied, Closure
  - Awarded
    - Referral to Child Support System
- Case Management/Changes
- FACETS
- CCS
- ERD
- One Alabama

## JOBS

- Alert to JOBS, Case Closure
- Alert to JOBS
- Appointment Notice
  - Assessment, Determination of Disposition
- Tracking Participation
- Case Management