



Supplemental Nutrition Assistance Program (SNAP) Electronic Benefit Transfer (EBT) Modernization Technical Assistance Center (SEMTAC)

Fiscal Year 2022 Request for Applications

Catalog for Federal Domestic Assistance Number (CFDA): 10.580

Dates

Release Date: July 7, 2022

Application Due Date: 11:59 PM, Eastern Standard Time (EST), October 6, 2022

Anticipated Award Date: January 2023

OMB BURDEN STATEMENT: According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0584-0512. The time required to complete this information collection is estimated to average 30 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

Application Checklist

This application checklist provides a list of the required documents; however FNS expects that applicants will read the entire RFA prior to the submission of their application.

In order to apply, **at least four weeks** prior to submission, you must have:

- ☐ Obtain a Unique Entity Identifier (UEI) number;;
- ☐ Register the UEI number in the System for Award Management (SAM); and,
- ☐ Registered in grants.gov.

When **preparing your application**, ensure:

- ☐ Your application format and narrative meet the requirements included in Section IV “Application and Submission Information,” including page limits and priorities outlined in Section IV, and all necessary attachments.

When **preparing your budget**, ensure the following information is included:

- ☐ Cost Allocation
 - o If other programs will benefit from this project, the costs supported by the grant will only fund the SNAP aspects of the project.
- ☐ Personnel
 - o Proposal includes all key employees paid for by the grant.
 - o Proposal identifies employees by name, position, and title.
 - o The percentage of time the Project Director will devote to the project in full-time equivalents (FTEs).
 - o Your organization’s fringe benefit rate and amount, as well as the basis for the computation.
 - o The type of fringe benefits to be covered with Federal funds.
- ☐ Travel
 - o Expenses are itemized and explained in the budget narrative. For example: origination/destination points, number and purpose of trips, number of staff traveling, mode of transportation, and cost of each trip.
 - o Attendee objectives and travel justifications are included in the budget narrative.
 - o Basis for lodging estimates are identified in the budget narrative.
- ☐ Equipment
 - o Equipment costs are justified in the budget narrative.
 - o Types of equipment, unit costs, and number of items are listed in the budget narrative, along with basis for cost per item.
- ☐ Supplies
 - o Types of supplies, unit costs, and number of items are listed in the budget narrative, along with basis for cost per item.
- ☐ Contractual and Consultant Costs
 - o The need for a contractor has been identified in the proposal, and the cost is justified in the budget narrative.
 - o Applicants that are required to issue a bid have provided a narrative explaining the requirement and provided a reasonable estimate for contractual and consultant costs.

- ☐ Indirect Cost Information
 - o Indirect cost information (either a copy of a Negotiated Indirect Cost Rate Agreement (NICRA) or if no agreement exists and the applicant has never been approved for a NICRA, they may charge up to 10% de minimis). If applicant is requesting the de minimis rate or indirect costs are not requested, please indicate this in the budget narrative.
- ☐ Other
 - o Any other costs associated with this project are itemized, explained, and reasonable.

When **submitting** your application, ensure you have submitted the following:

- ☐ SF-424 – [Application for Federal Assistance](#) (fillable PDF in Grants.gov)
- ☐ SF-424A – [Budget Information and Instruction Form](#) (fillable PDF in Grants.gov)
- ☐ SF-424B – [Assurances for Non-Construction Programs](#) (fillable PDF in Grants.gov)
- ☐ SF-LLL – [Disclosure of Lobbying Activities](#)
- ☐ FNS-906 – [Grant Program Accounting System & Financial Capability Questionnaire](#)
- ☐ Negotiated Indirect Cost Rate Agreement (PDF - Upload using the “Add Attachments” button under SF-424 item #15)

When applicable, application packages are required to include the following documents:

- ☐ All non-profit organizations must include their 501(c)(3) determination letter issued by the Internal Revenue Service (IRS)

FOOD AND NUTRITION SERVICE; U.S. DEPARTMENT OF AGRICULTURE

Federal Nutrition Programs SNAP Electronic Benefit Transfer (EBT) Modernization Technical Assistance Center (SEMTAC) Cooperative Agreement Project

INITIAL ANNOUNCEMENT

CATALOG OF FEDERAL DOMESTIC ASSISTANCE: This program is listed in the Assistance Listings under the Catalog of Federal Domestic Assistance number 10.580.

DATES: Applications must be received by **11:59 PM, Eastern Standard Time (EST) on October 6, 2022**. Applications received after this deadline will normally not be considered for funding (see Part IV, of this RFA). Comments regarding this request for applications (RFA) are requested within six months from the issuance of this notice. Comments received after that date will be considered to the extent practicable.

EXECUTIVE SUMMARY: FNS requests applications for the SNAP Electronic Benefit Transfer (EBT) Modernization Technical Assistance Center (SEMTAC) Cooperative Agreement Project beginning in fiscal year (FY) 2023 to work with the Food and Nutrition Service (FNS) to support retailer efforts to implement online purchasing systems, mobile pay in pilot states when selected, and any additional electronic benefit transfer (EBT) modernization initiatives, in accordance with requirements established by the Supplemental Nutrition Assistance Program (SNAP). This technical assistance center grant will be awarded to one grantee and may be in place for up to four Federal fiscal years (dependent upon demand). The amount available for FNS to support this program is up to \$5,000,000.

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I. PROGRAM DESCRIPTION AND OBJECTIVES

Authorizing Legislation

The Supplemental Nutrition Assistance Program (SNAP or Program), authorized under The Food and Nutrition Act of 2008, (PL 88-525) as amended, is the cornerstone of the Nation's nutrition assistance safety net. The United States Department of Agriculture's (USDA) Food and Nutrition Service (FNS) oversees State operations to certify low-income Americans to participate in the program and authorizes and monitors retailers to accept SNAP benefits for eligible food products. Currently, approximately 40 million low-income Americans receive SNAP benefits and more than 250,000 retailers are authorized to accept SNAP benefits.

Section 703 of the Consolidated Appropriations Act of 2021 authorizes USDA, on a competitive basis, to provide technical assistance to educate retailers on the process and technical requirements for online acceptance of SNAP benefits and to support and expedite SNAP online purchasing. The America Rescue Plan (PL-117-2) provides additional funding for SNAP issuance-related modernization efforts, which will be addressed in future contracts or grants separate from this solicitation.

In addition to online purchasing, a portion of the funding for this grant opportunity will be used to support technical assistance for SNAP retailers who will implement mobile payments under an FNS pilot in five States (currently to be determined), and to support education and training on any new issuance modernization initiatives.

Background

Online Purchasing Program. The Agricultural Act of 2014 (PL-113-79), also known as the Farm Bill, called upon the Secretary of the USDA to authorize retail food stores to accept SNAP benefit purchases via online transactions, subject to the results of a multi-retailer pilot project (pilot) conducted to test the feasibility of allowing such transactions. Beginning in 2016, the USDA's Food and Nutrition Service (FNS) solicited and implemented these projects in order to collect sufficient information to provide the Secretary with a recommendation on whether allowing online purchases with SNAP benefits is in the best interest of the Program. While online grocery shopping and purchasing has been a reality for many years outside of SNAP, there are requirements specific to SNAP purchasing that do not exist for other types of transactions, not least of which revolves around the requirement to utilize a secure personal identification number (PIN) for each transaction. FNS also recognized that being able to offer online purchasing provides an opportunity to address the needs of the elderly and disabled who often cannot easily go out to shop, as well as the needs of those that lack consistent access to transportation or live in areas considered to be food deserts.

Initially, seven retailers and States were selected for the SNAP Online Purchasing Pilot. Soon after implementation of these initial pilot projects began, the COVID-19 pandemic began impacting all Americans. Because of the need to maintain social distancing, many States and their retailers clamored to become part of the SNAP Online Purchasing Pilot in order to better serve their SNAP recipients concerned with in-person shopping. As a result, the pilot was opened for all States to submit plans and for any retailer in approved States capable of meeting the requirements to implement online purchasing. The current status of implementation can be found here: www.fns.usda.gov/snap/online-purchasing-pilot

Initially, one limiting factor in how quickly retailers could expand had been the existence of only one Third Party Processor capable of securely processing PINs for online retailer transactions. Unlike other commercial online *debit* card transactions, which are similar to SNAP EBT transactions, SNAP online transactions must have a PIN entered for each transaction and secured during the processing of the transaction. Because every interested retailer has had to work with that one provider as they developed their SNAP online purchasing system, implementation has been slower than it might have been otherwise. However, as of January 29, 2021, there are two such PIN processing providers. FNS expects this development to increase the pace at which retailers can implement. FNS also expects other PIN providers may become available as this type of SNAP shopping matures.

The other limiting factor which the Agency is looking to resolve with this **SNAP Electronic Benefit Transfer (EBT) Modernization Technical Assistance Center (SEMTAC)** is the difficulty some retailers – primarily smaller retailers with limited experience or ecommerce website presence – have had to fully understand the FNS requirements for online purchasing, understand the technical choices they face in bringing up an online purchasing program, and consider the store-level resources necessary to support online purchasing (i.e., order aggregation and delivery). FNS intends for this Center to work closely with Agency staff and be a resource all interested retailers can turn to in order to obtain ongoing guidance on how they can best proceed towards satisfying the FNS requirements and implementing their system.

The kinds of confusion and challenges that the Agency has seen with retailers has been associated with, not only understanding the various requirements, but also understanding how the requirements fit together and which aspects of the system can be worked on simultaneously. Oftentimes retailers get frustrated with the slow pace of development, not realizing that they could have been working on more than one aspect at the same time (e.g., retailer website details at the same time transaction capability development is taking place). Retailers or their eCommerce providers have also struggled to implement on their website the SNAP requirements that have long been in place in brick-and-mortar stores but also apply to the online space. These include not charging sales tax for SNAP purchases, restricting purchases to SNAP eligible items, and otherwise treating SNAP clients equally. This is sometimes the result of the stakeholder representatives working to implement the online purchasing systems being unfamiliar with the rules governing SNAP EBT.

Mobile Payment Pilots and Other Modernization Opportunities. In addition to online purchasing, in fiscal year 2023, FNS expects to begin to implement mobile payment pilots in up

to five States, as directed by the 2018 Farm Bill. The grantee selected to manage the SEMTAC for retailers will also provide education, training, and support to retailers in pilot States that opt to engage in SNAP mobile payments.

Finally, the American Rescue Plan supports FNS exploration of SNAP issuance modernization opportunities. FNS expects to engage with stakeholders on such opportunities. This center will support any new issuance modernization initiatives that may be identified in the center's operational timeframe.

Purpose / Key Objectives

Purpose

The primary purpose of this technical assistance grant is to establish a **SNAP Electronic Benefit Transfer (EBT) Modernization Technical Assistance Center (SEMTAC, AKA “The Center”)** that would help FNS provide information on and technical assistance with needed steps to establish an online purchasing program. The Center would serve State agencies, eligible entities, and program participants. Primarily, the Center would work with: (a) already authorized retailers who may need assistance implementing, testing and obtaining approval from FNS for their online purchasing program; and (b) not-yet-authorized retailers interesting in both obtaining authorization from FNS as well as implementing, testing and obtaining approval from FNS for their online purchasing program. In this role, the Center will be expected to work with any retailer requesting assistance.

The interest among retailers in establishing online purchasing programs is significant – particularly as retailers adjust to the COVID-19 pandemic -- and yet many retailers, particularly those who are smaller and less acquainted with online and ecommerce technology, either because they do not have an online presence or their online presence is limited, have trouble navigating what they need to accomplish to implement such a program. Congress has recognized this need and has authorized USDA to enter into a cooperative agreement or grant to respond to the need.

Online-only retailers

One type of retailer that will need close attention and particularly close coordination between the Center and FNS is the online-only retailer. These are retailers that do not have brick-and-mortar stores and exist only as website providing entities. As such, these retailers have less familiarity with the SNAP program and therefore need more technical assistance. Other than one online-only retailer that participated in the pilot, others of this type are ***not yet authorized by FNS for participation in SNAP and will need to be addressed on a case-by-case basis as they seek approval.*** Due to their operational differences from brick-and-mortar stores expanding into the online purchasing environment, policies and requirements around these establishments are still being developed, and any activity by the Center with these types of retailers will need to be handled in close coordination with FNS staff.

Other technical assistance

FNS plans to enter into a cooperative agreement with one selected awardee to work closely with the agency and establish the **SEMTAC**. FNS reserves the right to make more than one award, and to use this solicitation and competition to award additional grants in this or the subsequent fiscal year should funding become available.

Key Objectives

In the interest of providing the best possible customer service to participants, FNS strives to foster innovation and reduce barriers to SNAP services, including ready access to using SNAP benefits for online purchases, assessment of whether mobile payments might be appropriate for the SNAP program, and the assessment of other modernization efforts. This grant announcement most directly supports SNAP by building the capacity to support the expansion of online SNAP purchasing nationwide. Increasing access to online purchasing is particularly important to rural communities, communities served by stores with limited stock of healthy foods, populations facing barriers to accessing traditional retailer grocery stores (e.g., participants with disabilities, participants without transportation), and all recipients impacted by COVID-19. And, this announcement also supports SNAP by building the capacity to support the mobile payments pilot and any other modernization efforts that may develop.

The high-level objectives for this grant announcement are as follows:

#	Objectives
1	Establish a SNAP Electronic Benefit Transfer (EBT) Modernization Technical Assistance Center to work with retailers needing help developing their online purchasing programs, as well as with any involvement with mobile payment systems or other modernization efforts. The center should be prepared to address the needs of English-as-a-second-language (ESL) retailers with translation services and production of informational and training materials in multiple languages (up to ten).
2	Assist retailers with the following: a. Understanding the broad resource commitments necessary for staffing and funding ecommerce. b. Establishing an ecommerce presence if one is not already established including understanding the breadth of ecommerce and Third Party PIN provider options and respective costs for decision making. c. Provide guidance to retailers on what is needed to have a website that meets the requirements to operate online purchasing, including but not limited to functionality for: • Integration of the secure online PIN-entry via the Third Party Processor (TPP) Application Programming Interface (API). • Error Handling – includes messaging displayed to customer as appropriate to the situation. • Ensuring that refunds are matched back to the original purchase. • Handling of estimated pricing for items that are variably priced based on weight.

	• Having only one SNAP card provisioned to a customer account. • Ensuring only eligible foods can be purchased with SNAP benefits. • Not charging sales tax on SNAP purchases. • Allowing split tender transactions for the payment of non-SNAP eligible items and delivery fees. • Allowing the SNAP customer to specify the amount of their SNAP benefits to apply to each order. • Meeting additional requirements found in the Online Purchasing Request for Volunteers (see https://www.fns.usda.gov/snap/retailer-requirements-provide-online-purchasing). • Developing a business requirements document (BRD) (see Appendix). d. Answer questions from retailers on any of the above as they arise.
3	Work with key FNS offices to ensure the Agency is informed on progress being made by retailers towards eventual implementation of their Online Purchasing Programs. Track and report to FNS on what the center is learning as it works with retailers (common challenges and lessons learned).
4	Develop best practice and flow chart documents, as appropriate, for ongoing reference by retailers and other parties, and provide recommendations to FNS on how existing guidelines might be improved to assist retailers in their efforts.
5	Support the Mobile Payments Pilot and other Modernization Efforts by providing technical assistance as needed to retailers; the breadth of this assistance is expected to mirror Objectives 1,2 and 4.

While the grantee, through the **SEMTAC**, will be responsible for providing guidance and assistance to those retailers requesting it, it will remain the responsibility of the retailer -- and not the grantee -- to select their contractors and ultimately enter into necessary contracts or agreements to develop and implement the systems needed to implement their online purchasing program. This would include arrangements with a Third Party Processor/PIN provider and/or eCommerce Providers. The grantee will have no role in helping the retailer choose partners and/or enter into any specific agreements but would be expected to help retailers better understand what paths/options they have to achieve their goals. For example, the grantee might provide information on the specific types and levels of service provided by various ecommerce providers, along with the cost of those services, but would not consult on the retailer's decision on selection of an ecommerce provider.

In providing technical assistance to eligible entities, the SNAP Electronic Benefit Transfer (EBT) Modernization Technical Assistance Center shall give priority to eligible entities that are small and limited-resource retailers. In particular, these include retailers who service rural areas or areas considered food deserts.

Center Design

The SEMTAC must be capable of working with retailers, providing significant time and attention to smaller, less-resourced retailers, including those for whom English is a second language, to help them understand what is needed to move forward with meeting FNS requirements for online purchasing, mobile payments and other payments modernization initiatives. This requires that Center staff have a strong level of understanding with regard to FNS requirements and the technical development and implementation needed by each retailer (see Appendix), as well as an ability to convey this information simply and clearly and in multiple languages (as needed).

To fulfill this role, the Center will need to provide interested parties with website and email access. And, while there should also be a way to contact the Center by phone, there is no expectation that a call center be established. The grantee will propose the manner in which calls will be handled timely and efficiently, including arrangements that will be made available for non-English speakers.

II. FEDERAL AWARD INFORMATION

Type of Award

FNS will award this grant in the form of a cooperative agreement. This agreement is a legal instrument reflecting a relationship between the Federal government and the Grantee.

Cooperative agreements will allow more involvement and collaboration by FNS in the project as compared to a grant, while providing less direction of project activities than a contract. The roles and responsibilities of both the Grantee and FNS will be stated in the terms and conditions of the cooperative agreement.

FNS's involvement in this cooperative agreement will largely entail serving as subject matter experts (SMEs) who provide key input and information to the team, reviewing and providing feedback on deliverables. FNS participation will also include:

1. Evaluation of quarterly progress reports and financial reports to monitor the grantee's project activities and ensure that the objectives, terms and conditions of the agreement are met; and
2. Periodic on-site and/or remote technical assistance to provide evaluation and guidance on Center activities and outputs as they relate to FNS objectives, including:
 - Review of center plans and milestones;
 - Discussion of specific retailer progress, as needed, including those associated with online-only retailers and retailers participating in the mobile payments pilots in select States.
 - Assessment of online purchasing expansion efforts as well as technical assistance support to date; and
 - Other technical assistance related to project objectives.

- Periodic collaborative meetings.

To the extent practicable, FNS is available to provide policy and technical consultation to the Grantee on an as needed basis, preferably through a series of pre-planned feedback sessions and/or standing meetings/calls.

FNS will provide funding for an approved grant through the Grant Award/Letter of Credit process, upon receipt of a properly executed Cooperative Agreement and subject to the availability of funds.

FNS anticipates providing a grant project in the amount of up to \$5 million in funding to one 501 (c) (3) non-profit entity.

- Anticipated number of awards: It is anticipated that only **one award** will be made.
- Expected amounts of individual Federal award: Up to \$5 million.
- Anticipated start dates and period of performance: January 2023 – January 2027
- Anticipated amounts and/or numbers of individual awards: One award for up to \$5 million
- Estimated funding per award: Up to \$5 million
- Application due date: October 6, 2022; 11:59 pm
- Anticipated award announcement date: January 2023

Please note:

- Grant awards are subject to the availability of funding and/or appropriations of funds.
- FNS reserves the right to use this solicitation and competition to award additional grants this year or the subsequent fiscal year, should additional funds become available.

Application and Review Dates

The deadline for submitting applications may be found in Section IV. Application and Submission Information. FNS anticipates awarding the grant no later than January, 2023.

Period of Performance

FNS anticipates awarding the grant for up to 4 years. All grant funds must be obligated and all program activities under the grant (other than activities relating to the close out of the grant) must be completed by the end of the award period. The close-out of the grant must occur no later than 120 days following the termination date of the agreement, and all obligations incurred under the grant must be liquidated by this date. Any funds that are not liquidated within 120 days following the end of the award period must be returned to FNS. In addition, the final progress reports are due to FNS no later than 120 days following the end of the award period. Please see the section on Federal Award Administration Information for details on reporting requirements. A total of up to \$5 million in Federal funding is available for the Grant.

FNS anticipates awarding the grant through a competitive process in January, 2023, subject to the availability of federal funds. Grantees may use budgeted grant funds for each milestone deliverable for the duration of the project period. The period of performance begins on January, 2023, and will not exceed four (4) years from the start date. FNS intends to fund one (1) cooperative agreement under this RFA. However, the number of grants awarded will be dependent on the quality and nature of the applications received.

FNS may elect to fund an application in its entirety, may limit funding to specific items of the proposals contained in an application, and/or may negotiate with proposed applicants to stay within available funding. The Grantee will be responsible for utilizing their awarded amount to establish and operate the Technical Assistance Center.

Program Specific Requirements

Applicants must provide a plan that demonstrates they meet the following requirements. Applicants need to provide specific detailed information as to how and when they gained this experience:

1. Experience in designing and managing a technical assistance center.
2. Experience in providing technical assistance.
3. Knowledge of or capacity to quickly learn about SNAP EBT and SNAP retailer needs.
4. Experience with and/or capacity for working with a diverse portfolio of retailers on a national scale.
5. Experience with and/or capacity for helping implement technological innovations.
6. Experience developing guides, FAQs, best practice documents and doing so in multiple languages. All documents or products generated by efforts funded through this Cooperative Agreement are subject to review and approval by FNS before release and are considered the property of FNS.

The Grantee shall:

1. Develop the Technical Assistance Center and staff it with properly credentialed personnel;
2. Establish phone, website, and email methods of contact so retailers have ways to raise questions and obtain assistance;
3. Inform interested retailers of the technical assistance services;
4. Keep FNS informed on progress made by retailers obtaining assistance through regular reports as directed by FNS;
5. Progress reports should include data that shows types of assistance requested/provided to retailers, common questions that would show the areas that retailers need assistance with, and lessons learned.
6. Submit timely progress reports in accordance with a schedule agreed upon with FNS.
7. Meet all objectives and provide deliverables as outlined in this solicitation.

Regular Conference Calls:

Monthly conference calls with FNS shall provide an overview of the activities conducted during the previous month, an overview of progress made with particular retailers and significant challenges particular retailers may be facing. It would also address any particular document developments requested of the grantee, including major accomplishments with completion dates and budget, and cover major planned activities for the next month. Any deviations from the proposed plan, difficulties encountered, solutions developed to overcome difficulties, and assistance needed from FNS on technical issues would be addressed as well.

Should a major issue arise between calls, the Grantee must contact the FNS Grant Management Operation Branch or the designated Program Office immediately. During the early stages in the grant or at other key stages in the project, such as developments with the mobile purchasing pilots or other modernization efforts, conference calls with FNS may occur weekly.

The Grantee shall provide FNS with an agenda 3 business days prior to each call. The Grantee shall also prepare minutes for each call and distribute to FNS no later than 5 business days after the call.

Allowable Costs

Among other costs, budgets may include expenses related to personnel, contractors, equipment and supplies, materials development and translation, meeting expenses, travel, and trainings. Funds from this RFA are not intended to replicate existing projects.

Equipment and Supplies: Expenditures for both equipment (i.e., items of personal property having a useful life of more than one year and a cost of \$5,000 or more) and supplies are allowable expenses, with prior approval. Prior approval can be obtained through the budget approval process. For purposes of this grant, equipment does not include any retailer equipment supporting online transactions at particular retailers. Retailers will be responsible for whatever equipment is needed to support their online transactions system.

Procurement Contracts: Grantees may use grant funds to procure contracts for goods and services.

Unallowable Costs

Retailer costs: Grant funds may not be used to subsidize retailer costs associated with online purchasing, mobile payments or other modernization efforts.

Pre-award costs will not be awarded for these grant projects.

III. ELIGIBILITY INFORMATION

Eligible applicants

Eligible applicants are limited to **nonprofit entities only**. A nonprofit entity is any organization or institution with IRS 501(c) (3) status or accredited institutions of higher education, where no part of the net earnings benefit any private shareholder or individual. All applicant organizations must be domestic entities and shall be owned, operated, and located within the 50 United States, the District of Columbia, Guam, or the United States Virgin Islands.

Non-profit entities are defined as any corporation, trust, association, cooperative, or other organization which: (1) Is operated primarily for scientific, educational, service, charitable, or similar purposes in the public interest; (2) Is not organized primarily for profit; and (3) Uses its net proceeds to maintain, improve, and/or expand its operations. For the purposes of this grant program, non-profit entities are required to have 501(c)(3) status.

Cost sharing or matching considerations

There are no cost sharing or matching requirements.

Pre-Award Costs

FNS will not approve pre-award costs.

Pre-Award Screening Requirements

In reviewing applications in any discretionary grant competition, Federal Awarding Agencies, in accordance with 2 CFR 200.400, are required, prior to making a Federal award, to review information available through various OMB-designated repositories for eligibility qualification or financial integrity, and to have in place a framework for evaluating the risks posed by applicants before they receive Federal awards. The evaluation of the information obtained from the designated repository systems and the risk assessment may result in FNS imposing special conditions that correspond to the degree of risk assessed. The FNS review of risk posed by applicants will be based on the following:

- SAM.gov, the System for Award Management, the Official U.S. Government system that consolidated the capabilities of CCR/FedReg, ORCA, and EPLS
- FAPIIS, the Federal Awardee Performance and Integrity Information System that has been established to track contractor misconduct and performance
- FNS Risk Assessment Questionnaire

Applicants must complete the Grant Program Accounting System & Financial Capability Questionnaire that allows FNS to evaluate aspects of the applicant's financial stability, quality of management systems, and history of performance,

reports and findings from audits. The questionnaire contains a number of questions that may be an indicator of potential risk.

The evaluation of the information obtained from the designated systems and the risk assessment questionnaire may result in FNS imposing special conditions or additional oversight requirements that correspond to the degree of risk assessed.

Applications received after the deadline date will be deemed ineligible and will not be reviewed or considered. FNS will not accept mailed, faxed, or hand delivered applications. Applications not submitted via the www.grants.gov portal will not be considered. Applications submitted without the required supporting documents, forms, and certification will result in a reduced panel score.

Other Eligibility Criteria

Each eligible applicant may only submit one (1) application in response to this grant solicitation. Suspended or debarred organizations are ineligible to submit applications in response to this grant solicitation.

Acknowledgement of USDA Support

As outlined in 2 CFR 415.2, grant recipients shall include acknowledgement of USDA Food and Nutrition Service support on any publications written or published with grant support and, if feasible, on any publication reporting the results of, or describing, a grant-supported activity. Recipients shall include acknowledgement of USDA Food and Nutrition Service support on any audiovisual which is produced with grant support and which has a direct production cost of over \$5,000.

- When acknowledging USDA support, use the following language: "This material is based upon work that is supported by the Food and Nutrition Service, U.S. Department of Agriculture." Grantees should follow the [USDA Visual Standards Guide](#) when using the USDA logo.

- Grant recipients may be asked to host USDA officials for a site visit during the course of their grant award. All reasonable costs associated with the site visit will be paid for by USDA and are not expected to be included in grant budgets.

IV. APPLICATION AND SUBMISSION INFORMATION

Applicants may obtain the RFA package by downloading the application from Grants.gov at www.grants.gov.

Applicants may request paper copy of this solicitation and required forms by contacting the FNS Grants Officer at:

Carla Garcia, Grant Officer
Grants and Fiscal Policy Division
U.S. Department of Agriculture, FNS
E-mail: Carla.garcia@usda.gov

Application Format

FNS strongly encourages eligible applicants interested in applying to this program to adhere to the following applicant format. The proposed project plan should be presented on 8 ½" x 11" white paper with at least 1-inch margins on the top and bottom. All pages should be single-spaced, in 12-point font. The project description with relevant information should be captured on no more than **30** pages, not including the cover sheet, table of contents, resumes, letter of commitment(s), endorsement letter(s), budget narrative(s), appendices, and required forms. All pages, excluding the form pages, must be numbered.

Application Content

To be considered complete, the grant application must include all the required documents and information listed.

Special Instructions:

- Late application submission will not be considered in this competition. FNS will not consider additions or revisions to applications unless they are submitted via Grants.gov by the deadline. No additions or revisions will be accepted after the deadline.
- Applications submitted without the required supporting documents, forms, certification will not be considered.
- Applications missing a written proposal or budget narrative will not be considered.
- Applicants should submit letters of support/commitment from entities that the applicant proposes to be working with as part of this grant.
- Applications not submitted via the Grants.gov portal will not be considered.
- If multiple application packages are submitted through the grants.gov web portal by the same applicant in response to this solicitation, FNS will accept the latest application package successfully submitted. All other packages submitted by the applicant will be removed from this competition.

- FNS reserves the right to use this solicitation and competition to award additional grants in future fiscal years should additional funds be made available.
- Grant awards are contingent upon the availability of Federal funds.

Additionally, the review committee will evaluate proposals against the criteria below. The project narrative sections include a point value to indicate the importance of each section; however, reviewers will be evaluating proposals based on all sections regardless of whether point values are provided. FNS has provided a checklist at the beginning of this document to assist applicants in meeting the necessary requirements. Proposals will be scored on the basis of points and can receive up to 110 points. Every proposal must include the following sections: Cover Sheet, Table of Contents, Executive Summary, Project Narrative (including Project Design; Organizational Experience, Staff Capability, and Management; Evaluation; and Budget Appropriateness and Economic Efficiency), and the Activities/Indicator Tracker. Details on requirements for each section are described below.

Cover Sheet

The cover page should include the following:

1. Grant program title;
2. Applicant's name and mailing address;
3. Project title;
4. Project summary (a one to two sentence description of project); and
5. Primary contact's name, job title, phone number, and e-mail address.

Table of Contents

Include relevant sections and subsections, as well as associated page numbers.

Application Project/Executive Summary

1. The specific problem that prompted the applicant to submit a Grant application;
2. How exactly the project proposed in this grant application solves the problem identified;
3. Identify the State agency and/or eligible entities involved in the project;
4. Amount of funding requested;
5. Which priority area(s)/objective(s) the proposal addresses and whether the submission includes the focus area;
6. The proposed activities and anticipated outcomes that would result from the project; and
7. Which SNAP processes will be improved by the project.

Note: The executive summary should not exceed one page.

Project Narrative

The project narrative should clearly identify what the applicant is proposing and how it will address the solution, the expected results and/or benefits once the solution is achieved, and how it will meet the RFA program scope and objectives. The proposed project methodology should describe the Technical Assistance Center design, address program specific methodology needs,

procedures, timetables, monitoring/oversight, and the organization's project staffing. It should also address any additional RFA specific requirements.

In preparing the project narrative, provide the information requested below, in the order presented below.

1. Project Design
 2. Organizational Experience, Staff Capability, and Management
 3. Evaluation (Implementation & Monitoring)
 4. Other Sections (If applicable)
 5. Budget Appropriateness and Economic Efficiency
 6. Bonus Points
- **Introduction:** Provide background information on the proposed team's experience providing technical assistance, focusing on retailer systems and needs, and with online purchasing, mobile payments, and other modernization efforts, as appropriate. Please note any successes, lessons learned, or challenges from previous efforts.
 - **Background:** The Background will both describe what is known and highlight what is not known about this project.
 - **Objectives, Activities, and Timeline:** Clearly state project objectives, use descriptive statements that specifically discuss what you hope to accomplish, include specific activities you will perform to accomplish the project objectives, as stated in the Purpose of Cooperative Agreement section, and include deadlines. All objectives should lead to a clearly stated goal relevant to this RFA. Your project timeline should start on the award date and end 48 months later. For planning purposes, use the date of award as planned and include dates for any important project milestones and deadlines, and include dates for items described in the Purpose of Cooperative Agreement and Program Specific Requirements section.
 - **Administration Plan:** Describe the team's plan to administer a Technical Assistance Center, including staffing, as well as any physical, online, and phone presence.
 - **Dissemination Plan:** Describe your plan for establishing awareness of the Center's existence among the retailer community as well as to share any best practices with the community.
 - **Technical Assistance Plan:** The Technical Assistance (TA) Plan should indicate the process, frequency, and mode by which the Grantee will interact with those wanting assistance, including how stakeholders (retailers) will be able to request assistance and how requests for assistance will be managed. The plan should describe the personnel that will perform this function, as well as a process to document and track each technical assistance experience. The purpose of technical assistance is to support expansion of the online purchasing project and to support needs that arise from the mobile payments pilot and/or other modernization efforts. Applicants should articulate a clear plan to communicate with stakeholders and provide technical assistance.
 - **Management Plan:** Provide a clear description of the activities to be undertaken to manage the Technical Assistance Center to ensure that project activities are completed on time, within budget, and with quality results. Applicant should describe its organizational structure and identify the staff and/or contractors who will manage the project. Describe

roles and responsibilities of these employees or contractors, as well as relevant qualifications and experience, and a level of effort specified for specific staff proposed. Note any relevant experience in managing similar activities. Explain contingency plans for staff turnover. Describe how quality assurance, recordkeeping, and accounting activities will be executed. Provide a clear description of how funds will be administered.

- **Exit and Early Termination Plan:** Provide a clear description on how the Grantee would transition any parties receiving assistance as well as any developed tools being used back to FNS at the end of the project duration. This can take place either as planned after the full term of the project (48 months) or upon early termination, if determined by the Agency to be appropriate. As provided by 2 CFR 200.340, FNS can terminate its agreement with the Grantee with or without cause.

Reports and Documents Review

All documents generated by efforts funded through this cooperative agreement are subject to review by FNS before release. While the grantee can use whatever tracking mechanism they deem appropriate, progress reports tracking mechanisms. The grantee would also be expected to provide ad hoc reports on State activity, as needed.

Activities/Indicators Tracker

In the first quarter of Year 1, at a minimum, the Grantee will have identified and oriented team members, set up avenues for reaching the center, and fully established TA Center operations. By the end of first quarter, the center will have identified the kinds of materials that would help retailers navigate their online purchasing alternatives.

In the second quarter of Year 1, materials will be drafted and following review by FNS, finalized.

No later than the third quarter of Year 1, materials are translated into up to 10 languages identified by FNS and confirmed by the grantee, and made available on a website.

By the end of Year 1, any retailers seeking assistance in navigating online purchasing alternatives will have received assistance with zero complaints regarding responsiveness.

Throughout the year, and for each following years in which the SEMTAC operates, the grantee will track all retailer technical assistance requests and contacts. At the end of Year 1, and at the end of each year in which the SEMTAC operates, the grantee will provide a summary report of specific retailer assistance provided. FNS is expecting applications to include budget breakouts for each of these activities. Continued funding for SEMTAC beyond year one will be based on an FNS review the level of activities to determine if there is a need to continue SEMTAC operations.

Objective 1:	Establish a SNAP Electronic Benefit Transfer (EBT) Modernization Technical Assistance Center (SEMTAC) to work with retailers needing help developing their online purchasing programs, as well as with any involvement with mobile payment systems or other modernization efforts.
Proposed Activity 1:	Establish a quality team to provide technical assistance
Indicator 1:	Quality of staff to provide the necessary technical assistance. Members of such a team would include persons with experience providing hands-on technical assistance to members of the retailer community. This includes retailers of all types and sizes, and those for whom English is a second language. Experience is defined as three or more years working with the retailer community to navigate matters of a technical nature.
Proposed Activity 2:	Establish means for interested parties to reach the Center, including website information, phone number, email, etc.
Indicator 1:	Quality of plan that has been developed, including sufficiency of details.
Indicator 2:	Completeness of plan, as determined by all appropriate stakeholders being included and all costs/other considerations being addressed appropriately.
Proposed Activity 3:	Establish means for notifying interested parties of Center's existence and offerings
Indicator 1:	Final documentation for distribution and/or sharing on website accepted by FNS to inform retailers of what the Center can offer (as well as what it does not offer)

Objective 2:	Provide assistance to retailers developing an Online Purchasing Program
Proposed Activity 1:	Develop plan of how Center will provide assistance to retailers with the online purchasing program, including FAQs to address more routine and/or easier questions as well as one-on-one offerings for more challenging questions.
Indicator 1:	Final plan accepted by FNS
Proposed Activity 2:	Develop materials and information to assist retailers in navigating online purchasing alternatives. This may include a series of FAQs, videos, and other means identified by the TA Center as most effective in communicating alternatives.
Indicator 1:	Thoroughness of FAQs, as determined by presentation and acceptance by FNS
Indicator 2:	Provided in multiple languages as identified by FNS and the Center.
Proposed Activity 3:	Develop a process for assisting retailers or their ecommerce providers in completing the Business Requirements Document (BRD) outlining the manner in which they will accept and process online SNAP transactions – for reference, see Appendix.
Indicator 1:	Process establishes timeframes for review and feedback of BRDs.
Indicator 2:	BRD's submitted to FNS are clear and concise and require minimal feedback prior to approval.
Objective 3:	Provide assistance to retailers working with the Mobile Payments Pilot or other Modernization Efforts
Proposed Activity 1:	Develop plan of how Center will provide assistance to retailers with the Mobile Payments Pilot or other modernization efforts that may arise, including FAQs to address more routine and/or easier questions as well as one-on-one offerings for more challenging questions.

Indicator 1:	Final plan accepted by FNS
Proposed Activity 2:	Develop materials and information to assist retailers in navigating the Mobile Payments Pilot or other modernization efforts that may arise. This may include a series of FAQs, videos, and other means identified by the TA Center as most effective in communicating alternatives.
Indicator 1:	Thoroughness of FAQs, as determined by presentation and acceptance by FNS
Indicator 2:	Provided in multiple languages as identified by FNS and the Center.
Objective 4:	Develop best practice and flow chart documents, as appropriate, for ongoing reference by retailers and other parties, and provide recommendations to FNS on how existing guidelines might be improved to assist retailers in their efforts.
Proposed Activity 1:	Best practice and other informative reports are designed in a way that communicates important information to stakeholders
Indicator 1:	Document designs accepted by FNS
Indicator 2:	Documents are timely and accurate, as determined by FNS and available in multiple languages.
Objective 5:	Work with key FNS offices to ensure the Agency is informed on progress being made by retailers towards eventual implementation of their Online Purchasing Programs, as well as any developments pertaining to mobile payments and other modernization efforts. Track and report to FNS on what the center is learning as it works with retailers (common challenges and lessons learned).
Proposed Activity 1:	Establishment of regular calls and capturing of decisions made

Indicator 1:	Accuracy/completeness of notes that have been developed to reflect discussions and decisions made during calls.
Indicator 2:	End of year summary reporting on all assistance provided to include quantitative (e.g. number of retailers serviced and number in various stages) and qualitative information (e.g. common challenges and lessons learned).
Proposed Activity 2:	Provide informative monthly report that includes data in a usable format for FNS' own tracking systems
Indicator 1:	Final report design accepted by FNS
Indicator 2:	Reports provided are timely and accurate, as determined by FNS

Application Budget Narrative

The budget narrative should correspond with the proposed project narrative and application budget. The narrative must justify and support the bona fide needs of the budget's direct cost. If the budget includes indirect costs, the applicant must provide a copy of its most recently approved Federal indirect cost rate agreement. **All non-profit organizations must include their 501(c)(3) determination letter issued by the Internal Revenue Service (IRS). All funding requests must be in whole dollars.**

Indirect Cost Rate

A current **Negotiated Indirect Cost Rate Agreement (NICRA)**, negotiated with a Federal negotiating agency, is to be used to charge indirect costs. Indirect costs may not exceed the negotiated rate. If a NICRA is used, the percentage and base should be indicated. If the applicant does not have, and has never been approved for, a NICRA, they may charge up to 10% de minimis. In this instance, the applicant must indicate they are requesting the de minimis rate. An applicant may elect not to charge indirect costs and, instead, use all grant funds for direct costs. If indirect costs are not charged, the phrase "none requested" should be stated in the budget narrative. If there are any questions related to Indirect Cost Rate, please work with the Grant Officer (see contact information provided in below section) to address.

Required Grant Application Forms

Please refer to the Application Checklist for a list of required grant forms.

The required grants.gov forms are located at: <https://www.grants.gov/web/grants/forms/forms-repository.html>

(A) Non-Construction Grant Projects Forms: SF-424 Family

- Application and Instruction for Federal Assistance (SF-424)
- Budget Information and Instructions (SF-424A)
- Assurance-Non-Construction Programs (SF-424B)

(B) SF LLL (Disclosure of Lobbying Activities)

- Indicate on your form whether your organization intends to conduct lobbying activities. If your organization does not intend to lobby, write “Not Applicable.”

(C) Additional Required Forms and Information

- Unique Entity Identifier (UEI) number. Please see below for further information
- SAM registration. Please see below for further information.

Submission Deadline of Grant:

Complete grant applications must be uploaded to www.grants.gov by 11:59 PM, Eastern Standard Time (EST), on October 6, 2022.

- Late applications will not be considered.
- Applications must be submitted via the Grants.gov web portal. Mailed, e-mailed or hand-delivered application packages will not be accepted.
- FNS will not consider additions or revisions to applications unless they are submitted via Grants.gov by the deadline. No additions or revisions will be accepted after the deadline.
- Grant awards are subject to the availability of funding and/or appropriations of funds.
- FNS reserves the right to use this solicitation and competition to award additional grants this or in the subsequent fiscal year should additional funds become available.
- If multiple application packages are submitted through Grants.gov by the same applicant in response to this solicitation, FNS will accept the latest application package successfully submitted. All other packages submitted by the applicant will be removed from this competition.

USDA strongly encourages applicants to begin the process at least **four weeks before** the due date and to **submit applications to Grants.gov at least **one week** before the deadline** to allow time to troubleshoot any issues, should they arise. The grants.gov system provides several confirmation notices; applicants should ensure receipt of confirmation that the application was accepted. Applicants experiencing difficulty submitting an application to www.grants.gov should contact the grant support team listed in Section VII: Federal Agency Contacts.

Preparing for the Electronic Submission through Grants.gov

Applicants must register with Grants.gov, Dun and Bradstreet and Sam.gov in order to submit an application to FNS via Grants.gov, as required. FNS strongly encourages applicants to begin the registration process at least four weeks before the due date.

In order to submit an application, you must:

1. Obtain a **UEI** number

Unique Entity Identifier (UEI)

What is a Unique Entity Identifier (UEI)?

A Unique Entity Identifier (UEI) is a unique number assigned to all entities (public and private companies, individuals, institutions, or organizations) who register to do business with the federal government. ([U.S. General Services Administration](https://www.gsa.gov))

What is the difference between a "DUNS UEI" and a "SAM UEI" in the System for Award Management ([SAM.gov](https://sam.gov))?

"DUNS UEI" refers to your current 9-digit Data Universal Numbering System (DUNS) Number issued by [DUNS Numbers will not be accepted through grants.gov after April 4, 2022](https://www.duns.com). "SAM UEI" refers to your new 12-character unique entity identifier that will be assigned by SAM.gov.

Which UEI should I enter into the UEI field on the Grants.gov website and mobile app?

Grants.gov will require that applicants use their "SAM UEI" after they have been assigned one. Grants.gov will not accept applicants' "DUNS UEI Number after April 4, 2022."

Which UEI should I enter into application package forms?

Where the field label reads "UEI", enter your "SAM UEI".

Where do I go to learn more about the UEI?

The U.S. General Services Administration [Unique Entity Identifier Update page](https://www.gsa.gov/unique-entity-identifier) contains the most up-to-date information about the UEI.

NOTE: On and after April 4, 2022, entities can register in SAM.gov and will be assigned their Unique Entity ID (SAM) within SAM.gov. They will no longer obtain or use a UEI (DUNS) for entity registration or reporting. For additional information on the UEI process, please visit: [SAM.gov](https://sam.gov) | [Duns - Sam UEI](https://sam.gov).

2. Register in the System for Award Management (SAM.gov)

- On **April 4, 2022**, the unique entity identifier used across the federal government changed from the DUNS Number to the Unique Entity ID (generated by SAM.gov).
- SAM combines Federal procurement systems and the Catalog of Federal Domestic Assistance into one system. For additional information regarding SAM.gov, see the following link: <https://sam.gov/content/home>
- To register, you must have your organization's UEI (DUNS), entity's Tax ID Number (TIN), and taxpayer name (as it appears on last tax return). It may take up to 5 – 7 business days or more to register and/or complete the migration of permissions and/or the renewal of an entity record.
- All applicants must have current SAM status at the time of application submission and throughout the duration of a Federal Award in accordance with 2 CFR Part 25.
- We strongly encourage applicants to begin the process at least 3 weeks before the due date of the grant solicitation.

3. Create a Grants.gov Account:

The next step in the registration process is to create an account with Grants.gov. Applicants must know their organization's Unique Entity Identifier (UEI) to complete this process. For more detailed instructions about creating a profile on Grants.gov, refer to <https://www.grants.gov/web/grants/applicants/registration.html>.

How to Register a Grants.gov Account

1. Click the **Register** link in the top-right corner of the Grants.gov banner.
2. Click the **Get Registered Now** button on the Register page.
3. Complete the **Contact Information** and **Account Details** sections. All fields with a red asterisk (*) are required.
 - Email Address - When entering an email address, please keep in mind that all correspondence with Grants.gov will be sent to that email address.
 - Username - Enter a username to log in to Grants.gov. It may only contain alphanumeric characters, question, watermarks, periods, dashes, underscores, and the @ symbol. Your username cannot contain a space, nor can it only include numbers. Select a username you will remember.
 - Password - The password you choose must meet the following password requirements:
 - Must contain at least eight (8) characters
 - Must contain at least one (1) uppercase letter (A-Z)
 - Must contain at least one (1) lower case letter (a-z)
 - Must contain at least one (1) number (0-9)
 - Must contain at least one (1) special character (e.g. ! @ # \$ % ^ & *)
 - Cannot be the same as the previous six (6) passwords
 - Cannot contain dictionary words, names, or your Username
4. Select whether to subscribe or unsubscribe from Grants.gov Communications.
The **Alerts** are important messages about time-sensitive or major system changes.
The **Newsletter** features training, system enhancement updates, and other resources to help the federal grants community.
5. Click the **Continue** button.
6. Click the **Send Temporary Code** button, then access your email account to access the temporary code.
7. Enter the temporary code you received in the email from Grants.gov into the **Temporary Code** field and click the **Continue** button.
8. Decide if you would like to add a profile to your Grants.gov account or click the **Continue** button to log in. You need to [add a profile](#) to submit an application. After registering, review the [Workspace Overview page](#) to learn how to apply for a grant.

For more detailed instructions about creating a profile on Grants.gov, refer to: <https://www.grants.gov/web/grants/applicants/registration.html>

4. Authorize Grants.gov Roles:

After creating an account on Grants.gov, the E-Business Point of Contact (EBiz POC) receives an email notifying them of the registration and request for roles. The E-Biz POC will need to Grants.gov and authorize the appropriate roles. An approved Authorized Organizational Representative (AOR) must complete and submit the application online at Grants.gov. To learn more about the E-Biz POC role and other profile roles, please visit <https://www.grants.gov/web/grants/applicants/registration/authorize-roles.html>.

How to Authorize Grants.gov Roles (*steps for the EBiz POC*)

1. [Log in to Grants.gov as an EBiz POC](#), using your DUNS number and password.
2. Click the Manage Applicants link, search for the new user, and assign the appropriate roles in Grants.gov. For more detailed instructions, review the [Applicant Management help article](#).
3. After approval, Grants.gov automatically sends the registered applicant a notification email.

To learn more about the E-Biz POC role and other profile roles, please visit <https://www.grants.gov/web/grants/applicants/registration/authorize-roles.html>

4. Track Role Status:

After registering with Grants.gov and adding a profile, you may want to check whether roles have been added to your profile. For more information about roles, review the Workspace Roles page on grants.gov.

To track your role request, please visit <https://www.grants.gov/web/grants/applicants/registration/track-role-status.html>.

1. [Log in to Grants.gov](#).
2. Click the **My Account** link in the top banner.
3. Click the **Manage Profiles** tab on the My Account page.
4. Review the **Role(s)** column in the My Applicant Profile(s) table.

To track your role request, refer to: <https://www.grants.gov/web/grants/applicants/registration/track-role-status.html>

Electronic Signature: When applications are submitted through Grants.gov, the name of the organization's AOR that submitted the application is inserted into the signature line of the application, serving as the electronic signature. The EBiz POC **must** authorize individuals who are able to make legally binding commitments on behalf of the organization as an AOR; **this step is often missed and it is crucial for valid and timely submissions.**

How to Submit an Application via Grants.gov

Grants.gov applicants can apply online using Workspace. Workspace is a shared, online environment where members of a grant team may simultaneously access and edit different webforms within an application. For each funding opportunity announcement (FOA), you can create individual instances of a workspace. For access to complete instructions on how to apply for opportunities, refer to: <https://www.grants.gov/web/grants/applicants/apply-for-grants.html>

For additional training resources, including video tutorials, refer to: <https://www.grants.gov/web/grants/applicants/workspace-overview.html>

Applicant Support

Grants.gov provides applicants 24/7 support via the toll-free number 1-800-518-4726 and email at support@grants.gov. If you are experiencing difficulties with your submission, it is best to call the Grants.gov Support Center and get a ticket number. The Support Center ticket number will assist the Center with tracking your issue and understanding background information on the issue.

For questions related to the specific grant opportunity, please contact the Grant Officer noted in the Section VII "Federal Awarding Agency Contact."

Additional Information on Grants.gov and the Registration Process:

Grants.gov File Name Procedures

All applicants **MUST** follow Grants.gov guidance on file naming conventions. To avoid submission issues, please follow the guidance provided in the Grants.gov Frequently Asked Questions (FAQ): <https://www.grants.gov/web/grants/applicants/applicant-faqs.html>

File attachment names longer than approximately 50 characters can cause problems processing packages. Please limit file attachment names.

Also, do not use any special characters (example: &, -, *, %, /, #, ', -), this includes periods (.), spacing followed by a dash in the file and for word separation, use underscore (example: Attached_File.pdf) in naming the attachments.

Please note that if these guidelines are not followed, your application will be rejected. FNS will not accept any application rejected from www.grants.gov portal due to incorrect naming conventions.

Grants.gov Receipt Requirements and Proof of Timely Submission

All applications must be received by **11:59 PM**, Eastern Standard Time on October 6, 2022. Proof of timely submission is automatically recorded by Grants.gov. An electronic date/time stamp is generated within the system when the application is successfully received by Grants.gov. The applicant AOR will receive an acknowledgement of receipt and a tracking number (GRANTXXXXXXXX) from Grants.gov with the successful transmission of their application. Applicant AORs will also receive the official date/time stamp and Grants.gov Tracking number in an email serving as proof of their timely submission.

When FNS successfully retrieves the application from Grants.gov and acknowledges the download of submissions, Grants.gov will provide an electronic acknowledgment of receipt of the application to the email address of the applicant with the AOR role. Again, proof of timely submission shall be the official date and time that Grants.gov receives your application. Applications received by Grants.gov after the established due date for the program will be considered late and will not be considered for FNS funding.

USDA will not accept mailed, faxed, or hand-delivered applications. FNS will deem applications received after the deadline as ineligible and will not review late applications. Additionally, FNS will not review incomplete applications.

Please allow sufficient time to complete your application package and ensure the package is uploaded through the www.grants.gov web portal. If the same applicant in response to this solicitation submits multiple application packages through the Grants.gov web portal, FNS will accept the latest application package successfully submitted. All other packages submitted by the application will be removed from this competition.

Applicants using slow internet, such as dial-up connections, should be aware that transmission could take some time before Grants.gov receives your application. Again, Grants.gov will provide either an error or a successfully received transmission in the form of an email sent to the applicant with the AOR role. The Grants.gov Support Center reports that some applicants end the transmission because they think that nothing is occurring during the transmission process. Please be patient and give the system time to process the application.

V. APPLICATION REVIEW INFORMATION

Review Criteria

FNS will pre-screen all applications to ensure the applicants are eligible entities and are in compliance with all Program regulations. FNS will not approve any waivers from Program regulations for any projects submitted in response to this solicitation. If an application does not include all appropriate information (proposal narrative, budget narrative, required forms/letters), FNS will consider the application to be non-responsive and will eliminate it from further evaluation.

Evaluation Factors and Criteria

All complete applications will be reviewed competitively and scored against the criteria listed in Section IV “Application and Submission Information,” including:

- Project design (30 points)
- Organizational experience, staff capability, and management (Staff Capability and Management) (25 points)
- Implementation and Monitoring/Project Evaluation (15 points)
- Budget Appropriateness and economic efficiency (20 points)
- Close Out (10 points)
- Bonus points (up to 10 points)

Review and Selection Process

Following the initial screening process, FNS will assemble a panel group to review and determine the technical merits of each application. The panel will evaluate the proposals based on how well they address the required application components and array the applications from highest to lowest score. The panel members will recommend applications for consideration for a grant award based on the evaluation scoring. The Selecting Official reserves the right to accept priorities, balance of eligible entities, geographical representation, or project diversity. FNS reserves the right to use this RFA and competition to award additional grants in the next fiscal year should additional funds be made available.

As mentioned above, FNS is interested in funding projects that address priority areas specified in Section I “Program Description.” If the panel review indicates that FNS has received few or no technically acceptable proposals, the selecting official may determine that FNS will make no awards or commit less than the \$5 million set aside for this purpose.

NOTE: If a discrepancy exists between the total funding request (submitted on SF-424, SF-424A, and budget or budget narrative) within the application package in response to this solicitation, FNS will only consider and evaluate the estimated funding request contained on SF-424.

1. Project Design (30 points)
 - a. The proposal describes the overall approach and the general techniques that will be used to establish a **SNAP Electronic Benefit Transfer (EBT) Modernization Technical Assistance Center** (Objective 1).
 - b. The proposal clearly describes how the Center will assist retailers with the Online Purchasing Program (Objective 2)
 - c. The proposal clearly describes how the Center will assist retailers with Mobile Payments or Modernization efforts (Objective 3).
 - d. The proposal describes how the Center will develop best practice and flow chart documents, informational materials, and webinars, as appropriate, for ongoing

reference by retailers and other parties, and provide recommendations to FNS on how existing guidelines might be improved to assist retailers in their efforts. (Objective 4)

- e. The proposal describes how the Center will work with key FNS offices to ensure the Agency is informed on progress being made by retailers towards eventual implementation of their Online Purchasing Programs as well as Mobile Payments and Modernization efforts. (Objective 5).

2. Staff Capability and Management (25 points)

- a. The proposal identifies the project director/manager and other key staff. The proposal includes resumes that demonstrate that the proposed staff has the appropriate technical and experiential backgrounds for their proposed roles. If the applicant is unable to identify the project director/manager or key staff, it must include, in the application package, job descriptions for the positions that must be assigned. Applicants should address their contingency or back-up plans in the event of key staff departures.
- b. The proposal outlines the amount of time and effort the project director or manager, key staff, and, if applicable, partnering organizations, will contribute to the project.
- c. The proposal demonstrates that effective and consistent oversight by qualified project managers will be implemented throughout the project, and that effective communication will exist within the applicant's organization.
- d. The proposal includes an organization chart of the proposed project.
- e. Applicants should address their contingency or back-up plans in the event of key staff departures.

3. Implementation and Monitoring (15 points)

- a. The proposal includes a project timeline that outlines proposed tasks and demonstrates that sufficient time is allotted for each activity.
- b. The proposal describes a well-thought-out, organized performance measurement and assessment process that will measure whether the project's objectives have been achieved and to what extent, assesses lessons learned, and describes new or enhanced approaches to improving performance. The proposal should describe:
 - i. who will measure and assess the project's objectives;
 - ii. how the objectives will be measured and assessed; and
 - iii. when the objectives will be measured.
- c. The proposal should include a communication plan for communicating internally with FNS, as well as externally with retailers.
- d. The proposal should include sample report templates for summarizing the number of retailers that have requested assistance and where they stand in terms of receiving that assistance and reaching the goal of their online purchasing implementation.

4. Close out (10 points)
 - a. The proposal includes a plan for monitoring demand and orderly close-out when determined by the Agency to be appropriate as outlined in “Exit and Early Termination Plan” in the earlier section “Project Narrative”.
5. Budget Appropriateness and Economic Efficiency (20 points)

Applications must include the required budget forms outlined in Application Checklist and a line-item budget narrative, formatted in a table, to receive the full point value for this criterion. If a discrepancy exists between the total funding request submitted on SF-424, SF-424A, and budget or budget narrative, FNS will only consider and evaluate the estimated funding request contained on SF-424. All non-profit organizations must include their 501(c)(3) determination letter issued by the Internal Revenue Service (IRS).

Budget Narrative Table

A well-written line-item budget narrative justifies the proposed project expenditures and assists reviewers during the proposal review process.

- a. The proposal includes a budget narrative:
 - i. That includes a formatted budget table.
 - ii. Includes all items listed on the checklist is included at the beginning of this RFA.
 - iii. Provides a line item budget;
 - iv. Aligns with the objectives described in the project description. If something is listed in the budget narrative, it should also be listed in the project description.
 - v. Provides a narrative that demonstrates how funds will be spent, by whom and for what purpose. The narrative should provide enough detail for reviewers to easily understand how costs were determined and how they relate to the objectives of the project. There should be adequate justification for budget costs based on current industry costs/standards;
 - vi. Provides enough detail for reviewers to easily understand how costs were determined and derived, and adequately justified based on current industry costs/standards or estimates from vendor(s) when possible. Information on costs should be obtained from applicable organizations or from online sources.
 - vii. Provides copy of the approved negotiated indirect cost rate agreement must be attached if indirect costs are shown as a budget expense to the project; and

Note on Indirect Cost:

- If a NICRA is used, the percentage and base should be indicated. A copy of the approved NICRA should be provided with the application.

- If the applicant does not have, and has never been approved for, a NICRA, they may charge up to 10% de minimis. In this instance, the applicant must indicate they are requesting the de minimis rate.
 - An applicant may elect not to charge indirect costs and, instead, use all grant funds for direct costs. If indirect costs are not charged, the phrase "none requested" should be stated in the budget narrative.
- b. The proposal is cost effective; it demonstrates that the anticipated results are commensurate with the cost of the project;
 - c. Proposals that include hiring a consultant or contracting of work must provide the following information:
 - i. Consultant's name and description of service;
 - ii. Itemized list of all direct costs and fees;
 - iii. Salaries must have the number of personnel including the position title;
 - iv. Specialty and specialized qualifications as appropriate to the salary;
 - v. Number of estimated hours times hourly wage;
 - vi. All expenses and fees directly related to the proposed services to be rendered to the project;
 - vii. Applications that are required to issue a bid should provide a narrative explaining the requirements and provide a reasonable estimate of Contractual and Consultant Costs;
6. Bonus Points (10 point)
- a. Will be awarded to a non-profit that provides demonstrative experience in serving historically underserved communities/populations.
 - b. The proposal analyzes the project's impacts to specific underserved communities¹.
 - c. When completing this section, applicants should consider the guiding questions provided below.
 - i. How will the project reduce racial/ethnic disparities in access to SNAP? How will the project promote equity as defined in Executive Order 13985?
 - ii. Does your project design include consultation with the SNAP retailers that your project intends to serve? What type of consultation?
 - iii. How does your organization ensure that project outputs are accessible to all SNAP retailers, especially underserved populations? How will your organization measure the project outputs?
 - d. Applicants are not required to submit explicit answers to these questions or incorporate these activities into their proposals, they are only meant to assist in

¹ Underserved populations may include: persons with Limited English Proficiency (LEP); immigrant communities and mixed status families; veterans; college students; and all other populations listed as underserved communities in [E.O 13985 "Advancing Racial Equity and Support for Underserved Communities Throughout the Federal Government."](#)

crafting meaningful applications. All proposals must outline and analyze how their project will impact racial equity and inclusion to receive bonus points.

Review and Selection Process

Following the initial screening process, FNS will assemble a panel group to review and determine the technical merits of each application. The panel will evaluate the proposals based on how well they address the required application components and array the applications from highest to lowest score. The panel members will recommend applications for consideration for a grant award based on the evaluation scoring. The selecting official reserves the right to accept the panel's recommendation or to select an application for funding out of order to meet agency priorities, program balance, geographical representation, or project diversity. FNS reserves the right to use this solicitation and competition to award additional grants in this or the subsequent fiscal year should additional funds be made available.

As mentioned above, FNS is interested in funding projects that address priorities specified in Section I of this RFA. However, FNS reserves the right to award grants to several such entities, or not to award any grants to such entities if it does not receive acceptable applications.

Determination of Award Amounts

If an application has been selected for funding and the budget submission is realistic and well-supported, the application will be funded at the level requested. However, FNS reserves the right to fund applications out of rank order to achieve priorities identified earlier, or at a lesser amount if FNS judges that the application can be implemented with less or if Federal funding is not sufficient to fully fund all applications that merit awards. As noted earlier, any award is subject to the availability of funds. FNS also reserves the right to suspend or terminate an award for materially failing to perform.

Note: If a discrepancy exists between the total funding request (submitted on SF-424, SF-424A, and budget or budget narrative) within the application package in response to this solicitation, FNS will only consider and evaluate the estimated funding request contained on SF-424.

VI. FEDERAL AWARD ADMINISTRATION INFORMATION

Federal Award Notice

The Government is not obligated to make any award as a result of this RFA. Unless an applicant receives a signed award document with terms and conditions, any contact from a FNS Grants or Program Officer should not be considered as a notice of a grant award. No pre-award or pre-agreement costs incurred prior to the effective start date are allowed unless approved and stated on FNS' signed award document (FNS-529). Only the recognized FNS authorized signature can bind the USDA, Food and Nutrition Service to the expenditure of funds related to an award's approved budget

Administrative and National Policy Requirements

CONFIDENTIALITY OF AN APPLICATION

When an application results in an award, it becomes a part of the record of FNS transactions, available to the public upon specific request. Information that the Secretary determines to be of a confidential, privileged, or proprietary nature will be held in confidence to the extent permitted by law. Therefore, any information that the applicant wishes to have considered as confidential, privileged, or proprietary should be clearly marked within the application. Any application that does not result in an award will be not released to the public. An application may be withdrawn at any time prior to the final action thereon.

Safeguarding Personally Identifiable Information

Personally Identifiable Information (PII) is any information that can be used to distinguish or trace an individual's identity, such as name, social security number, date and place of birth, mother's maiden name, or biometric records, and any other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information (National Institute of Standards and Technology (NIST) SP 800-122, Guide to Protecting the Confidentiality of Personally Identifiable information, April 2010).

Applicants submitting applications in response to this RFA must recognize that confidentiality of PII and other sensitive data is of paramount importance to the USDA Food and Nutrition Service. All federal and non-federal employees (e.g., contractors, affiliates, or partners) working for or on behalf of FNS are required to acknowledge understanding of their responsibilities and accountability for using and protecting FNS PII in accordance with the Privacy Act of 1974; Office of Management and Budget Memorandum M-06-15, *Safeguarding Personally Identifiable Information*; M-06-16, *Protection of Sensitive Agency Information*; M-07-16, *Safeguarding Against and Responding to the Breach of Personally Identifiable Information*; and the NIST Special Publication (SP) 800-122, *Guide to Protecting the Confidentiality of Personally Identifiable Information*.

By submitting an application in response to this RFA, applicants are assuring that all data exchanges conducted throughout the application submission and pre-award process (and during the performance of the grant, if awarded) will be conducted in a manner consistent with applicable Federal laws. By submitting a grant application, applicants agree to take all necessary steps to protect such confidentiality, including the following: (1) ensuring that PII and sensitive data developed, obtained or otherwise associated with USDA FNS funded grants is securely transmitted. Transmission of applications through Grants.gov is secure; (2) ensuring that PII is not transmitted to unauthorized users, and that PII and other sensitive data is not submitted via email; and (3) Data transmitted via approved file sharing services (WatchDox, ShareFile, etc.), CDs, DVDs, thumb drives, etc., must be encrypted.

CONFLICT OF INTEREST AND CONFIDENTIALITY OF THE REVIEW PROCESS

The agency requires all panel reviewers to sign a conflict of interest and confidentiality form to prevent any actual or perceived conflicts of interest that may affect the application review and evaluation process. Names of applicants, including States and tribal governments, submitting an application will be kept confidential, except to those involved in the review process, to the extent permitted by law. In addition, the identities of the reviewers will remain confidential throughout the entire process. Therefore, the names of the reviewers will not be released to applicants

ADMINISTRATIVE REGULATIONS

Federal Tax Liabilities Restrictions

None of the funds made available by this or any other Act may be used to enter into a contract, memorandum of understanding, or cooperative agreement with, make a grant to, or provide a loan or loan guarantee to, any corporation that has any unpaid Federal tax liability that has been assessed, for which all judicial and administrative remedies have been exhausted or have lapsed, and that is not being paid in a timely manner pursuant to an agreement with the authority responsible for collecting the tax liability, where the awarding agency is aware of the unpaid tax liability, unless a Federal agency has considered suspension or debarment of the corporation and has made a determination that this further action is not necessary to protect the interests of the Government.

Felony Crime Conviction Restrictions

None of the funds made available by this or any other Act may be used to enter into a contract, memorandum of understanding, or cooperative agreement with, make a grant to, or provide a loan or loan guarantee to, any corporation that was convicted of a felony criminal violation under any Federal law within the preceding 24 months, where the awarding agency is aware of the conviction, unless a Federal agency has considered suspension or debarment of the corporation and has made a determination that this further action is not necessary to protect the interests of the Government.

Debarment and Suspension 2 CFR Part 180 and 2 CFR Part 417

A recipient chosen for an award shall comply with the non-procurement debarment and suspension common rule implementing Executive Orders (E.O.) 12549 and 12669, “Debarment and Suspension,” codified at 2 CFR Part 180 and 2 CFR Part 417. This common rule restricts sub-awards and contracts with certain parties that are debarred, suspended or otherwise excluded from or ineligible for participation in Federal assistance programs or activities. The approved grant recipient will be required to ensure that all sub-contractors and sub-grantees are neither excluded nor disqualified under the suspension and debarment rules prior to approving a sub-grant award by checking the System for Award Management (SAM) at www.sam.gov.

Universal Identifier and Central Contractor Registration 2 CFR Part 25

Requirement for System for Award Management. Unless you are exempted from this requirement under [2 CFR 25.110](http://www.ecfr.gov/title2/chapterI/part25/section25.110), you as the recipient must maintain current information in the

SAM. This includes information on your immediate and highest level owner and subsidiaries, as well as on all of your predecessors that have been awarded a Federal contract or Federal financial assistance within the last three years, if applicable, until you submit the final financial report required under this Federal award or receive the final payment, whichever is later. This requires that you review and update the information at least annually after the initial registration, and more frequently if required by changes in your information or another Federal award term.

Requirement for Unique Entity Identifier: If you are authorized to make subawards under this Federal award, you:

1. Must notify potential subrecipients that no entity (*see* definition in paragraph C of this award term) may receive a subaward from you until the entity has provided its Unique Entity Identifier to you.
2. May not make a subaward to an entity unless the entity has provided its Unique Entity Identifier to you. Subrecipients are not required to obtain an active SAM registration, but must obtain a Unique Entity Identifier.

Reporting Sub-award and Executive Compensation Information 2 CFR Part 170

The Federal Funding Accountability and Transparency Act (FFATA) of 2006 (Public Law 109–282), as amended by Section 6202 of Public Law 110–252 requires primary grantees of Federal grants and cooperative agreements to report information on sub-grantee obligations and executive compensation. FFATA promotes open government by enhancing the Federal Government’s accountability for its stewardship of public resources. This is accomplished by making Government information, particularly information on Federal spending, accessible to the general public.

Primary grantees, including State agencies, are required to report actions taken on or after October 1, 2010, that obligates \$25,000 or more in Federal grant funds to first- tier sub-grantees. This information must be reported in the Government-wide FFATA Sub-Award Reporting System (FSRS). In order to access FSRS a current SAM registration is required. A primary grantee and first-tier sub-grantees must also report total compensation for each of its five most-highly compensated executives. Every primary and first-tier grantee must obtain a DUNS number prior to being eligible to receive a grant or sub-grant award. Additional information will be provided to grant recipients upon award.

Duncan Hunter National Defense Authorization Act of Fiscal Year 2009, Public Law 110-417

Section 872 of this Act requires the development and maintenance of a Federal Government information system that contains specific information on the integrity and performance of covered Federal agency contractors and grantees. The Federal Awardee Performance and Integrity Information System (FAPIIS) was developed to address these requirements. FAPIIS contains integrity and performance information from the Contractor Performance Assessment Reporting System, information from the SAM database, and suspension and debarment information from the SAM. FNS will review and consider any information about the applicant

reflected in FAPIIS when making a judgment about whether an applicant is qualified to receive an award.

Freedom of Information Act (FOIA) Requests

The Freedom of Information ACT (FOIA), 5 U.S.C. 552, provides individuals with a right to access records in the possession of the Federal Government. The Government may withhold information pursuant to the nine exemptions and the three exclusions contained in the Act.

Application packages submitted in response to this grant solicitation may be subject to FOIA by requests by interested parties. In response to these requests, FNS will comply with all applicable laws and regulations, including departmental regulations.

FNS will forward a Business Submitter Notice to the requested applicant's point-of-contact. Applicants will need to review requested materials and submit and submit any recommendations within 10 days from the date of FNS notification. FNS will redact Personally Identifiable Information (PII).

For additional information on the Freedom of Information (FOIA) process, please contact the FNS Freedom of Information Act officer at FOIA@fns.usda.gov.

Privacy Policy

The USDA Food and Nutrition Service does not collect any personal identifiable information without explicit consent. To view the Agency's Privacy Policy, visit: <https://www.fns.usda.gov/privacy-policy>.

CODE OF FEDERAL REGULATIONS AND OTHER GOVERNMENT REQUIREMENTS

This grant will be awarded and administered in accordance with the following regulations 2 Code of Federal Regulations (CFR), Subtitle A, Chapter II. Any Federal laws, regulations, or USDA directives released after this RFA is posted will be implemented as instructed.

Government-wide Regulations

- 2 CFR Part 25: "Universal Identifier and System for Award Management"
- 2 CFR Part 170: "Reporting Sub-award and Executive Compensation Information"
- 2 CFR Part 175: "Award Term for Trafficking in Persons"
- 2 CFR Part 180: "OMB Guidelines to Agencies on Government-wide Debarment and Suspension (Non-Procurement)"
- 2 CFR Part 200: "Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards"

- 2 CFR Part 400: USDA’s implementing regulation of 2 CFR Part 200 “Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards”
- 2 CFR Part 415: USDA “General Program Administrative Regulations”
- 2 CFR Part 416: USDA “General Program Administrative Regulations for Grants and Cooperative Agreements to State and Local Governments”
- 2 CFR Part 417: USDA “Non-Procurement Debarment and Suspension”
- 2 CFR Part 418 USDA “New Restrictions on Lobbying
- 2 CFR Part 421: USDA “Requirements for Drug-Free Workplace (Financial Assistance)”
- 7 CRR Part 16: “Equal Opportunity for Religious Organizations”
- 41 U.S.C. Section 22 “Interest of Member of Congress”

Freedom of Information Act (FOIA). Public access to Federal Financial Assistance records shall not be limited, except when such records must be kept confidential and would have been excepted from disclosure pursuant to the “Freedom of Information” regulation (5 U.S.C. 552)

General Terms and Conditions of the award may be obtained electronically. Please contact the Grants Officer at:

Carla Garcia
 Grant Officer, Grants and Fiscal Policy Division
 U.S. Department of Agriculture, FNS
 Carla.garcia@usda.gov

Reporting

FINANCIAL REPORTING

The award recipient will be required to enter the SF-425 (Financial Status Report) into the FNS Food Program Reporting System (FPRS) on a quarterly basis. In order to access FPRS, the grant recipient must obtain USDA e-authentication certification and access to FPRS. For additional information on FPRS, visit: www.fprs.fns.usda.gov.

PROGRESS REPORTING

The recipient will be responsible for managing and monitoring the progress of the grant project activities and performance. The grant terms and conditions will indicate the reporting schedule for submitting project performance/progress reports to FNS. Any additional reporting requirements will be identified in the award terms and conditions, including results of the grant project.

Grantees will be required to submit progress reports to FNS 30 days following the end of each quarterly period, using the FNS-908 PPR form that will be sent to grantees at the time of award. The reports should cover the preceding period of activity. A final report identifying the accomplishments and results of the project will be due 120 days after the end date of the award. For reference, sample of the PPR form can be found in the Appendix. **Please note:** the FNS-908 PPR form specific to this opportunity will be sent to grantees at the time of award. Use of the FNS-908 PPR form for progress reports is required.

Quarterly Progress and Financial Reports—Quarterly progress and financial reports must be submitted to FNS. These progress and financial reports must provide a description of the activities conducted during the reporting period, major accomplishments with completion dates and budget information, deviations from the proposed plan, difficulties encountered, solutions developed to overcome difficulties, and major planned activities for the next quarter. Additional reports must be provided at FNS request.

Note: Selected Applicants must use the standardized FNS Progress Report Template appended to this package.

These reports are due 30 days after the end of each calendar quarter. More detailed specifications for the quarterly progress report content and submissions will be included in the agreement. Any additional reporting requirements will be identified in the award terms and conditions, including results of the grant project.

Final Progress and Financial Report— a report of up to 25 pages must be submitted within 90 days of the expiration of the grant period. This report will be composed of a short Executive Summary and the following:

- A project description including a concise summary of the major accomplishments, the difficulties encountered, and the solutions developed to resolve the difficulties; and
- A discussion of the project results and lessons learned.

Copies of any deliverables, media or publicity releases/articles and links to materials on websites also should be included or papers resulting from the grant should be attached to the final report. All products should include an acknowledgement of the source of funding. The Federal awarding agency reserves a royalty-free, non-exclusive, and irrevocable license to reproduce, publish or otherwise use, and to authorize others to use, for Federal Government purposes, the copyright in any work developed under a grant, sub-grant, or contract under a grant or sub-grant or any rights of copyright to which a grantee, sub-grantee, or a contractor purchases ownership with grant support.

VII. FEDERAL AWARDING AGENCY CONTACTS

For questions regarding this solicitation, please contact the Grants Officer via email at:

Carla Garcia
Grant Officer, Grants and Fiscal Policy Division
U.S. Department of Agriculture, FNS
E-mail: Carla.garcia@usda.gov

VIII. OTHER INFORMATION

Debriefing Requests

Non-selected applicants may request a debriefing to discuss the strengths and weaknesses of submitted proposals. This information may be useful when preparing future grant proposals. Additional information on debriefing requests will be forwarded to non-selected applicants. The Food and Nutrition Service reserves the right to provide this debriefing orally or in written format.

IX. APPENDIX

SNAP Online Purchasing Pilot Business Requirements

FOR GRANT APPLICANT USE ONLY. DO NOT RETURN THIS FORM WITH THE APPLICATION.

This document is intended to provide guidance for retailers when sharing information with FNS regarding the Online Purchasing Pilot (OPP).

The information provided should be sufficiently detailed for FNS to understand the design and flow of system functionality related to EBT and to ensure compliance with requirements identified in Section 2.4 of the RFV. FNS will also use this documentation to customize test scenarios and scripts to each retailer's system functionality.

The scope and complexity of system modifications for EBT will vary from one participant to the next, as will internal documentation practices. We ask that all documentation is sent to us in a Microsoft Word format. Documentation content may consist of any of the following: process flow (charts, logic description, decision criteria, etc.), visuals (screen shots, wire frames, links, etc.), use cases or stories, assumptions, open questions and other narrative description.

A retailer may change the order of topics to conform more closely to their own system flow, modify titles as needed and/or add other topics that they consider important for FNS to

understand. However, if they believe a section is not relevant to their organization, FNS asks they mark the area as N/A with a brief explanation.

A retailer's business requirements document (BRD) should include sufficiently detailed information on the following items:

- i. Version Control Chart (for the document)
- ii Glossary/Definitions (technical terms and acronyms used)
1. Introduction
 - 1.1. Project Overview (high level overview of the merchant and the online EBT project)
 - 1.2. Project Scope (please include whether the project will include a website and apps; SNAP EBT as well as EBT Cash? Pickup and delivery options? Name of the PIN solution/TPP being used)
 - 1.3. Assumptions
2. Customer Information (provide screen shots or links)
 - 2.1. Terms and Conditions
 - 2.1.1. Current
 - 2.1.2. EBT Specific Additions (planned modifications or additions to accommodate the requirements of the OPP)
 - 2.2. Privacy Policy
 - 2.2.1. Current
 - 2.2.2. EBT Specific Additions (planned modifications or additions to accommodate the requirements of the OPP)
 - 2.3. EBT Related Help/FAQs
 - 2.4. Other as Needed
3. Security
 - 3.1. Secure Card Number Storage (encryption, tokenization services, storage location if not internal, display, etc.)
 - 3.2. Account Setup and User Preferences (describe required and optional steps for EBT customers)
 - 3.3. Cookies (required? used for? avoidance?)
4. Functional Requirements (Please have separate sections for both browser functionality and, if applicable, your mobile app functionality)
 - 4.1. Add EBT Payment Option (identify point(s) when customer can/should enter EBT card number, e.g., during account setup, at check-out, etc.; describe any BIN/Length validation)
 - 4.1.1. Single Use
 - 4.1.2. Storing for Future Use
 - 4.1.3. Only one EBT card per account

- 4.2. Identify and Limit SNAP Eligible Items and Cash EBT eligible Items (please confirm/describe that there is a structure in place to ensure only eligible items can be purchased with SNAP and EBT Cash (as applicable))
- 4.3. Add Items to Cart (including handling of weighed items, substitutions, etc. Related to weighed items, please note whether the merchant is making use of the padding for weighed items paid by SNAP or EBT Cash and how that process will work)
- 4.4. Balance Inquiries (when and how available, whether optional or required, display of responses, impact on running totals)
- 4.5. Manage/Change Items in Cart (e.g., before checkout, during checkout, after transaction denial; display of impact on any running totals)
- 4.6. Manage Delivery/Pickup/Shipping Options (describe how EBT customer chooses method and designates location, timing, etc.)
- 4.7. Manage EBT Customer Payments and Split Tender Payments (decision criteria, steps and flow for each, including display of final calculated amounts, customer options to change amounts, ensuring that totals do not exceed value of eligible items)
 - 4.7.1. SNAP Only
 - 4.7.2. EBT Cash Only
 - 4.7.3. Credit/Debit Only (If payment card details are stored by the retailer, describe the customer's ability to choose to pay by only credit/debit if desired)
 - 4.7.4. SNAP and Cash EBT
 - 4.7.5. SNAP and Credit/Debit
 - 4.7.6. Cash EBT and Credit/Debit
 - 4.7.7. SNAP, Cash EBT and Credit/Debit
- 4.8. Pre-Payment Screen Display (e.g., final charges for delivery fees, tax, weight estimation, deposits, bags, etc. and subsequent customer options, order placement)
- 4.9. PIN Entry Process
- 4.10. Successful Post-Payment and Order Processing (provide examples of actual text for various payment combinations; approximate timing/delay of emails)
 - 4.10.1. Onscreen Receipts/Notifications (a confirmation screen is required for online EBT immediately after payment is complete that includes at a minimum the transaction type and amount (e.g. SNAP purchase, \$42.42; the truncated EBT card number (last 4 digits) and the remaining SNAP and/or EBT Cash balances after the purchase/refund)
 - 4.10.2. Email Receipts/Notifications (A full email receipt or online order details are required including all of the elements described in section 2.4.3 of the Online Retailer RFV. Note that this is a requirement for both purchases and refunds.)
 - 4.10.3. Additional Follow-up Messaging
 - 4.10.4. Fulfillment Processing (describe what happens to the order next, where it goes and who processes it (third party company or in-house), how it reaches the

customer; if handled through a separate process or system, how does it integrate with the website?)

- 4.10.5. Post-Fulfillment Notifications/Paper Receipts (describe procedures and timing for advising customer of actual products, weights, item cost, subtotals, taxes, fees, etc. for final order; provide examples)
- 4.11. Online Post-Payment Order Modifications (if this is allowed for credit/debit it should also be allowed for payment with EBT; at what point does the window close for this? Describe each situation from start to finish including additional payments, refunds, impact on final Credit/Debit amount due, displays and notifications; combine or add scenarios as needed, e.g. gift cards, stored credit, etc.)
 - 4.11.1. Addition of SNAP Eligible Item(s) (include a weighed item and a unit item if possible)
 - 4.11.2. Addition of SNAP Ineligible Item that is Cash EBT Eligible
 - 4.11.3. Addition of EBT Ineligible Item (e.g., beer)
 - 4.11.4. Remove Item Purchased with SNAP
 - 4.11.5. Remove Item Purchased with Cash EBT
 - 4.11.6. Reduce Quantity of Weighed Item Purchased with SNAP or Cash EBT
 - 4.11.7. Increase Quantity of Weighed Item Purchased with SNAP or Cash EBT
 - 4.11.8. Combination of Addition and Removal of Items Purchased with SNAP or Cash EBT
 - 4.11.9. Other Methods (describe any other methods that are allowed for EBT order changes, e.g., phone store or contact customer service: how this is updated in the system, payment/refund process, etc.)
- 4.12. Post-Payment Order Cancellation (when does window close? describe process from start to finish for orders including SNAP, Cash EBT and Credit/Debit; indicate which functions are automated and which are not; include displays and notifications)
 - 4.12.1. Online Customer Cancellation
 - 4.12.2. Customer Cancellation by Phone
 - 4.12.3. All Items are Out of Stock
 - 4.12.4. Cancellation at Delivery
- 4.13. Refund Scenarios (describe process and timeframes from start to finish for orders purchased with SNAP and/or Cash EBT; indicate which functions are automated and which are not; if done through a separate system, how that integrates with the PIN Solution Provider; how refund is linked to original transaction; include printed receipt changes and notifications/balances as appropriate to the situation; human intervention; etc.)
 - 4.13.1. Refund at Fulfillment Due to Overestimated Weight, Substitutions and/or Out of Stock
 - 4.13.2. Post-Delivery Refund of Returned Item (including how customer instructed to handle return)

4.13.3. Post-Delivery Refund where Item Is not Returned

5. Error Handling (include messaging displayed to customer and/or email notifications as appropriate to the situation; identify next steps for correction, alternate payment methods, automated reversals, refunds or human intervention as appropriate to the situation; combine or add others as needed)
 - 5.1 Purchase (or Balance Inquiry) Errors (may require customization based on system design and order of payment approvals)
 - 5.1.1. Invalid PIN
 - 5.1.2. PIN Attempts Exceeded
 - 5.1.3. Insufficient Funds
 - 5.1.4. Invalid Card/Account
 - 5.1.5. Other EBT Processor Hard Denial (e.g., lost/stolen card, general denial)
 - 5.1.6. PIN Solution Provider (TPP) Error
 - 5.1.7. Credit/Debit-only Denial
 - 5.1.8. Credit/Debit Denial After EBT Approved
 - 5.1.9. PIN Solution Provider (TPP) Does Not Respond (e.g., for BINCheck, PIN Initiation, etc.)
 - 5.1.10. PIN Solution Provider (TPP)/EBT Processor Does Not Respond to Authorization Request
 - 5.1.11. Credit/Debit Processor (or Card Issuer) Does Not Respond to Preauthorization (after EBT Payment(s) Made)
 - 5.1.12. Credit/Debit Processor (or Card Issuer) Does Not Respond to Final Authorization while Fulfilling Order
 - 5.2. Refund Errors (because Refunds must be matched back to the original purchase (by Third Party Processor) and EBT processors have designed their systems to account for interim changes, refund denials should be limited to the following:)
 - 5.2.1. Refund Exceeds 90 Day Limit for EBT
 - 5.2.2. Refund Amount Exceeds Original Purchase
 - 5.2.3. Return Exceeds Benefit Authorization (this may happen in rare situations for Cash EBT, where there is insufficient benefit “bucket space” to return the full refund amount to the customer’s Cash EBT account; in this case, the retailer may offer an alternative reimbursement – see 8.7; these alternatives may never be used for SNAP refunds)
 - 5.2.4. PIN Solution Provider (TPP)/EBT Processor Does Not Respond to Refund Request when Changing Order
 - 5.2.5. PIN Solution Provider (TPP)/EBT Processor Does Not Respond to Refund Request while Fulfilling Order

- 5.2.6. PIN Solution Provider (TPP)/EBT Processor Does Not Respond to Post-Delivery Refund Request
- 5.3. Internal Errors or Time Out (may require customization based on system design and order of payment approvals; address what data is recoverable and next steps when system becomes available; information displayed for customer, notifications, error logging, human intervention, etc.)
 - 5.3.1. Before Order Processing/PIN Entry Begins
 - 5.3.2. Between PIN Entry and EBT Transaction Response
 - 5.3.3. Between SNAP Approval and Cash EBT Approval
 - 5.3.4. Between EBT Approval(s) and Credit/Debit Pre-Authorization
 - 5.3.5. After All Payments Approved but before Order Confirmation
 - 5.3.6. During Order Fulfillment
- 6. Online Order History
 - 6.1. Description (e.g., is an online order history available? time period available, customer access and search capability, specific modifications for EBT customers, e.g., for product eligibility, payment methods, etc.)
 - 6.2. Content (provide examples of pending, modified, cancelled and completed orders with variety of products and payment methods; if significantly different, provide examples for both browser and mobile app)
- 7. Special Handling Items (add/expand as needed, or indicate if not applicable based on retailer policies or system design)
 - 7.1. Variable Delivery Fees (explain policies, thresholds, exemptions, etc., and provide examples of how these may affect displayed totals for basket, based on item types, number and value)
 - 7.2. Tax Calculation (describe rules/logic for handling SNAP sales tax exemption when SNAP Cash and /or Credit/Debit also used)
 - 7.3. Sweetened Beverage Surcharges (these are new since the RFV was released and may apply in certain cities; see <https://fns-prod.azureedge.net/sites/default/files/snap/Retailer-Sales-Tax-Notice.pdf> regarding policies)
 - 7.4. Manufacturers' Coupons (if accepted; also address handling of sales tax for items discounted by coupon)
 - 7.5. Bottle Deposits (note that state mandated bottle deposits are eligible to be paid with SNAP funds)
 - 7.6. Bag Fees
 - 7.7. Alternative Refund Methods for Cash EBT (describe available alternatives, e.g., gift card, store/site credit, promotional offer of equal value; process, displays, etc.; see 6.2.3)
 - 7.8. Offers and Promotions (e.g. store coupons, promotional codes, buy one get one (BOGO), customer specific, and other discounts offered to EBT customers; describe processes, displays, etc.)

8. Other Related Systems or Subsystems (add subsections for each system; describe purpose e.g., customer service, fulfillment, etc.; how it integrates with the online ordering system; sample screens for activities that affect EBT purchases and refunds, etc.)

RFA Budget Narrative Checklist

FOR GRANT APPLICANT USE ONLY. DO NOT RETURN THIS FORM WITH THE APPLICATION.

This checklist will assist you in completing the budget narrative portion of the application. Please review the checklist to ensure the items below are addressed in the budget narrative.

NOTE: The budget and budget narrative, as well as forms SF-424 and SF-424A must be in line with the proposal project description (statement of work) bona fide need. FNS reserves the right to request information not clearly addressed. All funding requests must be in whole dollars.

ITEM	YES	NO
Personnel		
Did you include all key employees paid for by this grant under this heading?		
Are employees of the applicant's organization identified by name and position title?		
Did you reflect percentage of time the Project Director will devote to the project in full-time equivalents (FTE)?		
Fringe Benefits		
Did you include your organization's fringe benefit amount along with the basis for the computation?		
Did you list the type of fringe benefits to be covered with Federal funds?		
Travel		
Are travel expenses itemized? For example origination/destination points, number and purpose of trips, number of staff traveling, mode of transportation and cost of each trip.		

Are the Attendee Objectives and travel justifications included in the narrative?		
Is the basis for the lodging estimates identified in the budget? For example include excerpt from travel regulations.		
Equipment		
Is the need for the equipment justified in the narrative?		
Are the types of equipment, unit costs, and the number of items to be purchased listed in the budget?		
Is the basis for the cost per item or other basis of computation stated in the budget?		
Supplies		
Are the types of supplies, unit costs, and the number of items to be purchased reflected in the budget?		
Is the basis for the costs per item or other basis of computation stated?		
Contractual: (FNS reserves the right to request information on all contractual awards and associated costs after the contract is awarded.)		
Has the bona fide need been clearly identified in the project description to justify the cost for a contract or sub-grant expense(s) shown on the budget?		
A justification for all Sole-source contracts must be provided in the budget narrative prior to approving this identified cost.		
Other		
Consultant Services. – Has the bona fide need been clearly identified in the project description to justify the cost shown on the budget. The following information must be provided in the justification: description of service, the consultant's name and an itemized list of all direct cost and fees, number of personnel including the position title (specialty and specialized qualifications as		

appropriate to the costs), Number of estimated hours X hourly wages, and all expenses and fees directly related to the proposed services to be rendered to the project.		
For all other line items listed under the “Other” heading. - List all items to be covered under this heading along with the methodology on how the applicant derived the costs to be charged to the program.		
Indirect Costs		
Has the applicant obtained a Negotiated Indirect Cost Rate Agreement (NICRA) from an Federal Agency? If yes, a copy of the most recent and signed negotiated rate agreement must be provided along with the application.		
2 CFR 200 allows any non-Federal entity (NFE) that has never received a negotiated indirect cost rate to charge a de Minimis rate of 10% of modified total direct costs (MTDC), which the NFE may use indefinitely as a Federally-negotiated rate.		

Purpose

Recipients of Federal funds must maintain adequate accounting systems that meet the criteria outlined in 2 CFR §200.302 [Standards for Financial and Program Management](#). The responses to this questionnaire are used to assist in the Food and Nutrition Service Agency's (FNS) evaluation of your accounting system to ensure the adequate, appropriate, and transparent use of Federal funds. Failure to comply with the criteria outlined in the regulations above may preclude your organization from receiving an award. This form applies to FNS' competitive and noncompetitive grant programs. Please return this questionnaire with your application package to us.

Organization Information

Legal Organization Name:

Unique Entity ID (UEI):

FINANCIAL STABILITY AND QUALITY OF MANAGEMENT SYSTEMS

Requirement	Yes	No
1. Has your organization received a Federal award within the past 3 years?	☐	☐
2. Does your organization utilize accounting software to manage your financial records?	☐	☐
3. Does your accounting system identify the receipt and expenditure of program funds separately for each grant?	☐	☐
4. Does your organization have a dedicated individual responsible for monitoring organizational funds, such as an accountant or a finance manager?	☐	☐

5. Does your organization separate the duties for staff handling the approval of transactions and the recording and payment of funds?	☐	☐
6. Does your organization have the ability to specifically identify and allocate employee effort to an applicable program?	☐	☐
7. Does your organization have a property /inventory management system in place to track location and value of equipment purchased under the award?	☐	☐

AUDIT REPORTS AND FINDINGS

Requirement	Yes	No
1. Has your organization been audited within the last 5 fiscal years? <i>(If the answer is “Yes” and this report was issued under the Single Audit Act please note this in the box below marked “Additional Information” and if not issued under the “Single Audit Act”, please attach a copy or provide a link to the audit report in the Hyperlink space below).</i>	☐	☐
2. If your organization has been audited within the last 5 fiscal years, was there a “Qualified Opinion” or an “Adverse Opinion”?	☐	☐
3. If your organization has been audited within the last 5 fiscal years, was there a “Material Weakness” disclosed?	☐	☐
4. If your organization has been audited within the last 5 fiscal years, was there a “Significant Deficiency” disclosed?	☐	☐
Hyperlink (if available):		
Additional information including expanding on responses in previous sections:		

APPLICANT CERTIFICATION

I certify that the above information is complete and correct to the best of my knowledge.

Signature of Authorized Representative

Date

Name of Authorized
Representative:
Phone Number:
Email:

FNS-908 Performance Progress Report (PPR) – For Reference Only

The following pages contain screenshots of the PPR form that grantees are required to use for progress and final reports submitted to FNS. Upon award, a PPR form (Adobe PDF), customized for the specific FNS program, will be included in award packages.

FNS-908 Performance Progress Report (PPR) – For Reference Only

Print	Submit by Email	UNITED STATES DEPARTMENT OF AGRICULTURE Food and Nutrition Service	OMB Number: 0584-0512 Expiration Date: 7/31/2022
PERFORMANCE PROGRESS REPORT			Management Settings

Recommended File Name: FNS908_{Organization Name}_{Type of Report}_{Reporting Fiscal Year}_{Period}_{Original Revision}.pdf
Copy value then paste in Save As dialog when saving

The public burden statement: According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0584-0512. The time required to complete this information collection is estimated to average 3 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Department of Agriculture, Food and Nutrition Service, Office of Policy Support, 1320 Braddock Place, 5th Floor, Alexandria, VA 22314, ATTN: PRA (0584-0512). Do not return the completed form to this address.

1. Recipient Organization		2. Program Information:	
a. Organization Name:		Program Area:	
b. Street Address:		Federal Fiscal Year of Award:	
City: State: Zip:		Program:	
3. Primary POC:		Tag:	
a. First Name: Last Name:		4. Federal Award Identification Number (FAIN):	
b. Title:		5. Type of Report (Select One):	
c. Telephone (Area Code & Number):		☒ Quarterly ☐ Semi-Annual ☐ Final	
d. Email Address:		Reporting Fiscal Year: Period:	
6. Federal Grant Agreement Number:		Original/Revision:	
7. Additional POC (Optional)			
a. First Name: Last Name:		b. Title:	
c. Telephone (Area Code & Number):		d. Email Address:	
8. Report Submitted By:			
a. First Name: Last Name:		b. Title:	
9. Certification			
☐ I certify by checking this box that, to the best of my knowledge and belief, this report is correct and complete for performance of activities set forth in the award documents.			
10. Date Report Submitted:			

Form FNS-908
Version Number: 1.3 06-20

SBU

Electronic Form Version Designed in Adobe AEM 6.4 Version

FNS-908 Performance Progress Report (PPR) – For Reference Only (Continued)

Program Management Information	
1. Progress Summary Provide summary of progress this reporting period, highlighting your greatest achievements and challenges to date in this reporting period. For challenges, how did you resolve or overcome them? (Max 2000 characters): 	
2. Personnel Information a. Number of FTEs: b. Were there any changes in key personnel? ☒ Yes ☐ No c. If yes, please describe the changes in key personnel, including the individual leaving/joining the project as well as the name and contact information (email address, phone number, and name of organization) of the individual. Note: This information does not serve as a formal request to approve the change in key personnel. This request must be forwarded to the Grants Officer in a separate request (Max 2000 Characters): 	
3. Projected Amendments (Cost and No-Cost) a. Number of amendments projected this upcoming quarter? b. Do the projected amendment(s) require FNS approval? ☒ Yes ☐ No c. Please describe the type of amendment(s) projected and justification for each. Note: This information does not serve as a formal request to approve amendments. This request must be forwarded to the Grants Officer in a separate request (Max 2000 characters): 	
4. Expenditures/Purchases: a. Were there any significant expenditures or purchases, including any contracts entered during this reporting period? ☒ Yes ☐ No b. If so, please describe (Max 2000 Characters): 	
5. Deviations (Changes this quarter outside of the agreed upon budget, timeline, or scope): a. Have there been any deviations? ☒ Yes ☐ No b. Type: ☐ Budget ☐ Timeline ☐ Scope ☐ Other c. Describe any deviation(s), including a justification and impacts to budget/timeline (Max 2000 characters): d. Please describe proposed activities to mitigate the impact of the deviation(s) (Max 2000 characters): 	

Program Management Information (Continued)	
6. Upcoming Activities and Anticipated Changes	
a. Please describe activities planned for next quarter (Max 2000 Characters):	
b. Do you anticipate any changes in your project timeline, activities or cost? ☒ Yes ☐ No	
c. If yes, please explain the anticipated changes (Max 2000 Characters):	
7. Final Reporting Summary (Final Reporting Period Only)	
a. Are all goals and objectives completed at this time? ☐ Yes ☐ No	
b. If no to answer 7a, briefly describe the goals and objectives that were not completed and why they were not completed (Max 2000 Characters):	
c. Was the project budget sufficient for meeting the project goals? ☐ Yes ☐ No	
d. If no to answer 7c, briefly describe why the budget was insufficient for meeting the project goals (Max 2000 Characters):	
8. Additional Comments (Max 2000 Characters)	

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Instructions: Complete this section by adding all Activities and Indicators as listed on your submitted proposal for each listed objective. For each reporting period, update these Activities/ Indicators with the most up to date information. **Note:** Objectives will be added by FNS and should not be altered. Additionally, note that indicator values vary by Indicator Type selected.

Program Activities							
Objective 1							
-	1	Activity	Type	Anticipated Completion Date	Actual Completion Date	Optional	
+						Location	Beneficiaries/ Audience
							Topic (if training)
		Indicator Description	Indicator Type	Target	Actual (Cumulative)	Comments	
-	1						
+							
Add Objective Remove Objective							

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Performance Progress Report (PPR)

The recipient will be responsible for managing and monitoring the progress of the grant project activities and performance. The grant terms and conditions will indicate the reporting schedule for submitting project performance/progress reports to FNS. Any additional reporting requirements will be identified in the award terms and conditions, including results of the grant project.

Grantees will be required to submit progress reports to FNS 30 days following the end of each quarterly period, using the FNS-908 PPR form that will be sent to grantees at the time of award. The reports should cover the preceding period of activity. A final report identifying the accomplishments and results of the project will be due 90 days after the end date of the award. For reference, a blank copy of the FNS-908 PPR form can be found here. **Please note:** the FNS-908 PPR form specific to this opportunity will be sent to grantees at the time of award. Use of the FNS-908 PPR form for progress reports is required.

The recipient will be responsible for managing and monitoring the progress of the grant project activities and performance. The grant terms and conditions will indicate the reporting schedule for submitting project performance/progress reports to FNS. Any additional reporting requirements will be identified in the award terms and conditions, including results of the grant project.

More detailed specifications for the quarterly progress report content and submissions will be included in the agreement. Any additional reporting requirements will be identified in the award terms and conditions, including results of the grant project.

Final Progress Report. A report of up to 25 pages must be submitted within 90 days of the expiration of the grant period. This report will be composed of a short Executive Summary and the following:

- A project description including a concise summary of the major accomplishments, the difficulties encountered, and the solutions developed to resolve the difficulties; and
- A discussion of the project results and lessons learned.

Copies of any deliverables, media or publicity releases/articles and links to materials on websites also should be included or papers resulting from the grant should be attached to the final report. All products should include an acknowledgement of the source of funding. The Federal awarding agency reserves a royalty-free, non-exclusive, and irrevocable license to reproduce, publish or otherwise use, and to authorize others to use, for Federal Government purposes, the copyright in any work developed under a grant, sub-grant, or contract under a grant or sub-grant or any rights of copyright to which a grantee, sub-grantee, or a contractor purchases ownership with grant support.