



COMMONWEALTH OF VIRGINIA
VIRGINIA DEPARTMENT OF VETERANS SERVICE
4550 Shenandoah Avenue, N.W.
ROANOKE, VIRGINIA 24017

REQUEST FOR PROPOSALS (RFP) 119708
for
Medical Records Software Solution

Issue Date: July 2, 2026

Due Date/Time: August 26, 2026, 4:00 PM Eastern

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Contract(s) resulting from this solicitation are available to the Department of Veteran Services as defined by §2.2-2000 of the Code of Virginia, and in accordance with §2.2-4300 et seq. of the Virginia Public Procurement Act ("VPPA").

Note: The Department of Veterans Services 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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1. INTRODUCTION

A. RFP Objective and Overview

The purpose of this Request for Proposals (“**RFP**”), issued by the Virginia Department of Veterans Services (“Agency”), is to solicit proposals to provide a clinical/billing and medical record software program for the Department of Veterans Services.

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.

B. Agency Overview

The Virginia Department of Veterans Services (DVS) has more than 40 locations across the Commonwealth of Virginia. DVS traces its history to 1928 and the establishment of the Virginia War Service Bureau to assist Virginia’s World War I veterans. Today, DVS assists veterans and their families in filing claims for federal veterans’ benefits and provides veterans and family members with access to behavioral healthcare, housing, employment, education, and other programs. The agency operates four long-term care facilities and three state cemeteries, as well as the Virginia War Memorial. For more information, please visit www.dvs.virginia.gov.

C. Single Point of Contact (“SPOC”)

Submit all inquiries concerning this RFP in writing by email, subject: “Questions on RFP # 119708 to:

SPOC: Cheri Lankford
Email: cheri.lankford@dvs.virginia.gov

Suppliers are to limit all contact, whether verbal or written, pertaining to this RFP to the designated SPOC for the duration of this procurement process. Failure to do so may jeopardize further consideration of a Supplier’s proposal.

D. Pre-Proposal Conference

There will be an optional, virtual pre-proposal conference held on the date specified in **Table 1** in **Subsection 1.G** below. The pre-proposal conference is open to all interested Offerors, and 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 conference.

To participate in the pre-proposal conference, register with the SPOC by sending an email stating your firm’s name and your participating representative(s) no later than 4:00pm local time on the

business day prior to the conference. Suppliers will be emailed the information to virtually attend the conference. Agency cannot guarantee a response to registration requests sent after 4:00pm local time on the business day prior to the conference.

E. Supplier Questions and Answers

All questions and requests for clarification of the RFP should be submitted to the SPOC in writing via email. Agency cannot guarantee a response to questions received after the deadline specified in **Table 1** in **Section 1.G** below. Questions and answers shall be publicly posted in eVA.

F. 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

G. Timetable

Table 1 – Timetable

Activity	Date
RFP posted to eVA	7/2/2026
Register for pre-proposal conference no later than 7/21 to get an invite to the virtual meeting.	7/21/2026
Supplier virtual pre-proposal conference (optional)	7/28/2026 10:00AM
Deadline for all questions prior to proposal submission	8/4/2026
Proposals due	8/26/2026
Supplier Interviews (should Agency elect)	9/9/2026
Contract(s) awarded by	12/4/2026

The timetable above is provided for planning purposes only and is subject to change.

H. eVA Procurement Website and Required Registration

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 \(virginia.gov\)](#).

For assistance with eVA, please contact eVA Customer Care, [Get Help eVA Customer Care \(virginia.gov\)](#)

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.

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.

DVS has established facilities known as the Veterans Care Centers to provide long term care for Veterans in the Commonwealth of Virginia. The four care centers are: the Sitter and Barfoot Veterans Care Center (SBVCC), located in Richmond, Virginia, with 200 beds; Davis and McDaniel Veterans Care Center (DMVCC), located in Roanoke, Virginia, with 204 beds; Jones and Cabacoy Veterans Care Center (JCVCC) located in Virginia Beach, Virginia, with 128 beds; and the Puller Veterans Care Center (PVCC) located in Warrenton, Virginia, with 128 beds. Each facility's focus is to provide comprehensive, high-quality care with x-rays, physical therapy, respiratory therapy, podiatry care and many other ancillary health care services.

Currently, three of the four centers subscribe to PointClickCare a web-based nursing patient data and billing software system. Puller Veterans Care Center has recently opened and does not currently have a nursing patient data and billing software system. The system used at the three care centers has been in use since 2007.

DVS plans to implement the selected solution resulting from this RFP at all four care centers.

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 service/solution by Supplier. Before submitting its proposal, Supplier should ensure that it has provided sufficient and 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.

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.

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.

2) 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:

-
- 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.	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.	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.	Administrative Appendix C Template (Word)	4 [Supplier Name] Administrative Appendix C. Supplier Profile
5a	Administrative Appendix D-1: COV Ramp Security Questionnaire Form	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. 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).	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.	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
		Supplier should not submit the signed Nondisclosure Agreement with its proposal response. If 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	Return of VITA's Standard Contract with proposal response. Suppliers are strongly encouraged to accept VITA's Standard Contract as presented. If Supplier has any proposed exceptions or comments to VITA's contractual terms and conditions pursuant to Section 10 of this RFP, then it shall submit them in redline format in the VITA Standard Contract.	VITA Standard Contract (Word)	6a [Supplier Name] VITA Standard Contract
6b	Administrative Appendix E Supplier Exceptions to VITA Standard Contract	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. 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. In accordance with § 2.2-4302 of the VPPA, exceptions shall not be used as a basis for scoring or	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
		evaluating which offerors are selected for negotiations.		
7	Administrative Appendix F CoVA W9	Supplier's taxpayer identification number (TIN).	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.	Exhibit A. Requirements Template (Excel)	8 [Supplier Name] Exhibit A. Requirements
9	Exhibit B: Pricing	Supplier's detailed price proposal as specified in Exhibit B: Pricing. Do not include pricing data in any other section of the proposal.	Exhibit B. Pricing Template (Excel)	9 [Supplier Name] Exhibit B. Pricing
10	Exhibit C: Implementation Statement of Work (SOW)	Response to Implementation Statement of Work (SOW) Template Supplier is to complete this SOW template and submit the draft SOW with their proposal submission.	Exhibit C. Implementation Statement of Work (Word)	10 [Supplier Name] Exhibit C. Implementation Statement of Work (SOW)
11	Exhibit E: Cloud Terms and Conditions	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. 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.	Exhibit E. Cloud Terms and Conditions Template (Word)	11 [Supplier Name] Exhibit E. Cloud Terms and Conditions
12	Exhibit G: Certification Regarding Lobbying	Supplier's acknowledgement to certification regarding lobbying.	Exhibit G. Certification Regarding Lobbying Template	12 [Supplier Name] Exhibit G. Certification Regarding Lobbying

#	Document Title	Content to be Included	Response Format	Required File Name
			(Pdf)	
13	Exhibit H: Supplier Procurement and Subcontracting Plan	Indicate Supplier's and subcontractor(s) DSBSD SWaM certification information and subcontracting plan, as applicable. Include copy (ies) of DSBSD certifications(s), as applicable.	Exhibit H. Supplier Procurement and Subcontracting Plan Template (pdf)	13 [Supplier Name] Exhibit H. Supplier Procurement and Subcontracting Plan.
14	Exhibit I: Service Level Agreement	Indicate acceptance of Agency's proposed metrics and performance standards for each service level item. Supplier is strongly encouraged to accept Agency's SLAs as presented. Supplier's proposed exceptions or comments to Agency's SLAs shall be provided and submitted in redline format in Exhibit I: Service Level Agreement. Supplier also shall utilize Exhibit I: Service Level Agreements to propose any additional SLAs.	Exhibit I Template (Word)	14 [Supplier Name] Exhibit I. Service Level Agreement
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.	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 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 so selected.

Exceptions to VITA'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. Omitted

C. Evaluation Criteria

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 Criteria
30 points - The extent to which Supplier's proposal satisfies the requirements identified in Section 3 Requirements and Exhibit A - VITA Requirements.
15 points – Implementation plan, project management
15 points - Supplier's experience, qualifications, viability and past performance (Supplier Profile).
20 points - Suppliers ability to interface with external entities (i.e. Innovalon, laboratory companies, medical practices)
20 points - Supplier's status as a DSBSD-certified small or micro business or Supplier's proposed Supplier Procurement and Subcontracting Plan as set forth in Exhibit H.

D. 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, **Medical Records Software Solution "Solution and Services"**. 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 Long Term Care Medical Management System "Solution and Services" 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](#).

Applications must be hosted within the United States and must comply with all requirements in the most recent COV ITRM Standards, including SEC 530 for on-premises and non-premise based services. Non-premise solutions are required to undergo the COVRAMP VITA security assessment and establish negotiated VITA Cloud Terms.

A. Security Questionnaire

Supplier's response to the items set forth in **Administrative 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 **Administrative 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 VITA or Authorized User. 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.