



United States Department of Agriculture

Contract for SNAP EBT Services at Farmers Markets and Direct Marketing Farmers



Inspection Report 27801-0001-22

March 2020

OFFICE OF INSPECTOR GENERAL



United States Department of Agriculture
Office of Inspector General
Washington, D.C. 20250



DATE: March 31, 2020

INSPECTION
NUMBER: 27801-0001-22

TO: Pamilyn Miller
Administrator
Food and Nutrition Service

ATTN: David Burr
Acting Director and Chief Financial Officer
Office of Internal Controls, Audits and Investigations
Office of the Deputy Administrator for Financial Management/CFO

FROM: Gil H. Harden
Assistant Inspector General for Audit

SUBJECT: Contract for SNAP EBT Services at Farmers Markets and Direct Marketing
Farmers

The Office of Inspector General (OIG) performed an inspection of the subject topic to address specific questions raised in a Congressional request. In response to the request, we assessed actions taken by the Food and Nutrition Service to award a contract to provide electronic payment software to support the use of the Supplemental Nutrition Assistance Program (SNAP) electronic benefits transfer (EBT) services at farmers markets and direct marketing farmers. We reviewed relevant laws, regulations, policies and procedures related to awarding the contract. This inspection was conducted in accordance with the Council of the Inspectors General on Integrity and Efficiency's *Quality Standards for Inspection and Evaluation*. The report contains sensitive information and will not be publicly released due to privacy concerns.

Learn more about USDA OIG
Visit our website: www.usda.gov/oig
Follow us on Twitter: @OIGUSDA

Report Suspected Wrongdoing in USDA Programs

OIG Hotline: www.usda.gov/oig/hotline.htm

Local / Washington, D.C. (202) 690-1622
Outside D.C. (800) 424-9121
TTY (Call Collect) (202) 690-1202

Bribery / Assault
(202) 720-7257 (24 hours)



In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, USDA, its Agencies, offices, employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., braille, large print, audiotope, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal

Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at How to File a Program Discrimination Complaint and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

USDA is an equal opportunity provider, employer, and lender.

All photographs on the front and back covers are from USDA's Flickr site and are in the public domain. They do not depict any particular audit or investigation.