REQUEST FOR PROPOSALS (RFP):
Child and Adult Care Food Program (CACFP) Cloud Database

DATE OF ISSUE: September 5, 2025
DEADLINE: September 22, 2024 at 4:00 PM EST

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About the Agency

East Tennessee Human Resource Agency, Inc. (ETHRA) has an overall mission to assist individuals and families through the provision of services, education, and information to solve problems that inhibit their ability to be productive and self-sufficient.

ETHRA is a Knoxville based public not-for-profit 501c3 organization that has been serving Knox County and the surrounding sixteen counties since 1974. ETHRA is a member of NJPA. ETHRA is sales tax exempt and eligible for government and/or non-profit pricing. The administrative offices are located at 9111 Cross Park Drive, Suite D-100, Knoxville, Tennessee 37923. ETHRA is an equal opportunity employer.

As a careful steward of the funds awarded by state, local, and federal governments, ETHRA weaves its resources together to maximize the impact of each dollar invested in support of the many public service programs it operates. We leverage these resources to serve East Tennessee communities through our participation as a grant administrator, local resource network, and nonprofit partner in dozens of public programs and projects.

Through this Request for Proposal (RFP) opportunity, ETHRA wishes to select a single organization to provide a cloud database for our Child and Adult Care Food Program (CACFP). For more information on our organization, please visit our website at www.ethra.org.

Program Introduction

The Child and Adult Care Food Program (CACFP) is a federal program that provides reimbursements for nutritious meals and snacks to eligible children and adults who are enrolled for care at participating child care centers, day care homes, and adult day care centers. See 7 CFR 226.15(e) for regulatory information.

ETHRA's Role
ETHRA currently administers CACFP as a sponsoring organization. In that capacity, ETHRA must track volumes of information related to feeding sites, menus, and program participants for three key program areas, namely: Day Care Home Food Program, Day Care Centers, and the At-Rick Supper Program. As such, ETHRA has a need to procure a cloud database application that can support its technical needs and ensure compliance is maintained with CACFP regulations and mandates.

ETHRA requires a database that can store, retrieve, create reports and automate claims processes based on the following CACFP records:

1. Provider or site information (* indicates such data is only required for day care program sites, not the at-risk supper program)
    a. Type of site or day care
    b. Name of site or day care
    c. Provider name or contact person name
    d. Provider date of birth and last 4 digits of Social Security Number*
    e. Provider ID number
    f. Address
    g. Phone number
    h. Email
    i. Site tier data and tier eligibility*
    j. License capacity and dates*
    k. Ages of children in care
    l. Racial and ethnic information*
    m. Agreement dates
    n. Original start date
    o. Operating days and hours
    p. For At-Risk Supper Program only: months of operation, county, school district, and admin rate
2. Participant enrollment data, including:
    a. Each participating child's application, if applicable
    b. Each child's first name, last name, and date of birth/age
    c. Each child's date of enrollment
    d. Status - Active or inactive ability to terminate
    e. For Day Care Centers and Day Care Home Food Program only:
        i. Child's address and phone number
        ii. Child's parents' names
        iii. Each child's normal days and hours of care and the meals normally received while in care; and
        iv. Annual documentation that the information has been updated as needed and signed by a parent or legal guardian.
    f. For Day Care Centers Only:
        i. Participant designation category: Free / Reduced / Paid
    g. Must be able to run reports to see total numbers of enrolled participants meeting various eligibility criteria at various site types and locations ("tier data")

3. Attendance Data for Day Care Centers and Day Care Home Food Program
    a. Daily attendance records of all enrollees at all sites, must include:
        i. time of service, and
        ii. meals served to participants, distinguished by type (breakfast, lunch, supper, and snacks)
    b. Must have functional ability to compare and verify that meal counts match attendance records within each center
    c. Automated error checks strongly preferred
4. Meal Service Records
    a. Menus – daily records of food items served in each meal type, at each site, must include menu amendments/substitutes as applicable
    b. Menus and supporting documentation (medical statements) for meal component adjustments for children with disabilities or special dietary needs
5. Meal Counts
    a. Daily counts of the number of meals served to enrolled children, taken at the point of service, with the time recorded
    b. Meal counts must be reported by the name of the child
    c. Must be able to pull reports showing total meals served by each site, including type
6. Meals Served to Adults
    a. Must be able to record all meals served to non-program adults
7. Production Records
    a. Details the quality of food prepared for each menu item served, used to confirm conformance with CACFP meal pattern requirements
8. Menus and Food Requirements
    a. Documentation on pre-prepared foods to indicate what amount of the meal component is being met
    b. Must be able to track substitutions in menu items
9. Training Records
    a. Records of annual or more frequent training sessions for personnel at each site. Training records must include the training session, date(s) and location(s), as well as CACFP topics presented and names of each trained staff member
    b. Records of the sponsoring organization's (ETHRA's) internal annual training for site monitors
10. Claims for Reimbursement
    a. Automated claims calculation process
    b. Ability for sites to enter claims online
    c. Ability for sponsor to adjust claims manually
    d. Retention and retrieval of all submitted claims for reimbursement
    e. Automated claim error checks
    f. Ability to update meal rates annually

11. Monitoring
    a. Site monitoring visit dates, including whether the visit was announced or unannounced
    b. Meals observed, findings
    c. Monitor's name
    d. Sponsored Facilities Review, confirming: verification of income applications and five-day reconciliation (documentation that ETHRA completed the required site reviews)
    e. Household contact system
    f. Monitoring staffing standards
    g. Monitoring frequency
    h. Monitoring Review Content

Response Requirements and Format

Respondents should include responses to every enumerated section below in their proposal submission, including clear references to each specific question or item requested. If additional material is required for one or more questions, please label attachments clearly and reference them in your response. Responses received under this RFP that fail to address each of the sections, in adequate and complete detail, will be deemed as non-responsive and will not be considered for selection. Note that responses of "to be provided upon request" or "to be determined" or the like, or that do not otherwise provide the information requested (e.g. left blank) are not acceptable. Beyond the four sections outlined here, the response must also include pricing specification, set forth in the Proposal Cover Sheet document attached hereto.

I. Company Background

1. Provide a brief overview of your organization's involvement in providing these services in the marketplace.
2. How long has the organization been in this business?
3. What differentiates your organization from your competitors in the marketplace, and how will this be relevant to us?
4. Please provide details of current customer accounts that are similar in scope and requirements to those of ETHRA.

II. Support

1. Describe fully your technical support options, including the assistance request process, support hours, response times (for emergency and non-emergency support requests).
2. Do your technical support options include data backups? If so, please explain.

III. Migration Solution

1. Please provide a proposed work plan for a migration to your organization as an ETHRA vendor. Current provider is Minute Menu.
   - How long will the migration process take?
2. If we elect to move forward with your organization, what ETHRA resources would you

require (e.g., information, data, staff resources, communication) during the course of migration and on an ongoing basis?

IV. Ability to Meet Technical Needs

1. After carefully reviewing the contents of the "Technical Needs" section above, include a statement in your response affirming that your organization is capable of creating and maintaining a database as described herein. If there are any particular data sets that your organization will not be able to incorporate, or any other limitations that would prevent fulfillment of ETHRA's stated technical needs, please fully explain all such limitations in as much detail as possible.

Submission Requirements

A. Potential bidders must register by sending an email to Nick Pappada, npappada@ethra.org, to receive updated information and answers to questions that will be sent to all registered bidders.

B. All questions about this proposal should be directed to Nick Pappada, ETHRA, npappada@ethra.org.

C. ETHRA's Proposal Response page must be signed and submitted along with your responses to the specific questions identified herein. Additional documentation may be attached.

D. Proposals must be submitted by **4:00 p.m. EST, Friday, September 22, 2025,** to ETHRA's administrative offices at 9111 Cross Park Drive, Suite D-100, Knoxville, TN 37923.

E. Electronically transmitted submissions (Email or Fax) **WILL NOT be accepted**.

F. Bids must be addressed and mailed or hand-delivered to:
ETHRA
Attention: Nick Pappada
9111 Cross Park Drive, Suite D-100 Knoxville, TN 37923

G. Envelopes containing the proposal should be clearly marked with
"CACFP RFP Response – September 22, 2025"

H. ETHRA reserves the right to reject any or all proposals or any portion thereof.

I. ETHRA reserves the right to waive minor informalities or technicalities when it is in ETHRA's best interest.

J. ETHRA reserves the right, at its sole and absolute discretion, to amend or modify any provision of this RFP, or to withdraw this RFP at any time prior to contract award. ETHRA shall not be bound by or liable under this RFP and/or any response thereto until a final written contract has been executed by ETHRA and the vendor incorporating the terms and conditions of the award.

K. Vendors shall hold their price firm and subject to acceptance by ETHRA for a period of thirty (30) days from the date of proposal submission.
L. Vendors may be asked to provide proof of financial and business capability. ETHRA will make the final determination as to the bidder's ability.

M. <u>Unsigned proposals will not be considered</u>.

Review & Selection Criteria

ETHRA is not bound to accept the lowest bid. ETHRA will use multiple criteria to select the most appropriate vendor. Respondents are encouraged to be as aggressive and creative as possible in their proposals. The following list summarizes the major qualitative areas that will be evaluated:
- Industry expertise and experience
- Demonstrated customer service quality and support
- Previous relevant experience
- Vendor strength and stability
- Account management
- Financial considerations

<u>Announcement:</u> Selection decisions are expected to be announced by September 25, 2025. All respondents will receive written notice as to whether or not they are the selected awardee.

Contract Terms & Eligibility

Desired Contract Term: Five (5) years – **NOTE**: **if pricing is based on a contract term different than 5 years, such must be conspicuously stated in the respondent's proposal**
Tentative Start Date: 10/1/2025
Non-disbarment

Key Dates

DATE	ACTIVITY
09/05/25	RFP posted
09/15/25	Deadline to submit questions
09/17/25	Q&A posted to website or distributed
09/22/25	Deadline to submit proposals
09/22/25 – 09/24/25	Proposal Reviews
09/25/25	Anticipated Selection Notification
10/01/25	Contract Start Date

General Terms & Conditions

The submission of a proposal does not, in any way, guarantee a selection. ETHRA is not responsible for any costs incurred related to the preparation of a response to this RFP. ETHRA reserves the right to withdraw a selection prior to contract execution in ETHRA's sole and absolute discretion.

Proposal Response Cover Page – CACFP RFP 09/22/2025

Vendor Name: _____ **Authorized Rep:** _____

Address: _____

Phone: _____ **Email:** _____

Please line item out the standard subscription expenses, indicate if any specified items are optional or subject to adjustment, and provide a total monthly price. If subject to adjustment, please attach a separate page explaining such adjustments.

Item	Description – Subscription Charges	Rate
1		
2		
3		
4		
5		
6		
7		
8		
TOTAL	TOTAL MONTHLY Price	

Please line item out any one-time expenses, such as migration or set-up fees. If technical support is billed on an as-used basis, please provide the rate at which such service is billed.

Item	Description – One-Time Fees	Rate
1		
2		
3		

Checklist of Required Sections:

	Company Background	
	Support	
	Migration Solution	
	Ability to Meet Technical Needs	
	Financials – Cover Page w/pricing	

Signature: _____ **Position:** _____

Date: _____