



STATE OF WASHINGTON
Department of Social and Health Services
SOLE SOURCE POSTING

March 15, 2024

DSHS, contemplates awarding a sole source contract to Accenture LLP to provide Call Center Services, Managed Services that include ongoing configuration and maintenance for its Summer EBT (also known as SunBucks) software solution, and Proactive Communications Services provided to eligible parents and school districts.

DSHS requires a vendor who can provide the following professional and IT services, using the vendors own software solution:

- Issue Summer EBT benefits to eligible children no later than 15 days prior to the start of the summer period, as soon as May 2024.
- Establish eligibility retroactively back to the summer of 2023.
- Validate eligibility for federally means tested programs (SNAP, TANF, FDPIR, and other programs).
- Make an application process available for those not directly certified (in 2024 flexibilities allow for use of an existing Family Income Survey).
- Issue Summer EBT benefits within 15 days of application to eligible families.
- Develop and maintain a data upload portal for school partners and other applicable agencies to upload information on eligible school children. Develop and manage a dedicated benefit delivery system, separate from SNAP, with ability to expunge unused benefits after 122 days (SNAP regulations require expungement after 274 days).
- Develop and manage a comprehensive customer service plan, including points of contact, program information, eligibility notices, appeals information, and other program disclosures as required by USDA.
- Replace lost or stolen EBT cards for benefit use within two business days after a card is lost.

DSHS will enter into a two (2) year contract with Accenture LLP. The contract will be issued on or after April 1, 2024 and will continue for a two (2) year initial term. The cost of this two (2) year contract is \$19,350,000.

Vendors contemplating the above requirements are required to submit capability statements detailing their ability to meet the state's requirements within five (5) working days of this announcement.

Capability statements should address the following state requirements:

1. Your firm's plan to issue Summer EBT benefits no later than May 2024 using your proposed software solution.
2. How your firm's solution will establish eligibility retroactively.
3. How your firm's solution will validate eligibility for federally means tested programs (SNAP, TANF, FDPIR, and other programs).

4. How your firm will make an application process available for those not directly certified (in 2024 flexibilities allowed for use of an existing Family Income Survey).
5. How your firm will ensure Summer EBT benefits are issued within 15 days of application to eligible families.
6. How your firm will develop and maintain a data upload portal for school partners and other applicable agencies to upload information on eligible school children; and develop and manage a dedicated benefit delivery system, separate from SNAP, with ability to expunge unused benefits after 122 days (SNAP regulations require expungement after 274 days).
7. How your firm will develop and manage a comprehensive customer service plan, including points of contact, program information, eligibility notices, appeals information, and other program disclosures as required by USDA.
8. How your firm will replace lost or stolen EBT cards for benefit use within two business days after a card is lost.

In the absence of other qualified sources, it is the state's intent to make a sole source award of the contract. To submit capability statements or for questions, contact:

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