ECOS/COV Ramp Procedure Checklist for Cloud Solution Solicitations and Contracts

Step	Assigned to *(see footer Note 1)*	Where to obtain	Submit to	Supplier proposal action
SOLICITATIONS				
Obtain Cloud Services Terms and Conditions (agency may not alter these except for adding agency name/acronym)	Procurement lead	scminfo@vita.virginia.gov, or enterpriseservices@vita.virginia.gov	NA, include in RFP	Submit any redlines in the document with proposal; must redline the actual document for context review by VITA SCM and CSRM
Obtain ECOS/COV Ramp Assessment Form	Procurement lead, business owner/project manager	https://vccc.vita.virginia.gov/vita Search ECOS/COV Ramp Assessment or search Service Catalog for Cloud Service Assessment, Click Show More, and scroll down to Attachment for 1-003 to access Appendix A, the Security Assessment Form.	NA, include form in RFP	Submit complete and accurate responses with proposal; notify agency of any proprietary responses; this is not evaluated
RFP Language	Procurement lead	Add to the end of the Evaluation section of the RFP; but do not add to the Evaluation Criteria list: If this is a cloud-based procurement (i.e., off-premise hosting), the following will be required: (your agency name) will select the proposal(s) representing the best value to the Commonwealth. Suppliers whose proposals are selected must successfully answer, negotiate, and/or comply with any resulting security exceptions that may arise in order to approve the Supplier's ECOS/COV Ramp Assessment and cloud proposal for further evaluation. Supplier's failure to do so may result in removal from further consideration. Refer to Appendix X,	NA, include in RFP. But remember the ECOS/COV Ramp Assessment is not evaluated and may not be disclosed to the entire evaluation team, as supplier responses are proprietary/confidential.	

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		ECOS/COV Ramp Assessment Form, of the RFP. Add to the Requirements section of the RFP: If this RFP includes requirements for cloud services (Software as a Service, Platform as a Service), in order to be awarded a contract an assessment will have to be conducted by VITA ECOS/COV Ramp based on Supplier's responses to Appendix X of the RFP, ECOS/COV Ramp Assessment Form. Supplier should ensure that when submitting its proposal it has provided sufficient and complete responses to reduce the need for additional information. NOTE: see additional recommended questions immediately below this table to include in the RFP's Requirements section.		
CONTRACTS				
ECOS/COV Ramp Assessment Form (never include the supplier's completed version in the contract)	AITR, business owner/project manager/ISO	From supplier's proposal; each assessment costs agency a flat fee of $3135.02 for FY26 so agency will submit the top contender's ECOS/COV Ramp Assessment first	https://vccc.vita.virginia.gov/vita Search ***ECOS/COV Ramp Assessment*** or search ***Service Catalog for Cloud Service Assessment***, Click ***Show More***, scroll down to attach the supplier completed Assessment from the supplier's proposal.	Supplier may ask agency to sign an NDA or ask VITA to sign one. ECOS/COV Ramp may ask supplier to submit further details or information.
ECOS/COV Ramp Assessment Approval (never include in the contract, cannot be publicly disclosed)	VITA ECOS/COV Ramp, Enterprise Services	From agency AITR, business owner/project manager/ISO	Agency AITR, business owner/project manager/ISO (from the agency role who submitted); submits by email. Resulting Security Exceptions are never included in the Contract. Resulting Contractual Requirements must be included in the Cloud Terms.	Supplier may have to accept any security exceptions required by ECOS/COV Ramp
ECOS/COV Ramp Assessment	AITR, business owner/project manager/ISO	VITA Enterprise Services	Agency has 5 days from receipt of VITA's Assessment approval email to:	NA unless to collaborate with agency ISO

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approval email notification			• submit any required security exceptions to VITA CSRM via Archer • provide any contractual requirements to the agency procurement lead to add to Supplier Responsibilities section of the cloud terms • submit the service request	regarding the security exceptions
ECOS/COV Ramp Service Request for SCM Services)	AITR, business owner/project manager/ISO	Go to ServiceNow portal: https://vccc.vita.virginia.gov/vita Search ECOS/COV Ramp Oversight and Select Cloud Sourcing Specialist for Cloud terms review (FY26 Rate: $85.22 Hourly) Scroll down and complete the relevant form. Hit "Order Now" on right menu.	https://vccc.vita.virginia.gov/vita Go to VITA service portal: https://vccc.vita.virginia.gov/vita Search "***ECOS/COV Ramp***" and select **only** "Cloud Sourcing Specialist" for cloud terms review and negotiation assistance	NA
Cloud Services Terms and Conditions (with supplier redlines)	Procurement lead	From supplier's proposal or Cloud Terms Exhibit.	Submit supplier redlined version for review to: sonja.headley@vita.virginia.gov or ***scminfo@vita.virginia.gov*** SCM consultant and ECOS/COV Ramp Lead will review and assist in agency negotiations after a service request is submitted:	NA
Exceptions to the ECOS/COV Ramp Assessment Approval	VITA ECOS/COV Ramp, Enterprise Services	From review of the ECOS/COV Ramp Assessment responses	To agency AITR/business owner/project manager/ISO who sent the ECOS/COV Ramp Assessment to VITA	NA
Exception Approval Request	AITR/business owner/project manager/ISO	https://www.vita.virginia.gov/policy--governance/itrm-policies-standards/ under Tools and Templates section, 4th bullet	Submit through ARCHER	NA
ECOS/COV Ramp Oversight Service Implementation	AITR, business owner/project manager/ISO	ECOS/COV Ramp Service Oversight (Monthly) for monthly oversight to begin after contract award (Rate: FY 26 Rate: $267.34 Monthly) Scroll down and complete the relevant form Hit "Order Now" on right menu.	https://vccc.vita.virginia.gov/	

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RENEWALS				
For existing cloud/SaaS contracts	Procurement Lead/ISO/ project manager/AITR	Confirm with enterprise.services@vita.virginia.gov that the supplier/SaaS application is in Active Oversight at the FY 26 rate of $267.34 Monthly.	ECOS/COV Ramp Assessments are good for 12 months from the date approved by ECOS/COV Ramp unless the supplier/SaaS application goes into Active Oversight within those 12 months via the agency-submitted service request. The ECOS/COV Ramp Assessment remains good as long as they are in Active Oversight. If the supplier/SaaS application is not in Active Oversight, a new ECOS/COV Ramp Assessment must be done via the agency-submitted service request. See instructions above. Once the ECOS/COV Ramp Assessment is approved, the agency may also submit a service request for obtaining Active Oversight by ECOS/COV Ramp. See instructions above. If the supplier/SaaS application was approved by the old CIO Exception process prior to ECOS/COV Ramp implementation in December 2016, the agency will need to have the supplier complete an ECOS/COV Ramp Assessment and agency must submit to ECOS/COV Ramp for approval per the email address in the next column. Also, the old SaaS terms will either need to be (1) entirely replaced via contract modification with the current version of Additional Cloud Services Terms and Conditions; or (2) modified to add specific sections of the current version. These may be obtained by request to: Sonja.headley@vita.virginia.gov or SCMinfo@vita.virginia.gov Once the ECOS/COV Ramp Assessment is approved, the agency may also submit a work request 1-004 for obtaining Active Oversight by ECOS/COV Ramp. This form is also available at the link above.	NA

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Note: It is very important that the agency Procurement Lead, ISO and Project Manager read, understand and comply with the final negotiated Cloud Services Terms and Conditions, whether from a VITA Statewide contract or the agency's own SaaS contract as there are agency obligations to be complied with to avoid any breach situation and to perpetrate knowledge share with all agency Application Users.

The following questions can be added to the Requirements section of the RFP to better understand supplier business maturity and their solution offering:

	Requirements	A	B
	Is the cloud solution you are proposing a Software as a Service, Platform as a Service or Infrastructure as a Service delivery model? Please describe. Are you offering public, private, government cloud or a hybrid cloud model? Please describe available models and ensure your pricing includes your offered options. Also, please describe if your solution allows for onsite hosting. Explain the pros and cons of offsite and onsite hosting that your solution offers.		
	Is the cloud solution you are proposing FedRamp authorized? If yes, please provide a description of your authorization.		
	Does your firm follow and incorporate security and privacy recommendations and best practices from the National Institute Standards and Technology (NIST)? If yes, please describe.		
	Does your cloud solution rely on third-party partners or subcontractors? If yes please describe fully.		
	Have your appropriate staff read the commonwealth's security policies, standards and guidelines, applicable to your proposed solution, located at the following URL?		

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	https://www.vita.virginia.gov/it-governance/itrm-policies-standards/ Please state yes or no. Please explain the top 5 concerns you identify, if any.		
	Does your cloud solution allow a customer to solely manage their own encryption keys or must that function remain with solution provider? Please explain.		

A. Performance Standards Methodology

Please describe the methodology used to develop your firm's internal performance standards, the processes and tools used to monitor and measure performance against those standards, and the management reporting systems that capture these data.

Indicate your firm's present customer satisfaction rating, summarize customer satisfaction criteria, and describe the methodology used to measure customer satisfaction. Please include any relevant publication ratings or articles.

B. Governance and Compliance Management

Please describe your firm's management processes that ensure governance and compliance with all federally mandated laws and regulations used by your industry and in provision of your services to your customers. Also, describe how you will provide governance and compliance with any of VITA's or (your agency name's) required security and data privacy or other requirements specified in the RFP, not currently managed by your firm, but that you will be willing to do should an award be made to your firm.

C. Security Risk Management Overview

Please provide an overview of your firm's comprehensive security risk management processes including your application, monitoring and management of the controls used. Provide details as to how you establish the context for security risk-based decisions, how you assess the risk, how your respond to the risk once it's determined, and how you monitor the risk on an ongoing basis using communications and feedback for continuous improvement within your organization.

D. Disaster Recovery/Security Plan

Describe in detail your firm's plans to mitigate against any disaster that would affect the ability to provide (your agency name) with the proposed solution. Provide a detailed plan of your firm's security infrastructure including facility and information technology security. Provide your firm's plans of action for the following security incidents, as applicable to the RFP:

- Interruption of service including denial of service attacks
- Vulnerability incidents
- Data loss or compromise
- Insider attacks

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