

Functional Summary

Food Distribution Management System Replacement Project

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Executive Summary

OSPI Child Nutrition Services administers eight U.S. Department of Agriculture (USDA) programs which are operated by public school districts, charter schools, tribal compact schools and select private schools, and some community-based organizations in the state of Washington. The key nutrition programs operated include the National School Lunch Program, School Breakfast Program, the Child and Adult Care Food Program and the Summer Food Service Program. Program Sponsors, called Recipient Agencies, receive a reimbursement based on the number of meals served to eligible children.

The USDA Food Distribution Program, also known as the USDA Foods in Schools program, supports nutrition programs and the American agricultural producers through purchases of 100% American-grown and produced foods for use by schools and institutions participating in the programs. These foods help schools create appealing, nutritious, and cost-effective menu options. In Washington state annually, thirty-two million (\$43,000,000) entitlement dollars of USDA foods are utilized by program operators representing seven hundred thousand (700,000) cases of food in physical warehouses and tracking of three million pounds (3,000,000) of foods with selected processors.

OSPI Mission

Transform K-12 education to a system that is centered on closing opportunity gaps and is characterized by high expectations for all students and educators. We achieve this by developing equity-based policies and supports that empower educators, families, and communities.

Child Nutrition Services Mission

Our mission in Child Nutrition is to assist school districts and other institutions in providing quality nutrition programs that promote life-long healthful living while providing nutritious meals each day that prepare children for learning. We achieve this mission when we ensure that program entitlement usage is creating the most value for our recipient agencies.

Project Background

The Food and Nutrition Service (FNS) of the United States Department of Agriculture (USDA) administers the Foods in Schools programs at the Federal level. OSPI administers the programs at the Washington State level, which operates the Program through agreements with school food authorities, called Recipient Agencies. Recipient agencies are allocated an entitlement they can use as credits to "purchase" products. OSPI uses an IT system for orders and inventory to manage the program.

The current system was purchased and implemented in the early 2000's. OSPI has outgrown its functionality and can no longer complete all workflows within the existing system. Multiple manual workflows must be maintained and integrated into the current system. Another CNS IT system for program management (school meal program applications & claims) called WINS, contains useful artifacts and data that could be utilized by a new system, reducing duplication of efforts. A sample includes:

- Recipient Agency contact information
- Data used to calculate entitlement dollars for each participating Recipient Agency

OSPI seeks a **Food Distribution Program Management System (FDMS)** to provide a means for OSPI Child Nutrition Services Program Staff, Recipient Agency program operators, and Warehouse staff, to manage the tasks and data necessary to administer USDA Food in Schools programs, including order management, processor and warehouse inventory, deliveries, costs and invoicing.

Goal

OSPI's goal is to provide a solution for OSPI Child Nutrition Services Program Staff, Recipient Agency program operators, and Warehouse staff, to manage the tasks and data necessary to administer USDA Food in Schools programs, while meeting federal reporting requirements for the U.S Department of Agriculture food programs administered by OSPI.

Objectives

The objective of this project is to procure and configure an application(s) that will serve as a Food Distribution Program Management System (FDMS) to provide the ability to manage all aspects of OSPI's Food Distribution Program including order management, processor and warehouse inventory, deliveries, costs and invoicing.

Specific objectives of the Food Distribution System workflow include the following Key Features:

1. Fully support the requirements of all USDA food distribution programs administered by OSPI
2. Robust user and recipient agency Management (include the allocation of entitlements by recipient agency users)
3. Integrated catalog creation and management
4. Detailed product and inventory management
5. Flexible management of monthly orders (including Invoicing)
6. Adaptable reporting and analytics
7. Customizable Automation and usability

Key Feature 1: Support all Food Distribution Programs

Success Criteria

A successful FDMS will fully support the requirements of all USDA food distribution programs administered by OSPI. This includes the following:

- USDA Foods Direct Delivery
- USDA Foods Processing
- State Processed Ordering Catalog
- Diversion – Recipient Agency Groups/Co-ops
- Department of Defense (DoD) Fresh Fruit and Vegetable Program
- Pilot Program: Unprocessed Fruits & Vegetables
- Local Foods for Schools

This support would be available to recipient agencies who are operating the National School Lunch Program (NSLP) or the Summer Food Service Program (SFSP).

Functionality Goals

CNS Program Staff will be able to access all information related to current food distribution programs in one system.

- Recipient Agency contact information will be managed in one location, and available to all programs as needed
- Each individual Program's ordering and product data can be viewed and tracked separately
- Program data can be consolidated for reporting
- OSPI will interact with the USDA's Web Based Supply Chain Management System (WBSCM), and will determine shipping dates for deliveries to state warehouses;
- Recipient Agencies will not work in WBSCM

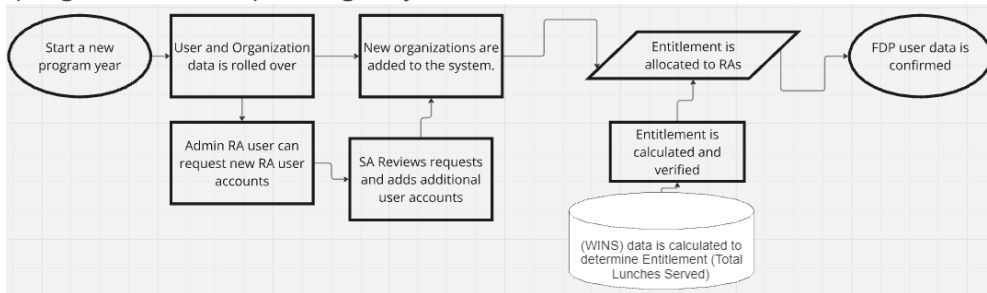
Non-Negotiables

- CNS Program Staff will be able to add products to the USDA Foods Catalog that Recipient Agencies can order for Washington's Pre-selected processing items.
- CNS Program Staff will determine when products ordered through the USDA's Web Based Supply Chain Management System (WBSCM) are scheduled for delivery to state warehouses
- The system shall support integration with One Washington, Washington's cloud- based financial processes system (currently in development in Workday) to exchange invoice and payment data through API, MFT, or other OSPI approved integration.
- CNS Program Staff can adjust the price of products or leave the price fixed at any time during the program year.

Key Feature 2: Robust User and Recipient Agency Management

Success Criteria

A successful FDMS solution will offer multiple levels of access to the system and allow CNS Program Staff to manage all aspects of the program. Notably, differentiated access for CNS program staff, recipient agency staff, and warehouse users.



Functionality Goals

System access includes differentiated permissions:

CNS Program Staff Users: (Admin, View Only/Reports, User)

- Manage users and recipient agencies, including importing contact information
- Roll over user and organizational data year over year
- View historical data of all modifications to recipient agency data
- Approve any contact or location data changes requested by recipient agencies

Recipient Agency Users: (Admin, User, View Only/Reports)

- Recipient Agency Admin may request additional accounts be added by CNS Program Staff. CNS Program Staff to review and approve all additional access requests
- Recipient Agency Admin may remove, and manage existing users for recipient agency staff as needed, including password resets;
- Review, confirm, and request changes to Recipient Agency's contact and delivery information, such as email, shipping address, contact phone numbers

Warehouse Users: (Limited permission, View Only/Reports)

- Confirm order and delivery information
- Report shorts, damages, and overages

Additional Functionality Goals include:

- Ability to import recipient agency contact information from external sources such as Excel template or API calls
- Ability to import Recipient Agency entitlement allocation from external sources such as Excel template or API calls

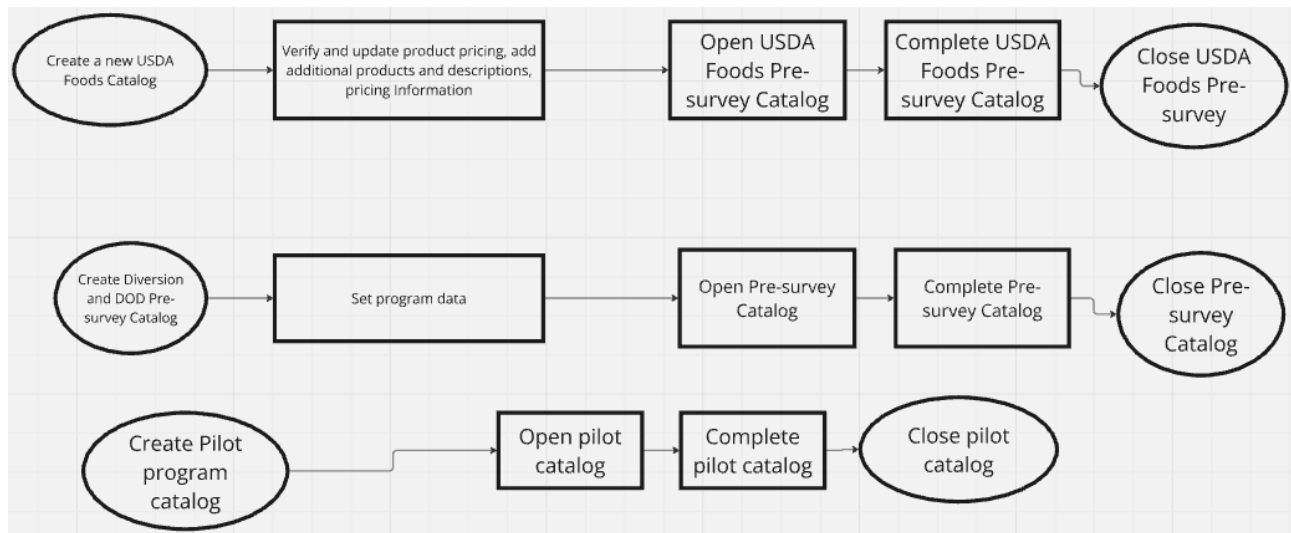
Key Feature 3: Integrated Catalog Creation and Management

Success Criteria

A successful FDMS solution will allow CNS Program Staff to manage and edit the annual catalogs. CNS Program Staff Users set up a catalog for each FDP program operated by OSPI. Those catalogs are completed once a year by recipient agency admin users. State Agency users determine which products appear on that catalog and how often they will be available. This product list includes USDA direct, state processed items, and commercial products for ordering by recipient agencies.

Recipient agency admins determine how much of their entitlement they will spend within each program, and on each product. Recipient agency users are prompted to enter the amount of product they expect to have delivered to their organization, by month, for each item type.

Users from recipient agencies must input the minimum number of cases per product and month for delivery to their organization.



Functionality Goals (All Programs)

- CNS Program Staff reviews the USDA catalog and determines what products to offer in the FDP program.
- A product pre-survey catalog order is loaded into the system, including food products from the USDA foods catalog, Washington state processed items, and commercial foods items.
- RAs select their anticipated monthly delivery of food products to recipient agencies, by type and quantity, for the coming program year, based on their available entitlement.
- CNS Program Staff will setup a catalog for each program annually, and determine when the

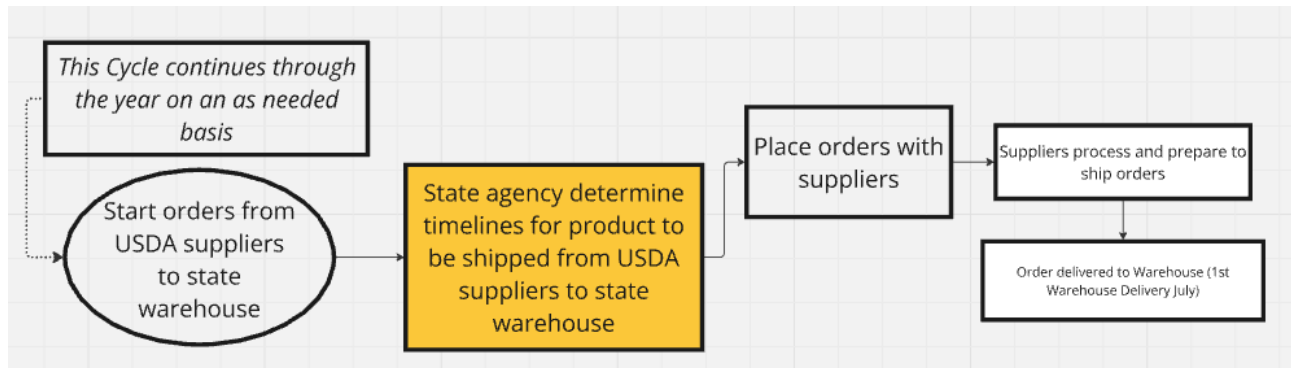
catalog is opened and closed for ordering.

- CNS Program Staff to view and export pre-survey catalog order results by individual recipient agency, assigned warehouse, delivery month, or program-wide
- Pre-survey catalog order results can be adjusted by CNS Program Staff in order to plan for orders and delivery within WBSCM.
- Recipient agencies determine which programs they wish to allocate their entitlement and may edit and adjust their allocation while the program is open.
- Recipient agencies can see in real time where their entitlement is allocated in order to track and manage their ordering.
- Recipient agencies who do not meet the minimum number of cases per product will receive a notification within the system preventing them from proceeding with their order until corrected.
- CNS Program Staff will order products from USDA suppliers, and determine delivery to state warehouses based, in part, on truck load balancing, state truck share, and amount of product ordered.
- Program orders must be tracked separately for each program, however, items ordered may be consolidated for truck balancing, and efficiency within warehouse orders and reports.
- Notifications will be automatically created and sent to alert appropriate users of important actions, including, but not limited to:
 - Catalog opening and closing
 - Minimum case count not met
 - Entitlement over/under spent

Key Feature 4: Detailed Product and Inventory Management

Success Criteria

A successful FDMS solution provides detailed product and inventory management. CNS Program Staff users track the product as it comes into the four state warehouses (East- Frozen, East-Dry, West-Frozen, West-Dry) from USDA suppliers. Once the product arrives at the warehouse it is up to the state agency to determine how it will be managed. This is an important part of how OSPI equitably manages 100% entitlement usage including shorts and damages.



Functionality Goals

- Annually, roll over program data from previous program year, including existing inventory, catalog information, and financial records, including invoices
- CNS Program Staff interact with the USDA's Web Based Supply Chain Management System (WBSCM), and determine shipping dates for deliveries to state warehouses
- Import and manage all product inventory data received in warehouses
- Update and track all inventory received by processors
- Warehouse users report overs, shorts, or damages of items as they come into the warehouse from USDA suppliers and state processors.
- CNS Program Staff can track state processed (W-Code) items sent to processors and manage Purchase Orders (PO) generated within the system.
- Products ordered for processing can be tracked within the FDMS
- CNS Program Staff can adjust the price of products or leave the price fixed at any time during the program year.

Program-Specific Functionality Goals

USDA Foods Processing: State Processed Ordering Catalog

- Manage product ordered and sent to processors, including generating Purchase Orders,

tracking shipping to processor and to warehouse(s), invoicing of processing fees to RAs

- CNS Program Staff determine when processed items are delivered to state warehouses
- Processed Washington Pre-Selected Processed Items are stored at state warehouses until shipped to recipient agencies based on their confirmed orders

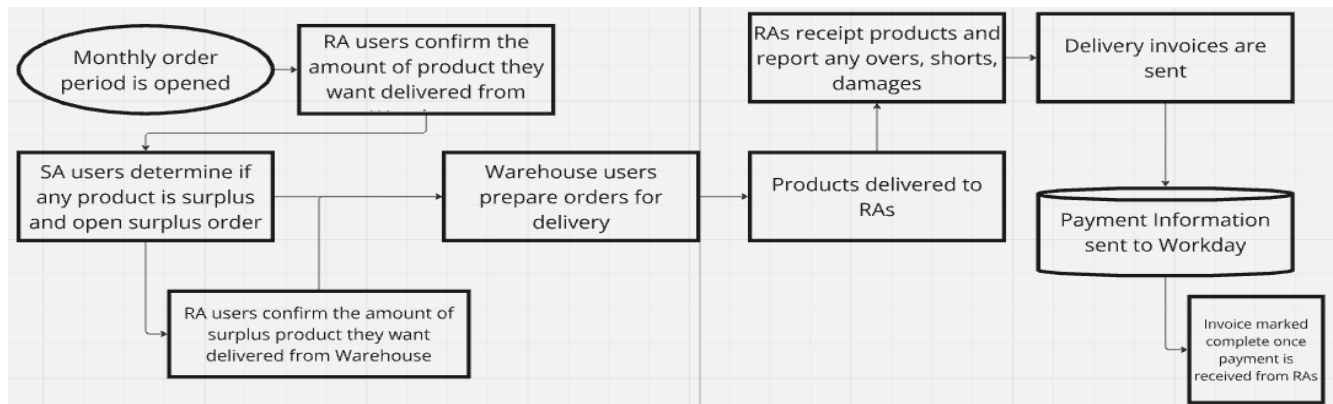
USDA Foods Processing: Diversion – Recipient Agency Groups/Co-ops

- Update and track food products sent to processors, including what has been processed and what is being held for future processing
- Confirm monthly food products sent to processors that have not yet been ordered for processing to ensure Recipient Agencies use all product sent for processing

Key Feature 5: Flexible Management of Monthly Orders

Success Criteria

A successful FDMS solution has flexible management of monthly orders. Recipient agencies complete a monthly order. They are prompted with the amount they entered from the annual catalog. They can order less than the amount entered, but they cannot order more. Once monthly orders are confirmed, a CNS Program Staff user can identify product as surplus. Not all available products are marked as surplus. CNS Program Staff decide what surplus products are available for order as well as who is allowed to select items from each surplus order catalog.



Functionality Goals

- Recipient agencies review their pre-survey catalog order and confirm their actual food catalog order monthly. Items may be ordered up to the maximum identified in the pre-survey catalog order catalog for each month. If the quantity of foods ordered is less than the amount identified in the pre-survey catalog order, the remaining product is assigned to either the state-controlled reserve or marked as surplus by CNS staff.
- Each month, CNS Program Staff opens a surplus product ordering window for pre-selected recipient agencies. This surplus order period is opened to different recipient agencies at separate times.
- Monthly orders, including additional surplus ordered, are reviewed by CNS Program Staff. Adjustments can be made within the FDMS system as needed.
- A detailed data ordering file is generated for each warehouse for each monthly delivery period.
- Invoices are generated for processing and shipping costs.
- Shipping costs can be applied using a sliding scale set by CNS Program Staff.
- Recipient Agencies can report shortages, damages, or overages within the FDMS when inventory is received.
- CNS Program Staff are notified when shorts, damages, or overages are reported.
- CNS Program Staff can review reports and approve credits to the recipient agency's account.

Key Feature 6: Adaptable Reporting and Analytics

Success Criteria

A successful FDMS solution will offer a variety of reporting options to review and analyze data. Reports will be exportable in editable formats for use outside the system. Users will have the ability to create and save custom reports for all data within the FDMS., based on their permissions level.

Functionality Goals

- Reports providing visibility to typical business practices will be pre-built in the system. Examples include: current inventory, orders, shipping, account balances, invoices, purchase orders.
- CNS Program Staff can create exportable reports based on formats and data needs of external partners, including column order and format.
- Exports can be generated in .xlsx or .csv for import in other systems.
- Annually, a value of commodities shipped statement is generated for each recipient agency and provided to them.
- Templates can be customized to meet agency branding and style requirements for some reports including, but not limited to, invoices, purchase orders, and notifications.

Key Feature 7: Automation and Usability

Success Criteria

A successful FDMS solution will offer the ability to schedule automatic notifications and reports to enable users to monitor and track program tasks and reminders.

Functionality Goals

- CNS Program Staff users send customized messages to groups of recipient agencies to offer customer support.
- Recipient Agencies receive reminders of upcoming due dates, including contact information updates, yearly catalog orders, monthly order submission, and reporting receipt of goods, including shorts, damages, or overages.
- CNS Program Staff can send customized messages to selected users, groups, or all to notify of program changes or updates, recalls, etc.
- CNS Program Staff receive internal notifications for state-level approvals and action items.