



REQUEST FOR PROPOSALS (RFP) 201-26-040

for

Child Nutrition Management Information System

Issue Date: **June 19, 2026**

Due Date/Time: **July 24, 2026**, at 2:00PM Eastern Time

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Contract(s) resulting from this solicitation are available to Virginia Department of Education as defined by § 2.2-4304 of the Virginia Public Procurement Act ("**VPPA**"), as set forth in the Code of Virginia ("**Code**").

Note: Agency does not discriminate against faith-based organizations in accordance with Code §2.2-4343.1 of the VPPA, or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, sexual orientation, gender identity, political affiliation, or status as a service disabled veteran or any other basis prohibited by state law relating to discrimination in employment. Agency is committed to increasing procurement opportunities for small and micro businesses, including small or micro businesses that are owned by minorities, women, or disabled veterans, and strengthening the Commonwealth's overall economic growth through the development of its IT suppliers.

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Attachments to RFP:**Administrative Appendices:**

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Appendix B - Supplier Proprietary Information Form
Appendix C - Supplier Profile
Appendix D-1- COVRamp Security Questionnaire
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Appendix E – Supplier Exceptions to Agency's Standard Contract
Appendix F - CoVA W9

Exhibits:

Exhibit A – Requirements
Exhibit B – Pricing
Exhibit C – Implementation Statement of Work (SOW) Template
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1. INTRODUCTION

A. RFP Objective and Overview

The purpose of this Request for Proposals (“RFP”), issued by Virginia Department of Education (“Agency”), is to solicit proposals to provide a **CHILD NUTRITION MANAGEMENT INFORMATION SYSTEM**.

Agency’s expectation is that this RFP will result in the establishment of a contract, or contracts, that will provide the means to satisfy the majority of the Commonwealth’s immediate and future needs.

Alliances among Suppliers are acceptable to meet the requirements of this procurement. However, Agency is interested in simplifying processes by having a single point of interface wherever possible.

The Commonwealth encourages all Suppliers to bring innovative ideas and/or solutions to government—ideas that result in cost and operational efficiencies or improvements while enhancing the services that governments provide its citizens.

For the purposes of this RFP, the following definitions shall apply:

“**Administrative Appendix**” means an attachment to the RFP that serves an administrative purpose relating to the RFP process; specifically, a document that will assist in the review of the proposal but not become an Exhibit to the resulting contract

“**Amendment**” means a material change to this RFP that requires Supplier acknowledgement; see **Table 2** in **Section 5** of this RFP for instructions.

“**eVA**” means the Commonwealth’s procurement portal located at <http://www.eva.virginia.gov>

“**Exhibit**” means an attachment to the RFP that will become an exhibit to the resulting contract only upon award. Certain of these Exhibits are to be populated by Supplier as part of its response to this RFP; see **Table 2** in **Section 5** of this RFP for instructions.

“**Supplier**” or “**Offeror**” means any entity that submits a proposal in response to this RFP.

For the Requirements (Exhibit A), the following definitions apply:

- **Out of the Box (OOTB):** Functionality that is delivered as part of the vendor’s standard, commercially available product and is available for use without modification or custom development
- **Configurable** is functionality that can be tailored by VDOE or authorized users using built-in system tools (e.g., settings, rules engines, workflows, form builders) without vendor custom development.
- **Customizable** is functionality that requires vendor-developed code, enhancements, or extensions beyond standard product capabilities to meet VDOE-specific requirements.

Agency Overview – Virginia Department of Education (VDOE)

The Virginia Department of Education (VDOE) provides leadership, oversight, and technical assistance to Virginia’s public education system, serving more than 130 local school divisions and over one million students across the Commonwealth. VDOE administers state and federal education programs, establishes academic standards, and ensures accountability and compliance with applicable laws and regulations. The agency works in partnership with local education agencies (LEAs), policymakers, and stakeholders to support high-quality instruction and improve student outcomes statewide.

Within VDOE, the Office of School and Community Nutrition Programs administers federally funded child nutrition programs, including the National School Lunch and School Breakfast Programs, which provide millions of meals annually to students and children throughout Virginia. VDOE is committed to delivering these programs through efficient, secure, and data-driven systems. As part of this effort, the agency is undertaking the replacement of its current child nutrition management information system, SNPWeb, to enhance program administration, improve reporting and data quality, and better support LEAs and state staff in meeting federal and state requirements.

B. Single Point of Contact (“SPOC”)

Submit all inquiries concerning this RFP in writing by email, subject:

“Questions on RFP # 201-26-040” to:

SPOC: Arielle Griffith

Email: arielle.griffith@doe.virginia.gov

All communications regarding this RFP must be directed exclusively to the Single Point of Contact (SPOC). Contact with any other agency personnel regarding this RFP may result in disqualification.

C. Pre-Proposal Conference

There will be an optional, virtual pre-proposal conference held on the date specified in **Table 1** in **Subsection 1.F** below. The pre-proposal conference is open to all interested Offerors, attendance is encouraged. There will be no opportunity for a private or individual conference. Offerors are encouraged to submit questions in writing at least 72 hours prior to the pre-proposal teleconference. These questions will be answered as part of the pre-proposal teleconference.

To participate in the pre-proposal teleconference, register with the Arielle Griffith at Arielle.griffith@doe.virginia.gov by sending an email stating your firm's name and your participating representative(s). Suppliers will be emailed with the information to virtually attend the conference. It is strongly recommended that you register no later than 4:00pm local time on the business day prior to the teleconference. ***Agency cannot guarantee a response to registration requests sent after 4:00pm local time on the business day prior to the conference.***

D. Supplier Questions and Answers

All questions and requests for clarification of the RFP should be submitted to the SPOC in writing via email. ***No questions will be addressed orally. Agency cannot guarantee a response to questions received after the deadline specified in Table 1 in Section 1.F below.*** Questions and answers shall be publicly posted in eVA.

E. Amendments

Agency reserves the right to modify the scope, requirements, or any documents included as part of this RFP as needed. Amendments will be publicly posted in eVA.

F. Timetable

Table 1 – Timetable

Activity	Date
RFP posted to eVA	June 19, 2026
Registration deadline for pre-proposal conference	June 30, 2026, at 4:00pm
Supplier pre-proposal conference (optional)	July 1, 2026, at 10:00am
Deadline for all questions prior to proposal submission	July 9, 2026, at 4:00pm
Final Agency Responses Issued	July 17, 2026
Proposals due	July 24, 2026, at 2:00pm
Supplier Interviews/Demonstration (should Agency elect) *	August 10-14, 2026
Contract(s) awarded*	Early September 2026

****The dates in the timetable above are provided for planning purposes only and are subject to change at the sole discretion of the Agency. ****

G. eVA Procurement Website and Required Registration

Proposals must be submitted through the eVA Portal, to be considered.

The Commonwealth's procurement portal, eVA, located at <http://www.eva.virginia.gov>, provides information about Commonwealth solicitations and awards.

Suppliers must be registered in eVA in order submit a proposal to this RFP. To register with eVA, select the "Register Now" option from the eVA homepage, also located at [Register Now \(virginia.gov\)](http://www.eva.virginia.gov).

For assistance with eVA, please contact eVA Customer Care, [Get Help eVA Customer Care \(virginia.gov\)](#) or call 866-289-7367

Suppliers are encouraged to check this site on a regular basis and, in particular, prior to submission of proposals to identify additional information or any Amendments to the RFP.

The following are instructions for submitting an electronic proposal.

1. Go to www.eva.virginia.gov;
2. Click on "I Sell To Virginia";
3. Click on "eVA Vendor Training"; and
4. Click on "Viewing and Responding to Solicitations video".

Offerors are responsible for monitoring eVA for the latest rounds.

Prior to the due date, Offerors should:

- Check the status of the solicitation on eVA at www.eva.virginia.gov by clicking on Business Opportunities and then click on Virginia Business Opportunities (VBO) for any updates, changes, amendments, cancellations, etc.; and
- Complete all attachments, amendments, exhibits, product information, etc. and attach electronically to the Offeror's electronic submission.

2. Present Situation and Desired Future State

The information provided in this Section 2 is not intended to set forth requirements but rather is intended to assist Suppliers in gaining a general understanding of the present situation, business context, and RFP scope.

A. Background

The Virginia Department of Education (VDOE), Office of School and Community Nutrition Programs (SCNP) serves as the administering state agency for multiple United States Department of Agriculture (USDA) Food and Nutrition Service (FNS) Child Nutrition Programs, including but not limited to the National School Lunch Program (NSLP), School Breakfast Program (SBP), Child and Adult Care Food Program (CACFP) At-Risk Afterschool Meals, Summer Food Service Program (SFSP), Seamless Summer Option (SSO), Fresh Fruit and Vegetable Program (FFVP), NSLP Afterschool Snack Service, and Special Milk Program (SMP).

VDOE provides statewide leadership, oversight, training, technical assistance, outreach, and compliance monitoring for these programs, which serve children, students, and eligible participants across the Commonwealth through public school divisions, private schools, residential childcare institutions (RCCIs), childcare centers, public and private nonprofits, and other eligible organizations. Effective administration requires coordination across numerous stakeholders, including state agencies, Local Education Agencies (LEAs), School Food Authorities (SFAs), non-profit and for-profit organizations, and community-based sponsors.

These programs operate under federal statutes, including the National School Lunch Act and Title 7 of the Code of Federal Regulations (7 CFR), as well as state-level policies and reporting requirements. VDOE also administers state-funded reimbursement incentives, including Breakfast After the Bell, reduced-price breakfast and lunch, and State Lunch Match.

The table below presents the number of schools, private schools, and RCCI's for each program.

Program	Public School Divisions	Private Schools	RCCI
NSLP	131	15	16
SBP	131	15	16
SMP	0	5	0
SSO	17	0	0
NSLP afterschool snacks	3	2	13

The table below presents the number of schools and community sponsors for each program.

Program	Public School Divisions	Community Sponsoring Organizations
SFSP	98	34
CACFP At-Risk Afterschool Meals	96	26

Key Activities:

- **Program Applications**— Process and manage annual applications and agreements.
- **Program Compliance/Administrative Reviews**— Conduct a variety of programmatic reviews annually and on various program cycles, which includes offsite document reviews and on-site meal service observations, to ensure program integrity and compliance.
- **Financial Oversight**—Carry out financial reviews and monitor fiscal accountability of participating organizations.
- **Policy Implementation**— Enforce new state and federal program requirements.

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- **Training and Technical Assistance**—Provide a variety of in-person and virtual supports to local program operators offering guidance on program operations and compliance.
 - **Resource Development**—Create and make available VDOE templates, resources, and tools to support program administration at the local level.
 - **Data Analysis and Reporting**—Collect, validate, and analyze program data and generate reports to support effective Program oversight.
 - **Program Flexibility**—Manage waiver and capital expenditure requests; and respond to unanticipated closures to ensure continuity of meal service.
 - **Statewide Direct Certification Matching**—Support LEAs with a secure, automated process to directly certify eligible students for free meal benefits with data provided by the Virginia Department of Social Services.

To support these responsibilities, the VDOE seeks to procure a next-generation, statewide Child Nutrition Program Management Information System to replace the existing School Nutrition Program Web-based (SNPWeb) system and support the full lifecycle of program administration, including applications, claims, monitoring, compliance, reporting, and oversight.

Applicable Federal Statutes and Regulations

The system proposed through this Request for Proposals (RFP) must support the administration of the federal Child Nutrition Programs administered by the Virginia Department of Education (VDOE), including but not limited to the National School Lunch Program (NSLP), School Breakfast Program (SBP), Child and Adult Care Food Program (CACFP) At-Risk Afterschool Meals, Summer Food Service Program (SFSP), Seamless Summer Option (SSO), Fresh Fruit and Vegetable Program (FFVP), NSLP Afterschool Snack Service, and Special Milk Program (SMP). The proposed system must support VDOE's responsibilities for program administration, including eligibility determination, direct certification, claims processing, financial management, program monitoring, and required federal reporting.

The system must be capable of accommodating updates to federal statutes, regulations, and policy guidance issued by the USDA during the life of the contract. The successful Vendor shall ensure that the proposed solution remains compliant with applicable federal requirements governing Child Nutrition Programs. The Vendor shall also maintain awareness of regulatory and policy changes issued by the USDA and shall implement system updates necessary to maintain compliance with such requirements in a timely manner.

Key federal statutes, regulations, and related authorities include, but are not limited to:

- Richard B. Russell National School Lunch Act (42 U.S.C. §§ 1751–1769)
- Child Nutrition Act of 1966 (42 U.S.C. §§ 1771–1793)
- Healthy, Hunger-Free Kids Act of 2010
- 7 CFR Part 210—National School Lunch Program
- 7CFR Part 215—Special Milk Program for Children
- 7 CFR Part 220—School Breakfast Program
- 7 CFR Part 225—Summer Food Service Program
- 7 CFR Part 226—Child and Adult Care Food Program
- 7 CFR Part 245—Determining Eligibility for Free and Reduced-Price Meals and Free Milk in Schools
- 2 CFR Part 200—Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards
- Federal Educational Rights and Privacy Act (FERPA)
- USDA Food and Nutrition Service policy memoranda and guidance applicable to Child Nutrition Programs

B. Historical Spend

The Commonwealth's historical expenditures associated with the current SNPWeb system from 2016 through 2025 consist of implementation costs, system improvement costs, and ongoing operational and maintenance support. The improvements and maintenance costs are required to sustain program operations and maintain alignment with evolving USDA and Commonwealth requirements.

Year	Implementation	Modification	Maintenance	Total
2016	\$212,915			\$212,915
2017	\$457,915			\$457,915
2018			\$159,000	\$159,000
2019			\$228,900	\$228,900
2020		\$110,680	\$228,900	\$339,580
2021		\$178,830	\$293,400	\$472,230
2022		\$166,620	\$382,800	\$549,420
2023		\$86,940	\$400,800	\$487,740
2024		\$121,015	\$391,356	\$512,371
2025		\$231,605	\$394,952	\$626,557
Total:	\$670,830	\$895,690	\$2,480,108	\$4,046,628

C. Current Challenges

The VDOE has had an online system since 1994. SBP and NSLP were the only programs in the first version. CACFP and SFSP were added in the 2017 version. Direct Certification was added in 2019. The VDOE currently operates a web-based system (SNPWeb) procured in 2017 through a competitive procurement and enhanced over the years to meet administrative needs. The system includes modules supporting program applications and agreements, compliance, accounting and claims processing, statewide direct certification, various LEA data reporting elements (e.g., financial, verification, food safety, Community Eligibility Provision (CEP)) and requests (waivers, capital expenditures), USDA reports, customized state and LEA reports, system maintenance, system administration, security, and integrations with VDOE financial systems.

While the existing system has provided core functionality, it has required extensive ongoing customization to remain aligned with evolving USDA regulations and state program requirements. Several newer program areas and compliance functions are not fully supported and are currently supplemented through manual processes or external tools.

These limitations result in:

- Administrative inefficiencies for the VDOE staff and Program operators
- Increased compliance and audit risk
- Fragmented data management and reporting processes
- Manual workarounds for program monitoring and oversight
- Limited scalability to support future federal and state initiatives

Additionally, the current environment lacks a fully integrated, configurable, and modern platform capable of supporting complex program administration across multiple programs, sponsors, and sites within a unified system-of-record framework.

D. Scope

The VDOE is seeking a proven, production-ready, cloud-based or SaaS Child Nutrition Management Information System that supports statewide operations and can be configured to meet Virginia's regulatory, operational, and reporting requirements without extensive custom development. The solution should be a

proven, stable system, or a configurable solution, capable of supporting both current and future Child Nutrition Programs administered by the VDOE

The scope of this procurement includes the provision, configuration, implementation, data migration, integration, training, and ongoing support of a comprehensive statewide system that supports the full lifecycle of program administration. This includes, but is not limited to:

1. Sponsor and site applications, approvals, and renewals
2. Claims submission, validation, reimbursement processing, and SFSP advance requests
3. LEA data reporting (e.g., financial, verification, food safety, CEP)
4. Program compliance, monitoring, and corrective actions (Administrative reviews, Procurement reviews, CACFP and SFSP administrative reviews)
5. Reporting, analytics, and federal/state reporting requirements
6. Integration with external systems (e.g., Direct Certification, financial systems, authoritative state data sources)
7. Role-based workflows for VDOE staff, sponsors, reviewers, and auditors
 - a. Sponsor Application
 - b. Site Application
 - c. Claims for Reimbursement
 - d. Late/Adjusted Claim
 - e. Administrative Review
 - f. Procurement Review
 - g. Direct Certification / Eligibility Review
 - h. Financial Review/Audit
 - i. User Access Request
 - j. Review Appeals

The system shall support all applicable USDA Child Nutrition Programs administered by the VDOE, including NSLP, SBP, CACFP At-Risk Afterschool Meals, SFSP, SSO, NSLP afterschool snacks, SMP, and FFVP.

Implementation is expected to occur through a phased approach that includes planning, configuration, data migration, testing, pilot deployment, statewide rollout, and post-implementation stabilization, with minimal disruption to ongoing program operations. Sponsors will continue using the existing system during transition until readiness for migration is jointly determined by VDOE and vendor metrics.

The Commonwealth intends to implement a phased pilot deployment approach in which the full system functionality will be deployed to a subset of Local Education Agencies (LEAs) for a defined pilot period. This pilot will allow VDOE to validate system performance, business processes, data accuracy, claims processing, and reporting under real-world conditions prior to statewide rollout.

During the pilot period, the existing SNPWeb system may operate in parallel for non-pilot LEAs to ensure continuity of operations. VDOE will establish clear governance regarding system-of-record designation, data reconciliation procedures, and transition criteria to minimize risk and ensure a smooth statewide deployment.

The detailed functional, technical, and operational requirements for the proposed Child Nutrition system solution are provided in Exhibit A: Requirements, organized by the requirement domains introduced in the section introductions below (e.g., Program Coverage, Claims and Financial Management, Reporting and Analytics, Data Management and Integration, Governance and Master Data, Usability and Self-Service, and Document Governance). The section introductions are intended to provide context and scope for each requirement domain, while the specific, testable requirements are formally enumerated in Exhibit A. Offerors shall review and respond to all applicable Exhibit A requirements, indicating whether each requirement is met through standard functionality, configuration, or customization, and shall clearly describe any assumptions, dependencies, or constraints associated with their proposed solution.

Program Coverage and Business Capabilities

The VDOE requires the Child Nutrition system to provide comprehensive, integrated support for the full range of federally and state-administered Child Nutrition Programs, including but not limited to NSLP, SBP, SSO, SFSP (including non-congregate feeding models), CACFP At-Risk Afterschool Meals, FFVP, NSLP afterschool snacks, SMP, and Virginia-specific funding initiatives. The system shall be designed as a unified, program-aware platform that accommodates program-specific rules, eligibility models, claims structures, data collections, and compliance requirements while maintaining consistent governance, auditability, and financial integrity across all programs and sponsors.

The solution must support configurable, policy-driven workflows that adapt to varying program participation, sponsor characteristics, and regulatory scenarios without requiring vendor custom development. This includes dynamic applications, configurable administrative review forms, waiver tracking, state-defined data elements, and layered state and federal compliance logic. The system shall enable VDOE to implement phased program rollouts (e.g., SNP, Summer Programs, CACFP) without system redesign or data migration disruption, and shall support evolving USDA guidance, emergency feeding models, and Virginia-specific policy requirements through configuration rather than code changes.

Additionally, the system shall support end-to-end lifecycle management for program operations, including applications, eligibility validation, claim processing, reporting, compliance tracking, required data collections, and audit-ready documentation. Emphasis is placed on flexibility, regulatory alignment, and long-term sustainability, ensuring that VDOE can efficiently administer multiple complex nutrition programs within a single, scalable platform while accommodating future program changes, waivers, and state-defined enhancements without compromising upgrade compatibility or operational continuity.

Governance and Master Data

The system shall provide defined and enforceable governance controls for managing sponsors, sites, and institutional hierarchies across all supported programs. This includes state-controlled master data, entity lifecycle management, cross-program termination logic, and preservation of historical institutional records. The solution shall ensure data integrity, authoritative source alignment, and auditable entity management. Sponsors and sites must be structured in a scalable, parent-child hierarchy model that supports oversight and reporting.

The system shall:

- Support sponsor and site applications and renewals for all applicable programs.
- Track program participation by sponsor, site, and program.
- Manage agreements, contracts, and amendments, including effective dates and historical versions.
- Provide workflows for submission, review, approval, and tracking of sponsor and site information.
- Ensure that claims cannot be processed unless required agreements and approvals are in place.

Claims and Financial Management

The VDOE requires a comprehensive Claims and Financial Management capability that supports the full lifecycle of claim submission, validation, reimbursement, fiscal action, and financial oversight across all Child Nutrition Programs (e.g., NSLP, SBP, SMP, FFVP, SSO, SFSP, CACFP, and related state-funded programs, such as Breakfast After the Bell, State Lunch Match, and reduced-price breakfast and lunch). The system shall ensure accurate, timely, and compliant processing of claims in accordance with USDA regulations, Virginia-specific policies, and state financial controls, while minimizing manual intervention and reducing risk of improper payments.

The proposed solution must provide automated validation, real-time financial calculations, transparent fund tracking, and robust auditability to support state oversight, sponsor accountability, and federal reporting requirements. The system shall also accommodate complex funding structures, including multiple grants,

awards, advances, adjustments, withholds, and overpayment recovery, while supporting Virginia-specific reimbursement rules and configurable business logic without requiring custom development.

In addition, the system shall integrate eligibility, application, and operational data to drive claim accuracy, support late claim and exception workflows, and enable batch payment processing aligned with state finance systems. Overall, this section emphasizes financial integrity, regulatory compliance, configurability, and operational efficiency to ensure VDOE can effectively manage high-volume claims processing and fiscal oversight across multiple programs, sponsors, and sites.

The system shall:

- Allow all sponsors to enter, validate, and submit claims for all approved programs at approved sites
- Perform federal and state edit checks (e.g., attendance vs. meals, approved program participation, severe need, Community Eligibility Provision).
- Support adjustments, revisions, and late claims within regulatory timeframes and track all iterations of a claim.
- Provide automated notifications to sponsors and SA users, as applicable for claim deadlines, successful submission, errors, and required corrective actions.
- Support VDOE claims processing for all approved and validated claims.
- Prevent submission of duplicate or out-of-timeframe claims, while allowing authorized exceptions per USDA guidance.
- Interface with VDOE financial systems (e.g., Oracle) to support automated payment processing.

Claims-specific error checks include the following:

- The claim is less than 60 days old. The time starts after the last day of the month for which the reimbursement is requested.
- There are no duplicate records in the claim.
- Valid program year for CACFP and SFSP.
- Valid school division or community sponsor.
- Valid child nutrition program at that school/site (terminology in use).
- Valid Programs include: NSLP, SBP, SMP, SSO, NSLP afterschool snacks, CACFP At-Risk Afterschool Meals, and SFSP.
- Valid meal type within that program. Meal types include Free, Reduced Price, Paid, Non-reimbursable and Adult.
- Valid claim month and year for the received file.
- Valid number of days meals were served falls within the following parameters:
 - Residential Sites Maximum number of days served can be less than or equal to the days in the claim month.
 - Non-Residential Sites: Maximum number or days served can be less than or equal to the number of weekdays in the claim month plus one day. The additional day is an allowance for the possibility of classes being held on a Saturday.
- Valid reported program memberships must be greater than zero.
- Verifies a claim has not previously been submitted for the claim month and year.
- Verifies all approved sites are included in the claim and no claims are submitted for unapproved sites.

Administrative Reviews and Oversight

The VDOE requires comprehensive program monitoring and compliance capabilities that supports the full lifecycle of program oversight across all VDOE administered Child Nutrition Programs. The system shall enable efficient planning, execution, documentation, and follow-up of both on-site and off-site components of administrative reviews in alignment with USDA regulations and state-specific monitoring requirements. Administrative Reviews include programs such as NSLP, SBP, SSO, CACFP (including CACFP Financial Reviews) and SFSP.

The VDOE desires the proposed solution to support procurement reviews. A procurement review is a mandatory compliance audit conducted by state agencies (often every three years) to ensure School Food Authorities (SFAs) purchase goods—like food and cafeteria equipment—in compliance with federal and state regulations.

The proposed solution must support risk-based review scheduling, targeted compliance areas for follow-up/high-risk reviews, configurable review cycles, structured findings documentation, and robust corrective action tracking across sponsors, sites, and review periods. The system shall provide automated notifications, configurable review instruments, and supervisor-level oversight dashboards to ensure timely compliance, workload management, and continuous program improvement.

Additionally, the system shall retain historical review and corrective action data to inform future monitoring, support audit readiness, and enable VDOE to identify repeat findings, systemic risks, and trends across programs and institutions. Overall, this section is intended to ensure strong regulatory compliance, operational efficiency, transparency, and data-driven oversight of all administrative review and monitoring activities.

Reporting, Analytics, Audit, and Oversight

The VDOE requires the proposed Child Nutrition system solution to provide a comprehensive, enterprise-grade reporting and analytics capability that supports operational oversight, regulatory compliance, financial monitoring, audit readiness, and data-driven program management across all VDOE administered Child Nutrition Programs. The system shall serve as an authoritative reporting environment for Virginia-owned Program data, enabling transparent, timely, and accurate access to information for state administrators, auditors, and authorized stakeholders without reliance on vendor intervention.

The solution must support a layered reporting framework that includes federally required (“canned”) USDA reports, state-specific reports, configurable dashboards, and robust ad hoc reporting tools that allow authorized users to directly query and export data across programs, sponsors, sites, and time periods. Reporting outputs shall be derived from a consistent, auditable data model and shall support interactive filtering (e.g., program, date range, region, sponsor, and site) to facilitate detailed analysis and informed decision-making.

In addition, the system shall provide advanced analytical capabilities that consolidate data across claims, administrative reviews, fiscal actions, communications, and compliance activities to identify trends, repeat findings, systemic risks, and division- or site-level performance patterns. The platform shall include role-based dashboards displaying operational, financial, compliance, and program KPIs, along with embedded workflow actions to support proactive oversight, corrective action management, and continuous program improvement.

Finally, the system shall maintain a comprehensive, immutable audit and reporting history covering claims, approvals, funding actions, master data governance, communications, and user activities. This capability shall ensure full transparency, defensible audit trails, and regulatory compliance while enabling VDOE to monitor fiscal actions (e.g., claim locking, reclaims, withholds), track administrative review outcomes, and support targeted training and technical assistance based on data-driven insights.

The current SNPWeb system provides a wide range of operational, financial, and compliance-related reports used by VDOE and Local Education Agencies (LEAs) to administer Child Nutrition Programs and meet reporting requirements. Rather than enumerating each existing report, the reporting capabilities required in the new system are described below by major reporting categories. A representative inventory of current SNPWeb reports is provided in Exhibit A for reference:

- Claims and Reimbursement Reports
- Financial and Program Funding Reports
- Meal Participation and Service Reports

-
- Eligibility and Certification Reports
 - Program Application and Site Management Reports
 - Compliance and Exception Monitoring Reports
 - USDA/Federal Reporting
 - Administrative and Cross-Site Monitoring Reports

User Experience, Sponsor Self-Service, and Operational Efficiency

The VDOE requires the new proposed Child Nutrition system solution to provide a modern, intuitive, and efficient user experience that supports both state administrators and sponsors in managing Child Nutrition Programs with minimal administrative burden. The system shall enable role-based access, guided workflows, dynamic forms, and self-service capabilities that reduce reliance on manual support from VDOE staff while maintaining appropriate governance, validation, and oversight controls. VDOE will maintain the current feed of data from the VDOE Agency archive, institution archive, and staff archive so as to have one definitive list of school divisions and schools and their attributes (address, phone number, etc.).

The solution must emphasize operational efficiency through bulk processing, structured data entry, centralized resource access, and actionable dashboards that present real-time program, financial, and compliance information. Additionally, the system shall provide transparent validation, revision tracking, global search, and self-service reporting tools that empower sponsors and state users to complete tasks accurately, efficiently, and independently, while ensuring consistency, usability, and scalability across all programs and user roles supported by the proposed Child Nutrition platform.

Document Governance, Lifecycle, and Records Management

The VDOE requires the proposed Child Nutrition system solution to provide a robust, configurable, and auditable document governance and lifecycle management capability to support all Child Nutrition Program workflows, including applications, reviews, claims, corrective actions, and compliance documentation. The system shall serve as the authoritative repository for program documentation and shall enforce state-defined document requirements, completeness rules, and lifecycle controls without reliance on vendor configuration or custom development.

The solution must support program-, scenario-, and entity-specific document requirements; automated lifecycle tracking; submission blocking for incomplete documentation; certification locking; and auditable reopening processes aligned with regulatory and governance standards. Additionally, the system shall provide integrated version control, metadata tagging, searchability, expiration tracking, alerts, and role-based access controls to ensure transparency, audit readiness, and consistent enforcement of documentation policies across all sponsors, sites, and Child Nutrition Programs administered by VDOE.

This capability is critical to ensuring regulatory compliance, reducing administrative burden, improving oversight efficiency, and maintaining a complete and defensible record of program documentation for federal audits, state monitoring, and long-term historical reference.

E. Number of Users/Records

The new Child Nutrition system will support statewide administration of multiple Child Nutrition Programs for the Commonwealth of Virginia, including National School Lunch Program (NSLP), School Breakfast Program (SBP), Child and Adult Care Food Program (CACFP) At-Risk Afterschool Meals, Summer Food Service Program (SFSP), Seamless Summer Option (SSO), Fresh Fruit and Vegetable Program (FFVP), and the Special Milk Program (SMP). The proposed solution must be sized and architected to support statewide operations, high-volume transaction processing, and long-term historical data retention.

User Population

The current SNPWeb environment supports approximately:

-
- Total registered users: ~632
 - Estimated VDOE (State) users: ~35
 - Estimated program sponsor users: ~597
 - Estimated concurrent users during peak periods (e.g., claim submission deadlines): approximately 150–200 users

Users include VDOE program staff, fiscal staff, reviewers, auditors, Local Education Agency (LEA) personnel, School Food Authorities (SFAs), community organization personnel, and other authorized sponsor entities. The system must support role-based access across state, division, sponsor, and site-level users.

Organizational Scale

The system will support statewide Program administration across at least 227 Program sponsors and 2,332 sites across all Child Nutrition Programs administered by the VDOE. The solution shall support hierarchical data structures (state → sponsor/LEA → site/facility) and multi-program participation across entities and program years.

Transaction and Claims Volume

Based on current system usage, the Commonwealth processes:

- Annual claims volume: ~4,000 claims per year
- Weekly claims processing for all programs
- Multi-program claims processing at the sponsor and site level
- Ongoing claim adjustments, revisions, and fiscal actions associated with high-volume reimbursement workflows

Offerors shall assume sustained high-volume processing requirements during monthly claim cycles and federal reporting periods.

Document and Records Volume (Estimated)

The current system maintains a significant volume of compliance, application, review, and supporting documentation. Based on operational estimates:

- Average annual Program sponsor application documents: ~10 documents per sponsor × 162sponsors ≈ 1,620 documents
- Administrative review documentation: ~43 sponsors reviewed annually × ~111 documents per review ≈ 4,700 documents; Estimated total managed documents: ~20,000+ documents (and growing annually)
- Procurement Review: Approximately 6,000 documents reviewed
- CACFP financial Reviews: Approximately 6,000 documents reviewed
- Individual child records that are transmitted annually for direct certification from VDSS: ~500,000 records
- Monthly DSS File Updates per month: ~ 10,000

These figures are estimates intended for system sizing purposes and may vary by program, year, regulatory changes, and review cycles.

Historical Data Migration Requirements

The system shall support data retention in accordance with federal and Commonwealth of Virginia requirements, as well as VDOE programmatic and operational needs. At a minimum, the system shall support the following data retention periods:

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- **Financial Records:** The system shall retain financial records for a minimum of **seven (7) years** in accordance with Commonwealth of Virginia record retention requirements.
 - **Administrative Review and Compliance Data:** The system shall retain administrative review and compliance-related data for a minimum of **ten (10) years** to support historical tracking, compliance monitoring, and follow-up activities.
 - **Program and Trend Analysis Data:** The system shall retain program data necessary to support trend analysis, including Community Eligibility Provision (CEP) cycles and other special program provisions, for a minimum of **ten (10) years**.
 - **Federal Audit Requirements:** The system shall retain all data required to meet federal Child Nutrition Program requirements, including maintaining records for a minimum of **three (3) years plus the current program year**, and for longer periods if the records are subject to audit or review.
 - **Direct Certification (DC) Data:** The system shall support retention and management of Direct Certification (DC) data for a minimum of **three (3) years**, including the ability to store and report on high-volume datasets (e.g., millions of individual student records).

Key considerations include:

- Historical data retained since approximately 2012
- Claims and financial records
- Applications, agreements, and sponsor/site records
- Administrative reviews, findings, and corrective actions
- Compliance documentation and attachments
- Audit logs and historical program participation records

The current vendor migrated approximately five years of historical data during the initial 2017 implementation. For this procurement, VDOE anticipates migration of the full available historical dataset to ensure continuity of reporting, audit readiness, and longitudinal program analysis.

For each program, here are the current historical datasets that need to be migrated:

- SSO (2017-2018 through 2025-2026)
- NSLP/SBP (2012-2013 through 2025-2026)
- CACFP (2016-2017 through 2025-2026)
- SFSP (2016-2017 through 2025-2026)

Data Growth and Retention Expectations

The proposed system shall be capable of:

- Supporting annual growth in claims, documents, and audit records
- Maintaining multi-year historical datasets without degradation in performance
- Providing scalable storage and retrieval of operational, financial, and compliance data
- Supporting longitudinal reporting across multiple program years and entities

Offerors shall use the user counts, transaction volumes, document estimates, and historical migration expectations provided in this section to appropriately size infrastructure, storage, performance capacity, and data migration approaches in their proposed solution.

F. Business Objective

The primary business objective of this procurement is to acquire and implement a modern, secure, configurable, and fully integrated statewide Child Nutrition Program Management Information System to

enable the VDOE to effectively administer, monitor, and oversee all federal and state-funded Child Nutrition Programs in a compliant, efficient, and scalable manner.

VDOE seeks a next-generation enterprise solution that replaces the existing legacy SNPWeb platform with a unified system-of-record capable of supporting the full lifecycle of program administration, including applications, eligibility, claims processing, financial management, administrative reviews, compliance monitoring, reporting, and audit support. The Commonwealth's objective is not merely system replacement, but a strategic modernization of program operations to improve user experience, accuracy, transparency, regulatory compliance, and data-driven decision-making across all participating sponsors, sites, and programs statewide.

Alignment with Program Mission and Regulatory Responsibilities

As the administering agency for multiple United States Department of Agriculture (USDA) Food and Nutrition Service (FNS) programs, VDOE must ensure financial integrity, valid, timely reimbursement, regulatory compliance, and effective oversight across a diverse network of Local Education Agencies (LEAs), School Food Authorities (SFAs), public and non-profit organizations, child care institutions, and other eligible entities. The proposed Child Nutrition system solution shall support these responsibilities by providing a centralized, authoritative platform that aligns with all applicable federal regulations (including 7 CFR), state policies, audit requirements, and evolving USDA guidance.

The Commonwealth's objective is to strengthen program integrity, oversight, and data validity by ensuring that all operational, financial, and compliance activities are supported by auditable workflows, standardized data collection, and consistent governance controls. The system must enable VDOE to maintain defensible records, monitor fiscal actions, track corrective actions, and produce federally required and state-specific reports in a timely and accurate manner with appropriate supporting documentation integration.

Operational Modernization and Efficiency

A key business objective of this procurement is to reduce administrative burden and operational inefficiencies currently caused by manual processes, fragmented tools, and system limitations within the existing environment. VDOE intends to implement a solution that streamlines workflows while ensuring data integrity for both state staff and sponsors through automation, configurable business rules, role-based dashboards, and guided user experiences.

The proposed Child Nutrition system solution shall improve operational efficiency by:

- Automating validation, edit checks, and compliance workflows
- Reducing duplicate data entry and manual reconciliation
- Supporting bulk processing and high-volume transactions
- Enabling self-service capabilities for sponsors while maintaining data integrity and appropriate state oversight
- Providing centralized document, reporting, and communication management

These improvements are expected to enhance productivity for VDOE staff, reduce sponsor reliance on manual state intervention, and support more timely processing of applications, claims, and reviews across all VDOE-administered Child Nutrition Programs.

Enterprise Data, Reporting, and Decision Support

Another core business objective is to establish a comprehensive, enterprise-grade data and reporting environment that supports transparent oversight, audit readiness, and strategic program management. The Commonwealth requires a system that enables authorized users to access Virginia-owned data directly, perform ad hoc analysis, generate federal and state reports, and identify trends across claims, reviews, fiscal actions, and compliance activities.

The proposed Child Nutrition system solution shall support data-driven governance by:

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- Providing robust dashboards and analytics for operational, financial, and compliance oversight
 - Consolidating findings, errors, and performance trends across programs and institutions
 - Supporting targeted technical assistance and training based on analytical insights
 - Maintaining a complete and immutable audit history of system activities and decisions

This capability is essential to improving program monitoring, strengthening internal controls, and supporting federal audits and state-level accountability requirements.

Configurability, Sustainability, and Future Readiness

The Commonwealth's business objective includes procuring a mature, configurable solution that can adapt to evolving federal regulations, state policies, and program changes without requiring extensive custom development. VDOE administers multiple programs with distinct rules, funding structures, and reporting requirements; therefore, the system must support configurable workflows, forms, data elements, and business logic that can be managed by the State over time. VDOE prefers solutions that minimize hard-coded logic and instead support configurable, table-driven functionality that can be maintained by authorized administrators.

The proposed Child Nutrition system solution shall:

- Support multiple Child Nutrition Programs within a single integrated platform
- Allow phased implementation by program to minimize operational disruption
- Accommodate future federal, state, and policy changes through configuration
- Preserve historical data continuity and institutional records
- Integrate with Commonwealth systems, external agencies, and authoritative data sources

This approach ensures long-term sustainability, lower total cost of ownership, and reduced reliance on vendor-specific customizations.

Statewide Standardization and Sponsor Support

VDOE also seeks to standardize program administration across approximately 162 LEAs, 15 private schools, 16 RCCIs, 34 community sponsors, and thousands of participating sites by implementing a consistent, statewide system that supports uniform processes, guidance, and compliance expectations. The system shall provide intuitive interfaces, centralized resources, and structured workflows that support sponsors of varying sizes and technical capabilities, including large school divisions and smaller community-based organizations.

The objective is to create a unified platform that enhances collaboration, improves data quality, and supports equitable program administration across the Commonwealth while maintaining appropriate governance, security, and role-based access controls.

Risk Reduction and Compliance Assurance

Finally, the Commonwealth's business objective is to reduce compliance risk, audit findings, and improper payments by implementing a secure, auditable, and policy-aligned system that enforces regulatory requirements through configurable controls and automated validation. The system shall support fiscal action tracking, administrative reviews, document lifecycle management, and comprehensive audit logging to ensure transparency and accountability.

By achieving these objectives, VDOE will modernize its technology environment, strengthen statewide oversight of Child Nutrition Programs, and establish a scalable, compliant, and future-ready platform that supports the Commonwealth's mission to effectively administer nutrition programs and serve children and eligible participants across Virginia.

3. REQUIREMENTS

Supplier shall indicate its capability to fulfill each specific requirement identified in **Exhibit A: Requirements**, in accordance with the Instructions set forth on the first tab of **Exhibit A**. Supplier's responses will be reviewed in accordance with stated requirements within each section in order to determine the best solution for the Commonwealth. Supplier shall formulate direct responses to the detailed requirements to establish accountability regarding delivery of the solution by Supplier. Before submitting its proposal, Supplier should ensure that it has provided sufficient complete responses to **Exhibit A: Requirements** to reduce the need for Agency to request additional information. Supplier is not guaranteed and should not assume that it will have the opportunity to explain, supplement or amend its initial response. Supplier is encouraged to ensure that its initial response contains and represents its best offering. Supplier's detailed response should not be an affirmative reiteration of the requirement but should explain how the requirement will be met. Any Supplier response to the specific requirements in **Exhibit A: Requirements** that is "Does Not Meet" may be subject to further clarification and/or negotiation prior to award, at Agency's sole discretion. Agency reserves the right to negotiate and finalize requirements at its sole discretion prior to contract award.

Note the following information regarding certain requirements set forth in **Exhibit A, Agency Requirements**:

January 2024 Executive Order 30 (EO 30), Artificial Intelligence (AI), implements AI standards and guidelines setting the technological requirements for the use of AI within government agencies and the approval process for AI initiatives and procurement of AI applications. Agencies that wish to use AI will be required to submit a request and obtain approval for use of AI prior to purchase. However, this process does not provide agencies with approval of purchase. The EO also provides Education guidelines that are to be applied at all education levels as well as the need for the development of standards for the use of AI by law enforcement personnel. At this time, this information is provided for informational and situational awareness as any requirements that an agency may be required to go through for AI use and/or any contract obligations that may be required by the supplier may change dependent on any future legislation.

See the Instructions Tab in **Exhibit A** for further information.

4. PROPOSAL ADMINISTRATION AND SUBMISSION INSTRUCTIONS

A. Overview

This RFP was developed to provide all potential Suppliers with the information required to prepare proposals. This section outlines the administrative procedures and guidelines to be used and complied with when preparing a proposal. Nothing in this RFP constitutes an offer or an invitation to contract.

By submitting a proposal in response to the RFP, Supplier certifies that all information provided in its proposal is true and accurate, and Supplier grants Agency a worldwide, royalty-free, non-sublicensable, non-exclusive, irrevocable license to retain, reproduce, and use the proposal (including any exhibits or other documents or materials the proposal incorporates) in any format for governmental purposes required or provided for by Virginia law. The foregoing includes, but is not limited to, the right for Agency to use information submitted in response to this document in any manner Agency may deem appropriate in evaluating the fitness of the services or solution(s) proposed.

B. Proposal Administration

1) Virginia Public Procurement Act

This RFP is governed by the **VPPA**, Code § 2.2-4300 *et seq.*, and other applicable laws.

2) Anti-Discrimination - Code § 2.2-4310 and § 2.2-4311, and § 2.2-4343.1(E)

By submitting its proposal, a Supplier certifies to the Commonwealth that it will conform to the provisions of the Federal Civil Rights Act of 1964, as amended as well as the Virginia Fair Employment Contracting Act of 1975, as amended; and, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and Code § 2.2-4311 of the VPPA.

3) Ethics in Public Contracting – Code § 2.2-4367 *et seq.*

By submitting its proposal, a Supplier certifies that its proposal is made without collusion or fraud; that the Supplier has not offered or received any kickbacks or inducements from any other bidder, supplier, manufacturer, or subcontractor in connection with its proposal; and that the Supplier has not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services, or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged. In addition, a Supplier will disclose any actual or perceived conflicts of interest in its proposal and will notify Agency if it becomes aware of a potential conflict of interest in the future.

4) Authorization to Transact Business in the Commonwealth – Code § 2.2-4311.2

All Suppliers organized as a stock or nonstock corporation, limited liability Supplier, business trust, or limited partnership, or registered as a registered limited liability partnership must be authorized to transact business as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the Code, or as otherwise required by law.

In its proposal, Supplier must include either (i) Supplier's identification number issued to it by the State Corporation Commission; or (ii) a statement explaining why Supplier is not required to be registered.

In accordance with § 2.2-4311.2 C, no award can be made to any Offeror without this authorization unless a waiver of this requirement and the administrative policies and procedures established to implement this section is granted by the Director of the Department of General Services or his designee.

Administrative Appendix A: State Corporation Commission Form to this RFP includes a space for Supplier to provide the information required in (i) or (ii) of this subsection.

5) Prohibited Products and Services – Code § 2.2-5514

No Supplier may include as part of its proposal, whether directly or indirectly through subcontractors, any hardware, software, or services that have been prohibited for use on federal systems by the U.S. Department of Homeland Security.

6) Prohibited Contributions and Gifts – Code § 2.2-4376.1

No Supplier that submits a proposal in response to this solicitation, and no individual who is an officer or director of the Supplier shall knowingly provide a contribution, gift, or other item with a value greater than \$50 or make an express or implied promise to make such a contribution or gift to the Governor, his political action committee, or the Secretary of Administration during the period between the submission of the proposal and the award of any resulting contract award with an expected value of \$5 million or more dollars.

7) Excluded Parties List

A Supplier will not be evaluated or awarded a contract if it, or any of its affiliates or subcontractors, is an excluded entity on the federal government's System for Award Management ("SAM") at <https://www.sam.gov/SAM/>, or the Commonwealth's Vendor Prohibited List as provided by Code § 2.2-4321 at the time of proposal submission or award.

C. Proposal Submission Instructions

1) Supplier Proposal Compliance

Before submitting its proposal, Supplier should verify that: (i) its proposal is accurate and complete; (ii) its proposal is prepared in accordance with the solicitation requirements, including providing all information, content, responses, appendices and exhibits requested and, (iii) all required communication, format and submission instructions are followed. Proposals that are not complete, accurate, or properly formatted may be removed from consideration at Agency's sole discretion. All proposal materials shall be provided in either Microsoft Word or Excel, as specified in **Table 2 of Section 5 Proposal Format**, with no passwords utilized for any document access.

D. Liability

The issuance of this RFP and the receipt of information in response to this RFP will not cause Agency to incur any liability or obligation, financial or otherwise, to any Supplier. Agency assumes no obligation to reimburse or in any way compensate a Supplier for expenses incurred in connection with its proposal.

3) Trade Secrets and Proprietary Information

Agency reserves the right to use information submitted in response to this document in evaluating the fitness of the solution(s) proposed. All data, materials, and documentation originated and prepared for Agency pursuant to the RFP shall be subject to public inspection in accordance with Code §2.2-4342 of the **VPPA**.

Procurement and contract records are generally public records open to inspection in accordance with The Virginia Freedom of Information Act (see Code § 2.2-4342(A)), and transparency in procurement, contracting, and other governmental functions serves important public policy objectives. See Code §§ 2.2-4300(C) & 2.2-3700(B).

Conversely, pursuant to Code § 2.2-4342(F) of the VPPA, trade secrets or proprietary information submitted by a Supplier in connection with a procurement transaction shall **not** be subject to public inspection under The Virginia Freedom of Information Act **if** the Supplier:

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- a). invokes the protections of Code §2.2-4342 of the VPPA in writing prior to or upon submission of the data or other materials,
 - b). identifies specifically the data or other materials to be protected, and
 - c). states the reasons why protection is necessary.

FAILURE TO COMPLY WITH THESE STATUTORY REQUIREMENTS WILL RESULT IN ALL PROPOSAL MATERIALS BEING SUBJECT TO RELEASE TO OTHER OFFERORS AND THE PUBLIC IN ACCORDANCE WITH THE VPPA AND THE VIRGINIA FREEDOM OF INFORMATION ACT.

In order to comply with Code § 2.2-4342(F) of the VPPA, Supplier shall submit a completed **Administrative Appendix B Supplier Trade Secret or Proprietary Information Form** with its proposal listing its trade secret or proprietary information and the reason it deems such information a trade secret or proprietary. If there is no trade secret or proprietary information contained in the proposal, Supplier shall clearly state that in **Administrative Appendix B**.

In addition to **Administrative Appendix B**, Supplier shall also submit a redacted copy of each document in its proposal that is consistent with the requirements of this RFP and **Administrative Appendix B**. Agency assumes no responsibility for release of a trade secret or proprietary information contained in redacted proposal documents.

4) Protocol for Proposal Submission

To be considered for evaluation, Suppliers must submit a complete response to this RFP as described herein, utilizing eVA, no later than the date and time specified in **Table 1-Timetable** set forth in **Subsection 1.G** of this RFP. Suppliers must be registered in eVA to submit a response to this RFP. Only electronic responses submitted through eVA will be accepted. Proposals submitted via hand-delivery, mail, email or fax will not be accepted. Supplier shall make no other distribution of their proposals. Late proposals will not be accepted.

It is the responsibility of the Supplier to ensure its proposal and all required documentation are properly completed, readable, and uploaded to eVA by the date and time noted in **Subsection 1.G**. Suppliers should allow sufficient time to account for any technical difficulties they may encounter uploading of the documents or electronic submission.

Note that there is a maximum file size per attachment in eVA; however, there is no limit on the number of files you may attach. If the size of the file is greater than the size allowed by eVA, the file should be broken down into smaller files and labeled in sequential order (Ex: Part 1, Part 2 or Tab 1, Tab 2).

Suppliers should confirm the current allowable file size and any other eVA requirements by contacting eVA Customer Care. In the event of any technical difficulties encountered while using eVA, Suppliers must contact the eVA Customer Care Center, [Get Help eVA Customer Care \(virginia.gov\)](https://www.virginia.gov/get-help-eva).

Please submit the following:

- a. One (1) electronic copy of each file titled as specified in **Table 2 - Supplier's Proposal Format of Section 5 Proposal Format** of this RFP.
- b. One (1) electronic copy of each file titled "Redacted" as specified in **Table 2 - Supplier's Proposal Format of Section 5 Proposal Format** of this RFP, with all redactions, if necessary, consistent with the requirements specified in **Subsection 4.C(3), "Trade Secrets and Proprietary Information"**.

5. PROPOSAL FORMAT

Suppliers are expected to adhere to the specific format for the documents submitted in their proposals as set forth in Table 2 below. Agency may reject any proposal that is not in the required format or does not address all of the information requested in RFP.

Proposals should be written specifically to answer this RFP. General “sales” material should not be used within the body of the proposal and any additional terms or conditions on the “sales” material will be considered invalid. If desired, Supplier may attach “sales” material in a separate appendix to its proposal response.

It is essential that the proposal be thorough and concise. Supplier should avoid broad, unenforceable, or immeasurable responses and should include all requested information in each section as indicated below.

The required contents of the proposal and how the proposal must be organized are detailed in Table 2. All documents that must be included in the proposal have been provided by Agency except documents noted as “Supplier to Provide.” Unless specifically noted, no other documents or information should be included in the proposal.

Proposal document formats are as follows:

- **Template:** Structured documents prepared by Agency that must be populated and submitted by the Supplier. Each template includes instructions describing how to complete that template.
- **Supplier to Provide:** Documents to be provided by and included in Supplier's response in accordance with Agency's instructions.

Table 2 – Format of Supplier's Proposal

#	Document Title	Content to be Included	Response Format	Required File Name
1a.	Cover Letter	Completed cover letter signed by an authorized representative of the Supplier	• Supplier to Provide (Word or PDF)	1a [Supplier Name] Cover Letter
1b.	Executive Summary	Top level summary of the most important aspects of the proposal, containing concise description of the proposed solution(s) and its capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.	• Supplier to Provide (Word or PDF)	1b [Supplier Name] Executive Summary
1c.	Amendment(s)	As applicable, copies of ALL RFP Addenda posted on eVA by Agency, signed by an authorized representative of the Supplier	• N/A	1c [Supplier Name] Addendum #
1d.	Table of Contents	Outlines the documents that comprise the proposal and should follow the numbering and titling of	• Supplier to Provide (Word or PDF)	1d [Supplier Name] Table of Contents

#	Document Title	Content to be Included	Response Format	Required File Name
		the documents as presented in this table.		
2	Administrative Appendix A: State Corporation Commission Form	Indicate applicable status regarding Supplier's authorization to transact business in the Commonwealth of Virginia.	<ul style="list-style-type: none"> Administrative Appendix A Template (Word) 	2 [Supplier Name] Administrative Appendix A. SCC Form
3	Administrative Appendix B: Supplier Trade Secret or Proprietary Information Form	Indicate specific information contained in the proposal that Supplier deems proprietary.	<ul style="list-style-type: none"> Administrative Appendix B Template (Word) 	3 [Supplier Name] Administrative Appendix B. Trade Secret or Proprietary Info Form
4	Administrative Appendix C: Supplier Profile	Supplier's response to the items set forth in Administrative Appendix C, including overview of Supplier, Supplier references, resumes, and financial documentation.	<ul style="list-style-type: none"> Administrative Appendix C Template (Word) 	4 [Supplier Name] Administrative Appendix C. Supplier Profile
5a	Administrative Appendix D-1: COV Ramp Security Questionnaire Form	<p>Supplier's response to the items set forth in Administrative Appendix D. See Section 11 COV Ramp Security Questionnaire and Cloud Terms and Conditions of this RFP for additional information.</p> <p>Supplier should not submit the completed Security Questionnaire with its proposal response. If required during the evaluation process, the SPOC will request that Supplier submit the completed Security Questionnaire (and it will be due immediately upon request).</p>	<ul style="list-style-type: none"> Administrative Appendix D Template (Excel) 	5 [Supplier Name] Administrative Appendix D. COV Ramp Security Questionnaire
5b	Administrative Appendix D-2: Cloud Oversight Services (COV RAMP) Nondisclosure Agreement	Nondisclosure Agreement covering the exchange, compilation and/or provision to the Commonwealth of information that Supplier considers confidential and proprietary for purposes of a security assessment/audit of the Solution to be conducted by VITA personnel. Supplier should not submit the signed Nondisclosure Agreement with its proposal response. If	<ul style="list-style-type: none"> Administrative Appendix D Template (Word) 	5b [Supplier Name] Administrative Appendix D-2 Cloud Oversight Services (COV Ramp) Nondisclosure Agreement

#	Document Title	Content to be Included	Response Format	Required File Name
		required during the evaluation process, the SPOC will request that Supplier submit the signed Nondisclosure Agreement (and it will be due immediately upon request).		
6a	Agency Standard Contract	<p>Return of VDOE's Standard Contract with proposal response. Suppliers are strongly encouraged to accept VDOE's Standard Contract as presented.</p> <p>If Supplier has any proposed exceptions or comments to VDOE's contractual terms and conditions pursuant to Section 10 of this RFP, then it shall submit them in redline format in the VDOE Standard Contract.</p>	<ul style="list-style-type: none"> • VDOE Standard Contract (Word) 	6a [Supplier Name] VDOE Standard Contract
6b	Administrative Appendix E Supplier Exceptions to VDOE Standard Contract	<p>Suppliers are strongly encouraged to accept Agency's contractual terms and conditions as presented. If Supplier accepts Agency's contractual terms and conditions as presented, Supplier shall indicate as such by checking the box at the top of Administrative Appendix E and returning it with the proposal.</p> <p>If Supplier has proposed exceptions or comments to Agency's contractual terms and conditions pursuant to Section 10 of this RFP, Supplier shall provide reasons for the requested changes to each clause individually in the completed Administrative Appendix E.</p> <p>In accordance with § 2.2-4302 of the VPPA, exceptions shall not be used as a basis for scoring or evaluating which offerors are selected for negotiations.</p>	<ul style="list-style-type: none"> • Administrative Appendix E-Supplier Exceptions to Agency Standard Contract 	6b [Supplier Name] Administrative Appendix E – Supplier Exceptions to Agency Standard Contract

#	Document Title	Content to be Included	Response Format	Required File Name
7	Administrative Appendix F CoVA W9	Supplier's taxpayer identification number (TIN). Suppliers are to provide W9 with their proposal	<ul style="list-style-type: none"> Administrative Appendix F CoVA W9 Template (Word or PDF) 	7 [Supplier Name] Administrative Appendix F CoVA W9
8	Exhibit A: Requirements	Supplier's response to the items set forth in Exhibit A: Requirements. Responses must be captured in the Excel document template provided in accordance with Agency's instructions.	<ul style="list-style-type: none"> Exhibit A. Requirements Template (Excel) 	8 [Supplier Name] Exhibit A. Requirements
9	Exhibit B: Pricing	<p>Supplier's detailed price proposal as specified in Exhibit B: Pricing.</p> <p>Do not include pricing data in any other section of the proposal.</p>	<ul style="list-style-type: none"> Exhibit B. Pricing Template (Excel) 	9 [Supplier Name] Exhibit B. Pricing
10	Exhibit E: Cloud Terms and Conditions	<p>Return of Exhibit E. Cloud Terms and Conditions with proposal response. Suppliers are strongly encouraged to accept Agency's Cloud Terms and Conditions as presented.</p> <p>If Supplier has any proposed exceptions or comments to Agency's Cloud Terms and Conditions pursuant to Section 11 of this RFP, then it shall submit them in redline format in Exhibit E.</p>	<ul style="list-style-type: none"> Exhibit E. Cloud Terms and Conditions Template (Word) 	10 [Supplier Name] Exhibit E. Cloud Terms and Conditions
11	Exhibit G: Certification Regarding Lobbying	Supplier's acknowledgement to certification regarding lobbying.	<ul style="list-style-type: none"> Exhibit G. Certification Regarding Lobbying Template (Pdf) 	11 [Supplier Name] Exhibit G. Certification Regarding Lobbying
12	Exhibit H: Supplier Procurement and Subcontracting Plan	Indicate Supplier's and subcontractor(s) DSBSD SWaM certification information and subcontracting plan, as applicable. Include copies of DSBSD certifications(s), as applicable.	<ul style="list-style-type: none"> Exhibit H. Supplier Procurement and Subcontracting Plan Template (pdf) 	12 [Supplier Name] Exhibit H. Supplier Procurement and Subcontracting Plan.
13	Exhibit I: Service Level Agreement	Indicate acceptance of Agency's proposed metrics and	<ul style="list-style-type: none"> Exhibit I Template 	13 [Supplier Name] Exhibit I. Service

#	Document Title	Content to be Included	Response Format	Required File Name
		<p>performance standards for each service level item. Supplier is strongly encouraged to accept Agency's SLAs as presented.</p> <p>Supplier's proposed exceptions or comments to Agency's SLAs shall be provided and submitted in redline format in Exhibit I: Service Level Agreement.</p> <p>Supplier also shall utilize Exhibit I: Service Level Agreements to propose any additional SLAs.</p>	(Word)	Level Agreement
14	Exhibit C: Implementation Statement of Work (SOW)	Supplier is to complete this SOW template detailing the project implementation, taking into consideration any Project Management and/or Implementation Requirements the Agency has identified in Exhibit B Requirements and submit the draft SOW with their proposal submission. The Supplier shall provide a redlined version of the Statement of Work (SOW), clearly identifying any proposed changes and/or exceptions. Additionally, the Supplier must include a brief explanation for each redline or exception, outlining the rationale behind the modification.	<ul style="list-style-type: none"> Exhibit C Template (Word) 	14 [Supplier Name] Exhibit C. Implementation Statement of Work (SOW)
15	Redacted Copy of Files	For any file #1-11 above that contains trade secrets or proprietary information (in accordance with Section 4.C(3)), Supplier shall submit a redacted copy of that file. Any redacted file must be documented in Administrative Appendix B Supplier Trade Secret or Proprietary Information form. The file must be clearly labeled as the redacted version.	<ul style="list-style-type: none"> Supplier to Provide (Word or PDF) 	15 REDACTED [Supplier Name] [Document Title]

6. EVALUATION AND AWARD PROCESS

A. Evaluation Process

Each proposal received by the due date and time will be considered. Agency reserves the right in its sole discretion to reject any proposal that does not comply with the proposal submission requirements of this RFP.

Subject to the foregoing, each proposal will be reviewed to determine whether it meets the Prerequisite(s) of this RFP listed in **Table 3**. Prerequisite(s) in **Subsection 6.B** below. All Prerequisite(s) are evaluated on a Pass/Fail basis. Any proposal that does not pass any of the Prerequisite(s) will be set aside and receive no further consideration.

Proposals that pass the Prerequisite(s) will be assessed and scored in accordance with the Evaluation Criteria set forth in **Table 4 Evaluation Criteria** in **Subsection 6.C** below.

Agency may elect to continue the evaluation of the most qualified proposal(s) and may request that Supplier(s) clarify or explain certain aspects of their proposals.

At any point in the evaluation process Agency may employ various means of evaluation to determine the best value for the Commonwealth, including but not limited to:

- Reviewing industry research
- Supplier presentation/interview
- Site visits
- Supplier's status as a small business or micro business, including small or micro businesses that are owned by minorities, women, or disabled veterans, and certified by the Department of Small Business and Supplier Diversity ("**DSBSD**")
- Supplier's planned spend with certified SWaM or micro business (as defined in **Section 8**) subcontractors, and Non-SWaM businesses.
- Supplier's employment of persons with disabilities to perform the specifications of the contract.
- Contacting Supplier's references (including those not explicitly provided by the Supplier in **Administrative Appendix C – Supplier Profile**)
- Review of Supplier's ability and willingness to comply with the Commonwealth's security and data privacy policies, standards, guidelines as specified in the RFP
- Product demonstrations/pilot tests/detailed demonstrations
- Review of pricing
- Interviewing key personnel
- Requesting Suppliers elaborate on or clarify specific portions of their proposal, including, as applicable, any responses to the RFP's security requirements

Agency may limit any or all of the above to the most qualified proposals. Supplier is not guaranteed and should not assume that it will have the opportunity to explain, supplement or amend its initial proposal. Each Supplier is encouraged to ensure that its initial proposal contains and represents its best offering.

Each Supplier should be prepared to conduct product demonstrations, pilot tests, presentations or site visits at the time, date and location of Agency's choice, as applicable, should Agency so request.

Should Agency determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror. Unless that determination is made, selection shall be made of two or more Offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the factors described in **Section 6. Evaluation and Award Process**. Negotiations will be conducted with each of the Offerors selected.

Exceptions to VDOE's Standard Contract terms and conditions will be considered after Supplier(s) are selected for negotiations. If any Supplier fails to provide the necessary information for negotiations in a timely manner, or fails to negotiate in good faith, Agency may terminate negotiations with that Supplier at any time. Agency may remove a Supplier from consideration in the event that Supplier and Agency are unable to reach agreement on contract terms during negotiations.

After negotiations, Agency may select the proposal(s) that, in its opinion, is the proposal(s) representing best value and may award a contract to that Supplier(s). For purposes of this RFP, Agency will determine best value based on the value relative to the cost (which may include submitted price, negotiated price, discounted price, total cost of ownership, etc.) of the Service/Solution, giving consideration to the project's budget objectives.

Supplier's failure to successfully answer, negotiate, and/or comply with any resulting security exceptions that may arise for Agency to approve Supplier's cloud application, may result in removal from further consideration or award. Refer to **Administrative Appendix D-1 - COVRamp Security Questionnaire** of the RFP.

Agency reserves the right, at its sole discretion, to cancel, in part or in whole, any portions of this RFP. Agency reserves the right, at its sole discretion, to re-issue any cancelled portion of the RFP. Agency reserves the right to accept or reject in whole or in part any proposal submitted, and to waive informalities or minor technicalities when in the best interest of the Commonwealth.

Agency may, at its sole discretion, make one award, multiple awards, or none at all.

AGENCY SHALL NOT BE CONTRACTUALLY BOUND TO ANY SUPPLIER PRIOR TO THE EXECUTION OF A DEFINITIVE WRITTEN CONTRACT.

B. Prerequisite(s)

Table 3 – Prerequisite(s)

The Offeror must propose a commercially available, production-ready system (not a concept or system built from scratch).
The proposed solution must be a secure, web-based system (SaaS, cloud-hosted).

Proposals will be scored using a numerical scoring system for the evaluation criteria listed below. The weights assigned to each of the evaluation criteria shall be posted in eVA prior to the due date and time for receiving proposals. Note: Price is not assigned a numerical score but will be considered in the form of a value/cost ratio.

Table 4 – Evaluation Criteria

Evaluation Criterion	Weight (1-10)
Exhibit A-Requirements (Compliance with Business/Functional Requirements)	10
Implementation Approach, Project Management, and Risk Mitigation; This criterion is supported by the corresponding requirements in Exhibit A, Technical Requirements – Implementation, Configuration, and Deployment	9
Exhibit C-Supplier Profile (Vendor Experience, Qualifications, and Past Performance)	8
Reporting and Analytics. This criterion is supported by the corresponding requirements in Exhibit A, Business and Functional Requirements - Reporting, Analytics, Audit, and Oversight	8

Evaluation Criterion	Weight (1-10)
Integration, Interoperability, and Technical Architecture: This criterion is supported by the corresponding requirements in Exhibit A, Technical Requirements - System Integration, Data Exchange, and Interoperability	7
Security, Privacy, and Regulatory Compliance: This criterion is supported by the corresponding requirements in Exhibit A: Technical Requirements – Security, Privacy, and Compliance	7
Usability and Accessibility: This criterion is supported by the corresponding requirements in Exhibit A: Business and Functional Requirements – User Experience, Sponsor Self-Service, and Operational Efficiency	6
Solution Maturity, Stability, and Support Model: Solution Maturity and Stability are supported by the corresponding requirements in Exhibit A, Technical Requirements - Training and Support. The Support Model criterion is supported by the requirements in Exhibit I: Service Level Agreements.	5
Exhibit H (Supplier Procurement and Subcontracting Plan)	5

C. Announcement of Award – Code § 2.2-4300 et seq.

If a contract is awarded or announced as a result of this RFP, Agency will post notice of the award or intent to award on eVA for a minimum of 10 days. No notice of the award decision will be provided verbally. Any final contract, including pricing, awarded as a result of this RFP will be made available for public inspection.

7. SUPPLIER PROFILE

Supplier shall submit a completed **Administrative Appendix C Supplier Profile** with its proposal, including an overview of Supplier, Supplier references, resumes, and financial documentation. See **Administrative Appendix C** for further information.

8. SUPPLIER PROCUREMENT AND SUBCONTRACTING PLAN

It is the policy of the Commonwealth to contribute to the establishment, preservation, and strengthening of small businesses and micro businesses, including those small or micro businesses owned by women, minorities, or service-disabled veterans; and to encourage their participation in Commonwealth procurement activities. Further, Agency is committed to enabling a minimum of three percent (3%) participation by small businesses that are service disabled veteran-owned businesses, as defined in Code §§ 2.2-2000.1 and 2.2-4310, when contracting for information technology goods and services. The Commonwealth encourages all Suppliers to provide for the participation of these small businesses through partnerships, joint ventures, subcontracts, and other contractual opportunities.

Any business that is a small business, a small woman-owned business, a small minority-owned business, or a small service disabled veteran-owned business, as defined in Code § 2.2-4310 or § 2.2-1604, or a certified micro business as defined in Executive Order Number 35 (2019), is a “**SWaM**” business. For purposes of this RFP, no Supplier will be considered a SWaM business unless certified as a small business or as a micro business by the State of Virginia Department of Small Business and Supplier Diversity (“**DSBSD**”) by this RFP’s proposal due date and time. For information, go to: <http://www.sbsd.virginia.gov/>.

Supplier shall submit a completed **Exhibit H Supplier Procurement and Subcontracting Plan** with its proposal. See **Exhibit H Supplier Procurement and Subcontracting Plan** for further information.

9. PRICING INFORMATION

Supplier shall provide detailed pricing for each of the pricing methods set forth in the Excel Pricing Schedule workbook attached to this RFP as **Exhibit B: Pricing**, in accordance with the Instructions set forth on the first tab of the Exhibit. Pricing must be comprehensive. Additional information and backup detail may be attached as appropriate. Altered formats or blank data will be considered incomplete and may be eliminated from further consideration.

Agency reserves the right to negotiate and finalize the pricing at its discretion prior to contract award.

See the Instructions tab in **Exhibit B** for further information.

10. Agency STANDARD CONTRACT

Any agreement resulting from this RFP will be defined by a written contract, which shall be binding only when fully executed by both parties.

A copy of Agency's standard contract is provided as part of this RFP as a separate MS Word document titled, ***Child Nutrition Management Information System***. Depending on the type of solution proposed, the Contract may need to address licensing or hosting requirements. *Suppliers are strongly encouraged to accept the Contract as presented.* Supplier shall indicate its acceptance of the Contract as presented by checking the box towards the top of **Administrative Appendix E – Supplier Exceptions to Agency Standard Contract**.

If Supplier has proposed any exceptions and/or comments in the form of redline markup to the terms and conditions contained in the document ***Child Nutrition Management Information System*** with its response to this RFP, Supplier shall set forth its rationale and reasons for each of the proposed exceptions in **Administrative Appendix E – Supplier Exceptions to Agency Standard Contract**. Only exceptions or recommended language revisions submitted with the proposal will be considered during negotiations. Any provisions of the Contract that are NOT addressed by the Supplier via redlines to the Contract template submitted as part of its proposal will be deemed accepted by Supplier

In accordance with 2.2-4302, exceptions shall not be used as a basis for scoring or evaluating which offerors are selected for negotiations.

In the event that Supplier is a software reseller, Agency will review the software publisher's license agreement language if the software publisher requires an End User License Agreement ("EULA"). In such case, Suppliers are advised that Agency will require Supplier to obtain Agency's License Agreement Addendum to the EULA to address terms and conditions in that EULA to which Agency, as a government entity, cannot agree, based on applicable law or policy. If a Supplier's proposed Service/Solution requires Agency to execute a EULA, Supplier shall contact the SPOC, who will provide Supplier with Agency's "License Agreement Addendum" terms.

11. COV Ramp Security Questionnaire and Cloud Terms and Conditions

VITA, through its COV Ramp program (formerly known as Enterprise Cloud Oversight Service, or ECOS), provides oversight functions and management of cloud-based solutions. COV Ramp cloud approval is required to be obtained in advance of a cloud-based procurement, including completion of a COV Ramp assessment and agreement on Cloud Terms and Conditions (which will become part of the Contract.) Refer to the following website for more information: [COV Ramp \(formerly ECOS\) | Virginia IT Agency](#).

A. Security Questionnaire

Supplier's response to the items set forth in **Appendix D-1 – COV Ramp Security Questionnaire** will be used by VITA Security to conduct the COV Ramp assessment of proposed cloud solutions. The Security Questionnaire is being provided as part of this RFP along with **Appendix D-2 Cloud Oversight Services (COV RAMP) Nondisclosure Agreement**, so that Supplier can be prepared to submit it, if so requested.

Supplier should **NOT** submit the completed Security Questionnaire with its proposal response. If required during the evaluation process, the SPOC will request that Supplier submit the completed Security Questionnaire (and it will be due immediately upon request).

B. Cloud Terms and Conditions

The Cloud Terms and Conditions set forth in **Exhibit E – Cloud Terms and Conditions** will become part of the Agency Standard Contract. VITA's assessment of Supplier's completed Security Questionnaire described above will determine whether the entire **Exhibit E** is required or only a subset thereof. *Suppliers are strongly encouraged to accept **Exhibit E** as presented.*

If Supplier has proposed any exceptions and/or comments in the form of redline markup to the Cloud Terms and Conditions in Exhibit E with its response to this RFP, Supplier shall set forth its rationale and reasons for each of the proposed exceptions in **Administrative Appendix E – Supplier Exceptions to the Agency Standard Contract**. Please note that Section 9 in **Exhibit E** details the required cloud reporting that Supplier must provide to the Virginia Department of Education. Suppliers are strongly encouraged to accept this section as presented. Only exceptions or recommended language revisions submitted with the proposal will be considered during negotiations. Any provisions of **Exhibit E** that are NOT addressed by the Supplier via redlines to the **Exhibit E** template submitted as part of its proposal will be deemed accepted by Supplier.

In accordance with 2.2-4302, exceptions to the Cloud Terms and Conditions shall not be used as a basis for scoring or evaluating which offerors are selected for negotiations.

Glossary

ALT BREAK: Alternative Breakfast
ASP: After School Snack Program
BAB: Breakfast After the Bell
CACFP: Child and Adult Care Food Program
CEP: Community Eligibility Program
CFR: Code of Federal Regulation
DC: Direct Certification
DOD: Department of Defense (Fresh Ordering System)
DOE: Department of Education
FFVP: Fresh Fruit and Vegetable Program
FNIC: Food and Nutrition Information Center
FNS: Food and Nutrition Services
FSMC: Food Service Management Company
GBD: Grain-based Desserts
ICN: Institute of Child Nutrition
IS: Identified Student
ISP: Identified Student Percentage
MARO: Mid Atlantic Regional Office (USDA)
NSLP: National School Lunch Program
“POS”: Point of Sale
SBP: School Breakfast Program
SCA: Supply Chain Assistance
SCNP: School and Community Nutrition Programs
SEBT: Summer Electronic Benefits Transfer
SFA: School Food Authority
SFSP: Summer Food Service Program
RCCI: Residential Child Care Institution
SMP: Special Milk Program
SNP: School Nutrition Programs
SSO: Seamless Summer Option
VDACS: Virginia Department of Agriculture and Consumer Services
USDA: United States Department of Agriculture
VDOE: Virginia Department of Education
VDH: Virginia Department of Health