

**United States Department of Agriculture  
Food and Nutrition Service  
Office of Policy Support**

**Special Nutrition Programs:  
Technology Solutions  
for the National School Lunch  
and School Breakfast  
Programs**

**Response to Request for Information**

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Submitted by:  
***NORTHROP GRUMMAN***

**Northrop Grumman  
Systems Corporation**

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## Summary

This document is provided in response to the United States Department of Agriculture (USDA) Food and Nutrition Service (FNS) Request for Information regarding state and school food authority National School Lunch and School Breakfast Program (NSLP/SBP) data management information systems.

Northrop Grumman Systems Corporation is the developer and systems integrator of the Special Nutrition Programs web applications suite. Built from the ground up to support state agencies chartered to administer NSLP/SBP and other FNS meals programs, the SNP applications provide out-of-the-box functionality for administering agreements, processing claims, and managing administrative reviews. The SNP applications have proven themselves to reduce processing time for agreements and claims, decrease staff workload, and reduce the incidence of administrative errors.

With much of the development work performed using USDA funds, Northrop Grumman is able to provide the SNP applications via a unique business and pricing model. States can acquire the source code for the applications at no cost by initiating a state-to-state transfer. Northrop Grumman charges for related services which include:

- Custom development
- Systems integration
- Data conversion and migration
- Hosting
- User training
- Technical support

The modular nature of the SNP applications, along with the unique SNP business model, offers our clients a number of advantages. State agencies are free to pursue as much or as little customization and other Northrop Grumman services as they deem necessary and affordable. Likewise, state agencies can choose to deploy the entire system, or to deploy a single module, such as Administrative Reviews, to fill a gap in existing capabilities.

## **I. Vendor Information**

### **NAME OF COMPANY:**

Northrop Grumman Systems Corporation

### **ADDRESS AND TELEPHONE NUMBER:**

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## II. Vendor Overview & Experience

### NORTHROP GRUMMAN CORPORATE OVERVIEW

*www.NorthropGrumman.com*

A Fortune 500 company operating in all 50 states and in 26 countries, Northrop Grumman is a leader in the development and application of systems engineering, systems integration, information systems, and software development products and services. We have successfully integrated hundreds of complex systems for federal, state, and local agencies throughout the United States and have more than 40 years of experience in applying systems engineering and integration processes in the public sector.

### HEALTH DIVISION

Northrop Grumman's Health Division is dedicated to providing solutions that empower healthcare and human service professionals who are entrusted with the wellbeing of people everywhere. Our solutions, services and systems enhance the delivery and quality of care; streamline the administration of major health and nutrition benefits programs; support drug discovery and research; safeguard public health information; and help our customers manage their most valuable resource – their people.

The combined expertise of our highly qualified health and IT professionals ensures that our solutions meet the unique challenges and demands of the health community. Northrop Grumman has earned a reputation as a trusted integrator of advanced health solutions by supplying systems engineering, integration, modernization and interoperability; security and surveillance systems, program management, benefits management, clinical information systems, and human services.

Northrop Grumman's health customers include every agency of the federal government that has responsibilities related to health and healthcare. Our work at the enterprise level has supported ten of the federal government's 14 cabinet-level departments. We are a leading provider of health solutions and services, supporting the continuum of health and human services for federal civilian, military, state, local and international customers.

**Innovative Health Solutions**  
**Advanced Analytics • Better Health Outcomes**

*Through the integration of health expertise and information technology, Northrop Grumman Health Division delivers Innovative Health Systems and Advanced Analytics leading to Better Health Outcomes*

**Advanced Health & Science Solutions**  
Advancing the use of mobile applications and technology to provide key information to make an actionable change, faster

**Benefit Systems Solutions**  
Championing benefit recipients in a way that facilitates transformational solutions tailored to their unique needs

**Health Data Integration & Analytics**  
Serving as a collaborative resource for collecting, integrating, analyzing and sharing data and metrics on health issues

**Population Health**  
Sustaining the essential functions of population health with reliable and responsive technologies

## NORTHROP GRUMMAN SPECIAL NUTRITION PROGRAMS

For more than 15 years now, Northrop Grumman child nutrition information technology specialists have been providing consulting and software services to state agencies charged with administering USDA meals programs. Our Special Nutrition Programs team is made up of seasoned software engineers, process analysts, and meals programs subject matter experts.

The Special Nutrition Programs suite of web-based applications was originally developed on behalf of the Arkansas Department of Human Services Division of Child Care and Early Childhood Education to support their Child and Adult Care Food Programs (CACFP) administrative requirements. Since that time the software expanded to encompass other USDA-FNS meals programs such as the National School Lunch Program and the Summer Food Services Program, and has been transferred to multiple other state agencies including the Oklahoma State Department of Education and the New Mexico Public Education Department. The Northrop Grumman Special Nutrition Programs team is currently in the process of supporting deployment and integration of the software for the South Carolina Department of Social Services and the New Jersey Department of Agriculture. The team is also currently providing project management services for the Montana Office of Public Instruction Direct Certification Improvement project.



## III. Product Information

### CORE MODULES OF THE SPECIAL NUTRITION PROGRAMS SUITE

#### APPLICATIONS

From granting initial system access to final application approval, the SNP Applications module streamlines and automates the application process for local education agencies and other FNS meals program participants. Applicants enter information over the Internet via intuitive, user friendly web pages that check for common errors and prompt users for corrections. Additional supporting documentation is uploaded to the system. The system also facilitates the upload of related support documents.

A hallmark of the SNP system is the intuitive checklist format for submission, processing and approval that allows submitters to know at any time exactly where they are in the process. State agency staff members also monitor progress against the checklist, and communicate directly with applicants from within the SNP system to request additional information and assist participants in correcting deficiencies.

The Applications module is fully integrated with the other modules in the SNP suite.

The data collection that takes place during the application process is broken out across a number of online forms corresponding to the mix of federal and state specific requirements. While fully customizable to state agency needs, out-of-the-box capabilities exist for the follow data collection forms:

- SFA Application for Participation
- Site Applications
- Pricing Policy Statement for Free and Reduced Price Meals or Milk Programs
- Civil Rights Assurance/Compliance Review
- Attachment E-Public Release
- NSLP After School Snack Agreement
- Disclosure of Lobbying Activities
- Fresh Fruit and Vegetable Profile
- Health/Food Safety Inspection Report
- Equipment Assistance Grants
- Collection Procedures
- Seamless Summer Option
- Permanent Agreement
- List of Sites
- Most Frequently Charged Meal Prices
- Severe Need Breakfast Reimbursement
- Application for Snack Reimbursement
- New Meal Pattern Compliance Verification Summary
- Low Income Report

- CEP Site Applications
- Provision 2
- Provision 3

| School Food Authority Checklist  |                                     |  |  |  |
|--|-------------------------------------|--|--|--|
| School Year  | 8/2/2013                            | 5/29/2014                                      | Update   |  |
| Item Description   | Started                             | Completed by Entity                            | Approved by CNP                                | Additional Info Requested  |
| <b>On-Line Documents</b>   |                                     |  |  |  |
| <a href="#">SFA Application for Participation</a>  | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> 8/7/2014   | <input checked="" type="checkbox"/> 10/14/2014 | <input type="checkbox"/> <a href="#">Details</a>                         |
| <a href="#">Site Applications</a>  | <input type="checkbox"/>            | <input type="checkbox"/> 0 of 152              | <input type="checkbox"/> 0 of 152              | <input type="checkbox"/> <a href="#">Details</a>                         |
| <a href="#">Pricing Policy Statement for Free and Reduced Price Meals and or Milk Programs</a> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> 10/9/2014  | <input type="checkbox"/>                       | <input type="checkbox"/> <a href="#">Details</a>                         |
| <a href="#">Pre-Award Compliance Review</a>  | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> 10/14/2014 | <input checked="" type="checkbox"/> 10/14/2014 | <input checked="" type="checkbox"/> 4/17/2014<br><a href="#">Details</a> |
| <a href="#">Attachment E - Public Release</a>  | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> 10/14/2014 | <input checked="" type="checkbox"/> 10/14/2014 | <input checked="" type="checkbox"/> 8/6/2014<br><a href="#">Details</a>  |
| <a href="#">NSLP After School Snack Agreement</a>  | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> 4/23/2014  | <input checked="" type="checkbox"/> 10/14/2014 | <input type="checkbox"/> <a href="#">Details</a>                         |
| <a href="#">Disclosure of Lobbying Activities</a>  | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> 10/14/2014 | <input checked="" type="checkbox"/> 10/14/2014 | <input type="checkbox"/> <a href="#">Details</a>                         |
| <a href="#">Fresh Fruit and Vegetable Profile</a>  | <input type="checkbox"/>            | <input type="checkbox"/> 0 of 152              | <input type="checkbox"/> 0 of 152              | <input type="checkbox"/> <a href="#">Details</a>                         |
| <a href="#">Health/Food Safety Inspection Report</a>   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> 4/22/2014  | <input checked="" type="checkbox"/> 4/22/2014  | <input checked="" type="checkbox"/> 4/22/2014<br><a href="#">Details</a> |
| <a href="#">Collection Procedures</a>  | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> 10/14/2014 | <input checked="" type="checkbox"/> 10/14/2014 | <input type="checkbox"/> <a href="#">Details</a>                         |
| <a href="#">Seamless Summer Option</a>   | <input checked="" type="checkbox"/> | <input type="checkbox"/> 3 of 152              | <input type="checkbox"/> 2 of 152              | <input checked="" type="checkbox"/> 5/22/2014<br><a href="#">Details</a> |
| <a href="#">Permanent Agreement</a>  | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> 10/10/2014 | <input checked="" type="checkbox"/> 10/14/2014 | <input type="checkbox"/> <a href="#">Details</a>                         |
| <a href="#">Schedule A - List of Sites</a>   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> 8/22/2014  | <input type="checkbox"/>                       | <input checked="" type="checkbox"/> 8/22/2014<br><a href="#">Details</a> |
| <a href="#">Schedule B - Most Frequently Charged Meal Prices</a>                               | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> 10/15/2014 | <input checked="" type="checkbox"/> 10/15/2014 | <input type="checkbox"/> <a href="#">Details</a>                         |
| <a href="#">Schedule C - Severe Need Breakfast Reimbursement</a>                               | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> 10/15/2014 | <input checked="" type="checkbox"/> 11/5/2014  | <input type="checkbox"/> <a href="#">Details</a>                         |
| <a href="#">Schedule D - Application for Snack Reimbursement</a>                               | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> 8/5/2014   | <input type="checkbox"/>                       | <input checked="" type="checkbox"/> 8/4/2014<br><a href="#">Details</a>  |
| <a href="#">New Meal Pattern Compliance Verification Summary</a>                               | <input checked="" type="checkbox"/> | <input type="checkbox"/>                       | <input type="checkbox"/>                       | <input type="checkbox"/> <a href="#">Details</a>                         |
| <a href="#">New Meal Pattern Documents</a>   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> 10/2/2014  | <input type="checkbox"/>                       | <input checked="" type="checkbox"/> 10/2/2014<br><a href="#">Details</a> |
| <a href="#">Low Income Report - On Site Students</a>   | <input checked="" type="checkbox"/> | <input type="checkbox"/>                       | <input type="checkbox"/>                       | <input type="checkbox"/> <a href="#">Details</a>                         |

Figure 1 Checklists provide an intuitive guide to the application process

## CLAIMS

The SNP Claims module streamlines and simplifies the monthly claim process, reducing errors and processing time. All claims are checked against application data, helping to ensure that only valid claims are submitted. Edit check functionality prevents participants from submitting non-compliant claims.

Because the system is online and interactive, users are provided immediate feedback and given information about any specific errors and what is needed to correct them.

Data is collected at the site level. All necessary granular data regarding meal types and meal counts are tracked through the system to support reporting and audit needs.

The Claims module is fully integrated with the other modules in the SNP suite. It is also a key point of integration with other state systems. Northrop Grumman system engineers are experienced at integrating with complex state accounting functions, and can work with state agencies to achieve specific accounting integration requirements.

## ADMINISTRATIVE REVIEWS

Reflecting the latest USDA requirements, the SNP Administrative Reviews module contains all the necessary functionality for staff to conduct their reviews in the field, and capture the results online. Available to participants via the Internet, schools and sites can complete all of their pre-review activities online.

| Section     | Form  | Status      |
|-------------|---|-------------|
|             | S-1 School Data and Meal Pattern Error Form           | Complete    |
|             | S-2 Other Meal Claim Errors-ASSP,FFVP,SMP,SSO         | Complete    |
| Section II  | MAR School Level                                      | Not Started |
| Section III | Nutritional Quality and Meal pattern - School Level   | Complete    |
| Section V   | General Program Compliance School Level               | Not Started |
| Section VI  | Other Federal Program Reviews School Level            | Not Started |
|             | Supplemental Special Milk Program                     | Not Started |
|             | Supplemental After School Snack Program               | Complete    |
|             | Supplemental Seamless Summer Option Admin Review Form | Complete    |

Go To Form  
 Review Status Type  
 Open ▾

Figure 2 - The Administrative Reviews module guides staff through the review process

The Administrative Reviews module is completely integrated with the Applications and Claims modules, utilizing both claim and agreement data to pre-populate review forms with required data. Letters to program participants are automatically generated based on review results.

A key feature of the Administrative Reviews module is the occasionally connected functionality which enables staff to work without an active Internet (network) connection, and then later synchronize with the main database when a network connection is available.

## CAPABILITIES AND REPORTING FUNCTIONALITIES

### SUPPORT FOR DIRECT CERTIFICATION AND COMMUNITY ELIGIBILITY

Northrop Grumman has expertise in the various federal initiatives around Direct Certification and the Community Eligibility Provision, as well as the Special Assistance Alternatives. We are committed to helping our clients take advantage of these programs to reduce administrative overhead on schools and school districts while increasing the numbers of eligible children receiving free and reduced price meals.

The SNP system has functionality to support the data collection and other requirements for participation in the Community Eligibility Provision and Special Assistance Alternatives. Our development teams are fully qualified to assist with integration to SNAP and other key state-level database systems to support improved accuracy and scope of Direct Certification and Community Eligibility Provision initiatives.

### ALERTS AND OTHER COMMUNICATIONS

The SNP system includes robust tools for communications between the state agency and program participants. Staff can generate alerts from the Applications and Claims modules that are keyed to specific events. Along with system generated messaging, the alert system serves as a to-do list for both staff and program participants. The system also includes functionality to generate e-mails.

**Generate Mass Alerts or Emails**

Please select the Addressee(s) you would like to generate a mass alert or email for:

- All SFAs (Superintendents and Authorized Representatives)
- Specific SFA
- Superintendents
- Seamless Summer Program Contact
- Summer Food Service Program Contact
- Authorized Representative
- Director from Policy
- Nutrition Education Contact from Policy
- FFVP Program Contact from Application
- Include last Fiscal Year's contacts (per above choices)

**Send Alert**

Alert Reason:

Comments:

Figure 3 - Staff can communicate with program participants via the alert system or e-mail.

## REPORTS

The SNP system has a full range of available reports to meet state and federal regulatory reporting requirements and ensure ready access to the data necessary for effective program administration. Reports can be viewed on the screen, printed, or exported to Microsoft Word, Microsoft Excel, and Adobe PDF formatted documents. In addition to the existing base of reports, additional reports can be readily created to meet unique requirements (see Section V Pricing).

A sampling of available existing reports includes:

- FNS 828
- FNS 10
- FNS 742
- CNFP Report
- Free-Reduced Eligible by District
- Free-Reduced Percentage by District
- Community Eligibility Provision Status
- Provision 2 Claim Comparison
- Provision 3 Application Totals
- Provision 3 Check
- Seamless Summer Application Summary
- Food Health & Safety Summary
- Unresolved Claims
- State Matching Payment by District
- Fruit Vegetable Profiles
- Low Income Report Status
- Summary of New Claims
- Claims Adjustment Report
- Summary of Active Adjustments
- 3 Month Balance Report
- Month to Date Batch Summary
- Incomplete Claims
- New Claims Not Certified
- Payment and Count Totals
- ASSP Claims
- Average Daily Participation (ADP)
- Change in ADP by District
- Claim Warnings by Co-District
- Fruit Vegetable Claim Status
- FFVP End of Year Balance
- Fruit Vegetable Claim Payment Status
- Low-Income-October Claim
- Paid Claims Month-to-Date Register

- Provision 2-3 Claim Status
- Snack Totals
- Meal Count Milk Report
- Seamless Summer Payments
- Seamless Summer Numbers

## ONLINE TRAINING

The SNP system provides extensive functionality to manage training. State agency staff members are able to create computer based classes and publish them to the website. Courses can be created using audio, video, PowerPoint presentations and many other media. Participants can select a class, review the associated training materials, take a test designed by state staff, and print a certificate of completion. In addition, instructor led training classes can be published to an online training calendar so participants can view available trainings and schedule themselves for classes.

The training functions are well integrated with the other SNP capabilities and workflow. The system tracks completion, maintains histories, and reports training statistics to state staff. Course completion appears on the application checklist so state agency are able to ensure that organizations have completed the appropriate training requirements as part of the application approval process.

## DOCUMENT MANAGEMENT

The system has functionality for providers and state agency staff to upload documents and store them securely in the database, reducing the need for paper files, faxes, and mailings.

## RESOURCE LIBRARY

The state agency can maintain a library of resource documents that end users can view online or download. Examples of items commonly stored in the library include:

- Paper versions of forms
- Meals programs fact sheets
- Instructions and help for system usage
- Training materials
- State and federal regulations

## PLATFORM DESCRIPTION AND HARDWARE REQUIREMENTS

The SNP solution is a modern web-based system developed using Microsoft's .NET 4.0 Framework and SQL Server.

The minimum recommended requirements for end-users are:

- Windows version XP or later
- Internet Explorer 6 or later

- 128-bit encryption enabled

To host the applications requires the following software configuration:

- Operating System: Windows Server 2008 R2, running IIS6 or later
- Database: SQL Server 2008 R2, or later
- Software Licensing Considerations: SQL Server requires a license

Hardware requirements for hosting will vary by the size of the state school system being served and other factors affecting traffic. The following hardware specifications have been tested and should serve as a rough guide for most installations:

- Number of Servers: 2
- Processor: Dual Core 3.2 GHz
- RAM: 8 GB
- Hard Drive: 100 GB

## HOSTING

If desired Northrop Grumman can provide hosting services for the SNP applications at industry competitive rates. The company manages significant hardware and software infrastructure that enables us to host and administer the SNP operating environment using proven and robust infrastructure-as-a-service (IaaS) and software-as-a-service (SaaS) operational models. As with other elements of the SNP solution, a hosting package can be scaled according to the state agency's requirements. Typical state-driven variables include anticipated peak bandwidth demands, uptime requirements, and disaster recovery standards.

## CUSTOMIZATION AND INTEGRATION WITH STATE SYSTEMS

Flexibility is a key benefit of the SNP solution. As the original developer of the software suite, Northrop Grumman is able to perform customizations as negotiated to meet state-specific goals. Data collection forms and reports can be modified for look, feel and function, new data fields can be added, and new edit criteria applied. If necessary, new forms and workflows can be created and fully integrated with the SNP suite.

The SNP system was designed to be easily integrated with existing systems and to share data seamlessly. Northrop Grumman's software engineers have the background and experience necessary to ensure that required importing and exporting of data can be supported. Examples of integrations we have performed include:

- State financial systems to process payments against approved claims.
- State licensing boards to verify licenses for providers.
- Excluded provider databases to ensure excluded providers cannot submit claims.

## **IV. Customer Support, Maintenance and Security**

### **CUSTOMER SUPPORT**

Since the Northrop Grumman business model is based on providing services rather than software licensing, customer support is inherent in all of our engagements.

Northrop Grumman uses a proactive, flexible project management style that emphasizes partnership, communication, and cooperation. Although each project will have unique aspects, the typical software integration project will involve multiple phases: requirements gathering, development and integration, user training, user testing, deployment, and post-deployment maintenance.

A Northrop Grumman project manager is assigned to every project. The project manager has cognizance over the project and is the primary point of contact for the state agency. Typically the highest demand for direct support occurs during the requirements and user testing phases, when there is frequently daily communication among the project manager, Northrop Grumman developers and analysts, and the state agency staff.

We employ industry standard tools for entering software defects and tracking them to resolution. If desired, we will substitute client preferred tools for issue tracking.

Northrop Grumman is able to provide e-mail, web-based and/or telephone support to local education authorities and other program participant end-users. End-user support solutions are separate agreements with the state agency and are individually crafted to meet the agency's needs.

### **MAINTENANCE**

Northrop Grumman is ready and able to provide long-term maintenance for the SNP applications. The current regulatory environment surrounding the USDA programs is dynamic, and we are committed to maintaining currency with program requirements, as well as quality improvement and responsiveness to the needs of our state agency customers.

In a typical maintenance contract, the state agency would agree to a block of time for development and analysis. The use of this time is at the discretion of the state agency and can be used for issue remediation, support, or new development projects.

If a state agency client chooses to use Northrop Grumman hosting facilities, we are able to offer packages to meet any industry standard service levels and disaster recovery protocols, up to and including full system redundancy in a separate location.

### **SECURITY**

Northrop Grumman is committed to providing enterprise security as one of the cornerstones of the IT solutions that we provide to our clients. We have extensive experience securing systems

for our clients that meet rigorous federal, state, and program specific security requirements. We are capable of addressing a variety of security concerns:

- Data privacy
- Security procedures
- User administration
- Integration with state agency security models

It is the nature of the SNP functionality that there is little personally identifiable information transported through the system, and no personally identifiable information related to children or adults receiving benefits through the FNS meals programs. Nonetheless, the Northrop Grumman child nutrition professionals are well aware of such privacy rules as the Children's Online Privacy Protection Act, Family Educational Rights and Privacy Act, etc. They are able to recognize when these provisions might be triggered and what steps might be required to ensure compliance.

## V. Pricing

With much of the development work performed using USDA funds, Northrop Grumman is able to provide the SNP applications via a unique business and pricing model. States can acquire the source code for the applications at no cost by initiating a state-to-state transfer. Northrop Grumman charges for related services which include:

- Custom development
- Systems integration
- Data conversion and migration
- Hosting
- User training
- Technical support

State agencies that choose to implement the SNP software solution have the freedom to pursue as much or as little customization and assistance as they deem necessary. Northrop Grumman enters into contracts to provide consulting services project management, and software development on a time and materials or level of effort basis. Our hourly rates for these services are very competitive.

Other services referenced in this document, such as end-user support or hosting, are distinct from the integration and maintenance services. These services would be priced according to the state agency's needs.

It is possible that in the course of an engagement a state agency might become aware of and wish to integrate a proprietary Northrop Grumman technology that is not part of the SNP suite that is described in this RFI. In such a case there could be a licensing fee associated with that technology.

## **VI. Training**

Northrop Grumman subject matter experts are available to lead training sessions either in person or using web conferencing technologies. Generally, we conduct user training of state agency staff during the user acceptance phase of the development cycle. These events support the testing process and also serve as train-the-trainer exercises, preparing state agency staff to train and support the software end-users.

Northrop Grumman is able to provide full user manuals for software modules. The manuals include step-by-step instructions for all software features and reflect customizations made on behalf of the state agency.