

Question & Answers for Summer EBT Solution RFP# GB2024-500-01

Question #	RFP Section	RFP Heading	Question	Answer
1			Who is the current contract holder for S-EBT program administration, consulting, or other related services/planning?	Summer EBT is a new program in the state of Alabama; therefore, Alabama does not have a contract with any Vendor to provide the requested services in the RFP.
2			What are the issues with the current administration/system of the S-EBT program?	See response #1.
3	3.1.1		Can DHR elaborate on the streamlined certification process sought?	DHR will transfer a file via SFTP to the selected Vendor. The file will contain data on the students that are deemed automatically eligible (streamlined

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				certification) for S-EBT. This data will be uploaded to the Client Portal so that families can view their enrollment status, benefit amount, issuance date, and current address. This information will also help prevent duplication for streamlined students that may attempt to submit a S-EBT application.
4			What is the anticipated amount of Active Accounts for the Client Portal?	Alabama estimates 740,000 students will be eligible to participate in S-EBT during the Summer 2025 operational period. If a person has

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				multiple eligible students, the parent should be able to create one account and access each child's information
5			What is the anticipated volume of customer service calls?	See response #1.
6			What is the anticipated number of families eligible for S-EBT benefits in the state?	See response #4.
7			Historically, what percentage of families who are eligible claim S-EBT benefits?	See response #1.
8			Is the selected vendor intended to distribute funds to families?	No
9			Are S-EBT benefits distributed by ACH, check, prepaid debit cards, or another method?	S-EBT benefits will be loaded to EBT cards.
10			What merchant or product restrictions are placed on S-EBT benefits?	S-EBT benefits can be utilized using the same rules governing regular SNAP benefits.

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11			Who is distributing payments to approved families? Is the selected vendor expected to integrate or interface with another vendor or DHR for payment when an application is approved?	The State EBT Vendor will be distributing S-EBT payments. The EBT Vendor will interface with State DHR.
12			Has DHR run an S-EBT program in the past?	No
13			What is the number of anticipated clients to be served by this program?	See response #4.
14			What is the total amount of funding or anticipated budget expected to be used for this project?	This information is not available.
15			Are there any caps or limits on the percentage of funds that can be used for the administration of funds?	The state's budget is for the administration of the program in its entirety.
16			Is there software that the winning bidder is expected to use?	The portal should be HTTPS with valid SSL certificates. The Portal should also be able to use modern

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				browsers such as Microsoft Edge, Google Chrome, etc. The portals should be password protected with unique usernames and complex passwords. The administrative portal should also use complex passwords.
17			How long do you expect applications to be open?	One year
18			Can you specify any language requirements?	The Client Portal must support English, Spanish, and taglines for the 16 languages to inform clients on how to access services in their native tongue.

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19			Please specify any data reporting, data tracking or data metrics you would like to see? What are the KPIs (key performance indicators) requested/required for successfully administering this program?	See Sections 3.1.4.1 and 3.1.7 of this RFP.
20			Please disclose any previous preferred vendors or community-based organizations DHR has previously worked with?	DHR does not have any preferred Vendors or community-based organizations working on S-EBT.
21	3.1.5		Are the notifications to households expected to be conducted by mail? If so, what is the estimated number of letters to be mailed?	Notifications to households are expected to be conducted by mail. Alabama estimates 740,000 notifications be mailed.
22	3.1.5		Are other methods of outreach and contact (i.e. text, phone, email) available to fulfill notifications to households?	The selected Vendor can suggest other means of contacting households, but

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				mail will be required.

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23			Does DHR intend to allow applicants to apply with USDA Nutri-link portal in conjunction with this selected vendor?	The Vendor expected to suggest the best most cost efficient method of application receipt and processing to state as a part of the proposal.
24			If the USDA and Nutri-link portal is also used, is the selected vendor required to integrated/interface with them for reporting and/or disbursement purposes?	See response #23.
25			What is the anticipated number of users who will need access to the platform?	For the Administrative Portal, approximately 25 users will need access. For the Client Portal, each household

				should have access.
26			Please indicate whether you are open to other cost formats?	No
27			Please share the number of anticipated cases or clients to be supported?	See response #4.
28			Please indicate whether this program is required or restricted to have a Subrecipient or Subcontractor?	Subcontractors and subrecipients are not required, however, see Section 1.7.3 of this RFP.
29			If a for-profit entity can be a successful bidder, does the for-profit entity need to have a non-profit entity to determine eligibility?	There are no restrictions regarding for-profit Vendors responding to this RFP.
30			If the successful bidder is a for-profit entity, will they be referred to as a vendor/contractor or a sub-recipient?	Vendor/contractor or
31			If the successful bidder is a for-profit entity, will the successful bidder/for-profit entity be required to conduct a single audit?	Per 2 CFR Part 200.501 (h) - states that for-profit entities are not subject to this requirement. Per 2 CFR 200.501(a) – “A

				<p>non-Federal entity that expends \$1,000,000 or more during the non-Federal entity's fiscal year in Federal awards must have a single or program-specific audit conducted for that year in accordance with the provisions of this part." There are no exclusions made for for-profit contractors.</p>
32	3.1	Project Requirements	<p>Will the ALSDE post an informational page on their site to help direct traffic to the portal?</p>	<p>The ALSDE will promote the program on our website to drive traffic to the landing page of the portal.</p>

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33	3.1	Project Requirements	What is the vendor expected to do for the outreach program? Is it just to create the strategy or publish materials, make social media posts, etc?	Yes, the selected Vendor should be able to reach families using the strategies outlined in USDA's S-EBT Outreach toolkit. See Section 3.1 of this RFP.
34			Can the Client Portal and Administrative Portal be hosted in the cloud/Azure?	DHR is ok with a cloud solution as long as it meets NIST security like Microsoft Azure Government cloud
35	3.1.1.2	Summer EBT Applications	Does the State require the Social Security Number field to be on the application? We have worked with another state that does not have it on the form. If it is needed, how would the State use it? Is there another system to look up SSN to help determine eligibility?	Yes, the State requires the field to be on the application but listed as an optional field. The SSN will be used to prevent duplication, refine search results, etc. There is no other system to look up SSNs to help

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				determine eligibility.
36	3.1.1.2	Summer EBT Applications	For another state we work with, the electronic "signature" is simply an attestation checkbox. Does that constitute a legal signature for the State? If not, what would?	Yes
37	3.1.1.2	Summer EBT Applications	Why would Parents/Guardians with multiple children be able to submit multiple applications? If they break out children by application, their household count would be off and affect the eligibility determination.	Each student will have a separate "Summer" EBT account and therefore would need a separate application. However, we do not want households to have to create multiple S-EBT accounts.
38	3.1.1.3	Student Information Updates	Does this section mean that after an application is submitted, the information should be updated? What is the driver of this, and how would the updates be verified accurate? What would happen if the child was already issued an EBT card and then the address was updated? Is there a process we would work with Conduent to cancel the current card and issue a new one with the remaining balance to the updated address?	Questions can be addressed with the selected Vendor.
39	3.1.1.4	Eligibility Status, Benefit Amount and Availability...	How would the vendor know when the EBT cards would be shipped to display an availability date? Will Conduent commit to the cards being shipped x days after receiving the list from the vendor?	The Availability date is the date the benefit is available; not the

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				date the card is issued. Conduent will keep their same commitments that exist currently.
40	3.1.1.5	Declination of Benefits	<p>This could only happen in a short window. If the State is expected to go live on April 1, 2025 we would need to set a time to allow people to decline benefits and remove them from the streamlined list before sending it to Conduent for EBT card issuance. Once the original list is sent to Conduent, people could not decline the benefit. (They could destroy the card and not spend money to allow the Expungement process to take place.) Is this along the lines that the State is thinking?</p> <p>Would declining benefits have to be in the Portal, or could the applicant make the request through a help desk ticket and then have them removed from the list?</p>	The State anticipates the streamlined students to be sent to EBT Vendor in May 2025. Once the issuance occurs in May 2025, the benefit cannot be declined. Yes, the declination of benefit function should be directly on the Client Portal.
41	3.1.1.6	Appeals and Fair Hearings	Is this required on the portal or would a help desk/ticketing portal be sufficient to capture an appeal request?	Questions can be addressed with the selected Vendor.
42	3.1.1.7	Communications	Would text be a required form of communication that the portal would need to provide? Could all communication be provided via email	Clients should have the option to receive

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				communication via text, however, mailing would be required.
43	3.1.1.7	Communications	Outside of Application Status changes, are there other events that should trigger a communication to the applicant?	Outreach efforts could trigger a communication to applicants.
44	3.1.1.8	Additional Application and Portal Components	"Capability to prevent duplicate participation by matching student data between the streamline certification database and the S-EBT applicants." Does the State have a unique identifier for each student outside of the vendor trying to match firstname, lastname, and date of birth?	The selected Vendor will be responsible for assigning a unique identifier for each student/applicant. Each streamlined student will have an SSN.
45	3.1.1.8	Additional Application and Portal Components	Will the vendor have access to a source or truth to look up student information to compare against what parents enter into the application?	Question can be addressed with the selected Vendor.
46	3.1.3.1	User Roles	"The "Super" user role will allow the user to remove ineligible students from the database." Would you really want to remove students? For another state we work with, the student is just marked ineligible and all children could be filtered based on their eligibility determination.	Question can be addressed with the selected Vendor.

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47	3.1.4	Customer Service Call Center	"CSRs that will confirm a caller's identity prior to giving caller any household demographic or eligibility information." What process would the State like to use for this? Is the caller expected to know the child's name, school, DOB, etc? What are reliable data points to collect to know the caller is authorized to update information for the child?	Reliable data points: Student's full name, DOB, address
48	3.1.5	Notifications to Households	"In accordance with 7 CFR 292.12(f)(1) and 7 CFR 292.12(g), the Vendor will be responsible for notifying all households in writing of a child's S-EBT benefit eligibility determination (whether approved or denied) within 15 operational days of receipt of a completed application." Does notifying by email satisfy this need, or is regular mail required?	Regular mail is required but selected Vendor may also use email if desired.
49	3.1.11.1	Random QC Case Reviews	Since this system won't go live until April 1st, is it safe to assume the 3% verification is not needed in 2025?	Yes
50	3.1		Will the vendor be responsible for creating promotional content that will be hosted on websites outside of its control, for example the DHR website or social media channels administered by the Department?	No
51	3.1		Will in-person community outreach be desired by the Department?	No, this will not be necessary
52	3.1.1		Please clarify what a Direct Certification student is, as opposed to Streamlined Certification student	This process to directly certify a student is the same as

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				streamlined certification. Please click on this link or copy to URL in your browser for additional information: <u>Streamlined Certification</u> .
53	3.1.1		Will students be able to create accounts in the portal and fill out an application on their own behalf?	Parent/guardian will need to submit application.
54	3.1.1		How many users (Parents & Students (are expected to have access to the portal?	See response #4.
55	3.1.1		What languages besides English and Spanish should be supported in the portal?	See response # 18.
56	3.1.1		Please confirm whether the weekly file received from DHR will contain streamlined certification students only, or will it also contain students that are able to apply?	Question can be addressed with the selected Vendor
57	3.1.1		Does the student data file also contain parent relationship data to verify which students a guardian or parent is able to submit an application for?	Question can be addressed with the selected Vendor.
58	3.1.1		How will the streamlined certification student database (data) be provided to vendors (API, SFTP File, Online system access only, etc.)? How frequent will the database have changes if data is provided electronically (daily, weekly)?	Question can be addressed with

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				the selected Vendor.
59	3.1.1.5		What is the desired process for declination of benefits? Will a form need to be completed?	For the Client Portal, the parent/guardian should be able to decline benefits directly on the Portal. The parent or guardian may also verbally state they wish to decline benefits via Call Center.
60	3.1.2		Will imaged documents need to be transferred, at any point, to a DHR document repository for storage? How long will the vendor need to store electronic copies of applications?	Question can be addressed with the selected Vendor.
61	3.1.2		How long should the vendor retain paper documents after they have been imaged?	The selected Vendor does not need to retain paper documents after imaged
62	3.1.2		Based on similar benefit programs, how many paper applications does the Department expect to receive each month	See response #1.

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63	3.1.3		How many different user roles does the Department anticipate needing for DHR and ALSDE users?	At least 3 user roles are needed, maybe more.
64	3.1.3		Please define what Reports are required from the portal, including data elements to be contained in the reports.	Question can be addressed with the selected Vendor.
65	3.1.3		How many State User admin accounts will be required?	Approximately 25 State User Admin accounts will be required.
66	3.1.1		Will automatic enrollment be handled by DHR systems, or is the vendor portal expected to perform automatic enrollment based on the data received from DHR?	DHR will handle automatic enrollment. However, the selected Vendor must be able to ingest this data into the Client Portal.
67	3.1.1.5		Can an applicant re-apply via the portal within the same calendar year or summer period after declination of benefits?	Yes
68	3.1.1.6		Is functionality limited to filing an appeal request, or should portal include the capability to schedule hearings?	See Section 3.1.9. No, the State will schedule and conduct Fair Hearings.

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69	3.1.2		The vendor must have imaging capabilities to store and maintain S-EBT applications whether submitted online or in paper form. Does a paper application received and entered by the vendor need to be made available online to the applicant?	Question can be addressed with the selected Vendor.
70	3.1.3		The Vendor must design and support a web-based Administrators Portal within the S-EBT Portal that allows State office users to access and view Student Data and make changes to student data as needed. Does this include connecting to State-owned authentication mechanisms for authenticating state users?	Question can be addressed with the selected Vendor.
71			The Vendor must provide callers the ability to reach a customer service representative with a waiting period not more than five (5) minutes. Please confirm that the five (5) minutes does not include time spent interacting with the IVR options, and only begins once a caller has chosen the option to speak to a live agent	That is correct.
72			For households that opt in to digital communications (email, chat) can the notification be sent via email in lieu of a paper notification?	Paper notifications must be sent to all households.
73			Will the vendor be responsible for notifying households with children who are automatically enrolled through streamlined certification?	Yes
74			To aid in providing accurate quotes for services, could the Department provide the anticipated streamlined certification student population?	Anticipated streamlined students: 500,000
75	3.1.6.2	File Transmission	Is Secure File Transfer Protocol (sFTP) an acceptable method of file transmission for both the Department and the EBT Vendor?	Yes. The selected Vendor

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				cannot under any circumstance use shareware or freeware products in the solution.
76	3.1.6.2	File Transmission	Could the department provide details on the file transmission solutions currently in place between the department and the EBT Vendor?	Question can be addressed with the selected Vendor.
77	3.1.6.2	File Transmission	Could the Department share file layouts used by EBT vendor as an example of what bidders should plan for?	Information can be shared with selected Vendor.
78	3.1.6.2	File Transmission	To aid in providing accurate quotes for services, could the Department provide the anticipated total eligible student population, including those anticipated to be automatically enrolled?	See response #4
79	3.1.9		1 & 2, the household may request a Hearing/ State review of the student information Is the vendor responsible for scheduling and conducting the hearing?	No
80	3.1.9		1 & 2, the household may request a Hearing/ State review of the student information Will Administrative Law Judges be required for the appeal hearing and provided by the selected vendor?	No
81	3.1.10		The vendor must develop a process to allow households to submit a claim for benefits that were not issued or issued in the incorrect amount. How does the vendor determine the validity of such claims? Would the vendor be provided access to state systems that provide historical data and benefit amounts issued to the household?	The Vendor should be able to access the Portal to determine

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				whether a student has already received a S-EBT benefit. If in question, notify State. No, the Vendor will not be allowed access to State systems.
82	3.1.11.1		The sample size for the Vendor must equal three (3) percent of all applications approved from the start of the instructional year through April 1 of the school year immediately preceding the summer operational period, selected randomly from all applications. Please confirm that this requirement is 3% of all approved applications received by the vendor, and excludes cases approved via Streamlined Certification and automatically enrolled.	Yes, this is correct; steamlined eligible students are excluded.
83	3.1.11.2		To aid in providing accurate quotes for services, could the Department provide the anticipated number of applications that would need to be verified via the For Cause process. Alternatively, could the Department provide an estimated percent of the applications that would need to be verified For Cause?	See response #1.
84	3.1.10.2		Please provide more detail on vendor's responsibilities to pursue claims. Does this mean selected vendor is responsible for debt collection activities and taking legal action against households that received erroneous payments?	Question can be addressed with the selected Vendor.
85	4.2.5.3.4	Office Location	Is it required that all services are performed within an office, or is a hybrid in-office and remote work model acceptable? If a hybrid model is acceptable, does the Department prefer one approach over the other?	Selected Vendor can determine which option is

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				most effective and cost efficient.
86	4.2.5.3.4	Office Location	Is an office location in Alabama preferred?	Alabama location is preferred but not required.
87	Section 1.8		Vendors must submit one (1) electronic proposal, with the RFP cover sheet completed with Vendor's name, the RFP title, RFP number, and authorizing signatures... Are there any restrictions on the file size that can be submitted via email? If so, may the response be provided in multiple parts/emails?	The proposal may be submitted in one email and the exhibits in another, or vendors can submit zip files.
88	Section 1.8		If a redacted version of the proposal is submitted that exceeds a possible email file size limitation, please confirm it may be submitted in a separate email.	yes
89	Section 2.9		RFP requests that all proprietary data must be in a separate document. For smooth reading start to finish, may we request that the main response retain all proprietary information, though obviously marked as such, and then provide a redacted document for use in Public Disclosure, instead of being pulled out and separated?	no
90	Section 4.2		Proposals must be single-spaced, incorporating 1-inch margins, typed using Times New Roman (font), size 12, and black print. Several requested documents/samples, such as Audited Financial Statements, do not comply with font restrictions and they are not available in a native MS Office format for font adjustments. Please confirm that it is permissible to submit those documents as is.	yes
91	Section 4.2		May Bidders use a smaller, still readable font for each of the following: a) headers and footers b) rfp requirement text	Headers and footers- yes RFP requirement text- no

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92	Section 4.2		May Bidders use a smaller, still readable font for each of the following: a) exhibits/figures/graphics b) tables	Yes to both
93	Section 3.1 and Section 5, Cost Proposal	Project Requirements	RFP states that the Vendor will be responsible for promoting the Summer EBT program to the public. The Vendor will create a strategy that outlines specific goals, target audiences, messaging, and timelines. Should vendors price this service separately under Suggested Services in Schedule V-2? If no, where should that pricing be captured?	Notice Generation and Mailing
94	3.1.6.2	The Vendor must be able to generate Case/Client Maintenance (demographic data) and Benefit Maintenance Files received from S-EBT Portal.	What format/file type is required for demographic data and Benefit Maintenance files to be ingested by the EBT Vendor?	Question can be addressed with the selected Vendor.
95	Section 3.1.7.1	Performance Criteria	The RFP states that the vendor must monitor and document data on performance criteria including “the percentage of children eligible for S-EBT benefits who participated by using their benefits once.” Is “using their benefits once” being defined as whether or not an eligible child applies for an receives a benefit card, regardless of whether they use the benefit card or how many times they use the benefit card?	Client swipes card at least once.
96	Section 3.1.7.1	Performance Criteria	The RFP states that the vendor must monitor and document data on performance criteria including the “percentage of children issued benefits who receive their first issuance before the state of the summer operational period.” What is the source of truth for this information and how will the vendor access it?	Streamlined certification students will be the only students issued benefits prior to the

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				summer operational period. This information will be provided to the Vendor by the State.
97	Section 3.1.10	Summer EBT Claims 7 CFR 292.27	The RFP states that the vendor is responsible for ensuring S-EBT benefits are provided only to eligible children and in the correct amount. Please confirm that the EBT vendor is responsible for claims processing and claims payment.	The EBT Vendor is not responsible for claims processing.
98	Section 4.2.2	Numbering of the proposal pages should begin with page 1 of the Table of Contents.	May Bidders number the pages by major section (i.e., A-1, B-1)?	Yes, but page numbers must be included in the Table of Contents.
99	Section 5, Cost Proposal	Schedule V-2, Pricing Table for Alabama Summer EBT Solution Fee for Service	Does the state have an estimated annual volume of active client accounts that they expect for this contract?	See response #4.
100	Section 5, Cost Proposal	Schedule V-2, Pricing Table for Alabama Summer EBT Solution Fee for Service	Does the state have an estimated volume of annual administrative accounts that they expect for this contract?	The State expected approximately 25 administrative accounts.
101	Section 5, Cost Proposal	Schedule V-1, Pricing Table for AL Summer EBT Solution Start-Up Costs	Can lines be added to this cost form?	If Vendor has more than two (2) suggestions, yes.

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102	6.0 and Section 4.2.5.1.3	Evaluation Criteria, Vendor Qualifying Information, n, Contract Performance, RFP Section 4.2.5.1.3.	Section 4.2.5.1.3 asks for information and details on contracts terminated for default and contracts terminated for convenience for the past five years. For scoring purposes, will contractors For scoring purposes, will contractors lose points only for contract defaults, or will they be penalized for contract terminations for convenience, i.e., in cases where the program ended or where the contract completed the workload satisfactorily ahead of the contract end date?	In cases where the program ended or where Contractor completed the workload satisfactorily ahead of the contract end date, the Contractor will not be penalized.
103	Schedule of Events	Schedule of Events	When does the Department anticipate making a decision and notifying the selected vendor?	The final determination date is yet to be established.
104	Schedule V-2	Cost per Active Acct (\$/Acct)	Please define an active account for the purposes of pricing Schedule V-2	An active account is an account where the Vendor has taken action on the account in a given month
105	Schedule V-2	Cost per Active Acct (\$/Acct)	When does the account become "active?" When the benefits are approved? Or when the parent/guardian submits their profile?	The account becomes active when the benefits are approved.
106	Schedule V-2	Cost per Active Acct (\$/Acct)	Is each child's account a separate account, or is a family profile account with more than one child considered one account?	Each child's account is a separate account.

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107	Section 4.2.2	Cost per Active Acct (\$/Acct)	When are paper applications considered an active account? When received or when entered into the system?	Paper applications are considered an active account when it is entered into the system.
108	Schedule V-2	Cost per Active Acct (\$/Acct)	When does the account become "inactive?" Do all "active" accounts become inactive at the end of the summer?	Question can be addressed with the selected Vendor.
109	Schedule V-2	Client Portal Operation, Cost per Active Acct (\$/Acct)	Would the state consider an additional fixed monthly fee for portal maintenance and operations costs that are not driven by active account quantities?	Vendor is welcome to include additional fees to fee schedule.
110	Schedule V-2	Customer Service Call Center, Monthly Cost	Would the state consider additional and/or alternative per unit pricing elements related to Call Center and IVR Services that are driven by volumes and actual usage? A fixed monthly fee for highly variable and seasonal tasks may lead to inaccurate pricing submissions.	See response #109
111	1.7.4.	Vendor's Signature: An individual authorized to legally bind the organization submitting the proposal must sign the original proposal.	Will the State please confirm electronic signatures are acceptable?	Yes, acceptable
112	5.2	Pricing Assumption: The pricing provided by	Will the State allow vendors to renegotiate pricing for option years and/or allow vendors to negotiate the inclusion of an equitable adjustment clause? This will allow for fair price adjustments in instances where the basic assumptions under	Question can be addressed with

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		the Vendor shall be fixed for the life of the contract.	which the contract was executed and/or the proposal was submitted in response to the RFP have materially changed or have proven to be inaccurate. If the State does not exercise all available option years, the State may end up overpaying for services because of the required lifespan of the rates.	the selected Vendor.
113	7	Charge Backs: The Alabama Department of Human Resources and Medicaid will deduct federal charge backs from future payments.	Under what circumstances would a charge-back occur on this contract? Will the State please confirm that charge backs arising from the acts or omissions of the State, or from Vendor's reasonable reliance on direction from the State, will not result in reduction of payments to Vendor? Vendors should not be liable for the actions of the State.	Per legal, the standard terms and conditions are not negotiable
114	7	RFP is silent (Limitation of Liability)	Will the State allow vendors to negotiate a provision to limit Vendor's liability in proportion to the total value of the contract?	Per legal, the standard terms and conditions are not negotiable
115	7	RFP is silent (Ownership of Intellectual Property)	Will the State please confirm that Vendors shall retain ownership of any proprietary systems used in performance of the services under this Contract, and that it is acceptable for the license to the State to use those systems will only be for the duration of the Contract?	Per legal, the standard terms and conditions are not negotiable
116	7	Schedule of Events	Given the short time period for questions, would the State consider extending the due date for questions, additions and exceptions or allowing for a second round of questions after the first round has been answered?	No
117	4.2.5.3 .2	The selected vendor must be fully operational on April 01, 2025.	Would the Department consider a phased implementation to allow vendors time to gather and document requirements as well as conduct extensive testing of security controls to ensure Guardian and Student data is protected?	System must be fully operational by April 1, 2025.

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118	3.1.1	Summer EBT Portal	What is the estimated volume of total applicants vs. "streamlined certification" population?	The anticipated number of applicants are 240,000. The total anticipated streamline certified students is 500,000.
119	3.1.4	Customer Service Call Center	What is meant by the Customer Service Help Desk reporting metric "Number of Eligibility Disputes Resolved"? Does this refer to appeals?	See Section 3.1.9. Disputes refer to appeals.
120	3.1.4	Customer Service Call Center	What is the anticipated call volume for the Customer Service Help Desk during peak times or days?	See response #1.
121	3.1.4	Customer Service Call Center	What is the anticipated average call volume for the Customer Service Help Desk on a daily basis?	See response #1.
122			Did Alabama issue Summer EBT for 2024?	No
123			What is summer time frame for 2025?	Alabama's Summer 2025 operational period is from June 1, 2025 – August 15, 2025. S-EBT applications are accepted year round.

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124			What is anticipated number of students in NLSP in schools? What is anticipated expected via portal?	Approximately, 740,000 students are currently enrolled in NSLP schools.