Accelare/ ServiceNow Solution

State of Washington

Office of Superintendent of Public Instruction

Food Distribution Management System Replacement Project

Request for Proposal No. 2025-18

Washington Office of Superintendent of
PUBLIC INSTRUCTION

accelare™

Accelare, Inc.
15 Pacella Park Drive
Randolph, MA

February 13, 2025

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1. Letter of Submittal – RFP No. 2025-18

To whom it may concern:

Accelare, in partnership with ServiceNow, is pleased to submit our proposal for RFP #2025-18: the State of Washington – OSPI Food Distribution Management System replacement. With Accelare's expertise in platform-based design engineering and ServiceNow's industry-leading client and case management solutions, we offer a seamless, scalable, and efficient approach tailored to meet the unique demands of food distribution operations.

ServiceNow has been implemented in tens of thousands of organizations worldwide. Its OOB workflows are considered best practice. Using our Platform-based Design Engineering (PDE), Accelare will help the OSPI team to map their desired processes to the best practice workflows of ServiceNow, leveraging the OOB capabilities, minimizing the need for custom development while gaining efficiencies in your operations.

With our significant experience in implementing ServiceNow systems, we are well equipped to support OSPI with its objective of replacing the current Food Distribution Management System with an efficient, cost-effective one that will emulate the goals of Child Nutrition Services (CNS). Notably, Accelare has led successful transformations in food bank management (Second Harvest Heartland), optimizing client and site coordination, logistics, and communication to improve efficiency and reduce waste. Additionally, our SN implementation at the UCSD Health Milk Bank has provided critical insights into handling perishable goods, regulatory compliance, and end-to-end traceability—challenges directly relevant to the food distribution industry.

By leveraging the robust capabilities of ServiceNow's platform, our solution provides end-to-end visibility, automation, and intelligent workflows that will modernize and enhance your food distribution operations. The combined strengths of Accelare and ServiceNow ensure a solution that is not only technically superior but also aligned with your mission to provide efficient and equitable food distribution.

We appreciate the opportunity to present our proposal and look forward to collaborating with you. Please feel free to reach out with any questions or to schedule a discussion.

Brendan McLaughlin

Brendan McLaughlin
Executive Vice President
brendan.mclaughlin@accelare.com
617-899-0963

Point of Contact for this RFP:
Hannah Will Cassidy
Principal Consultant
hannah.will@accelare.com
617-312-7520

1.1.Exhibit A: Certifications and Assurances

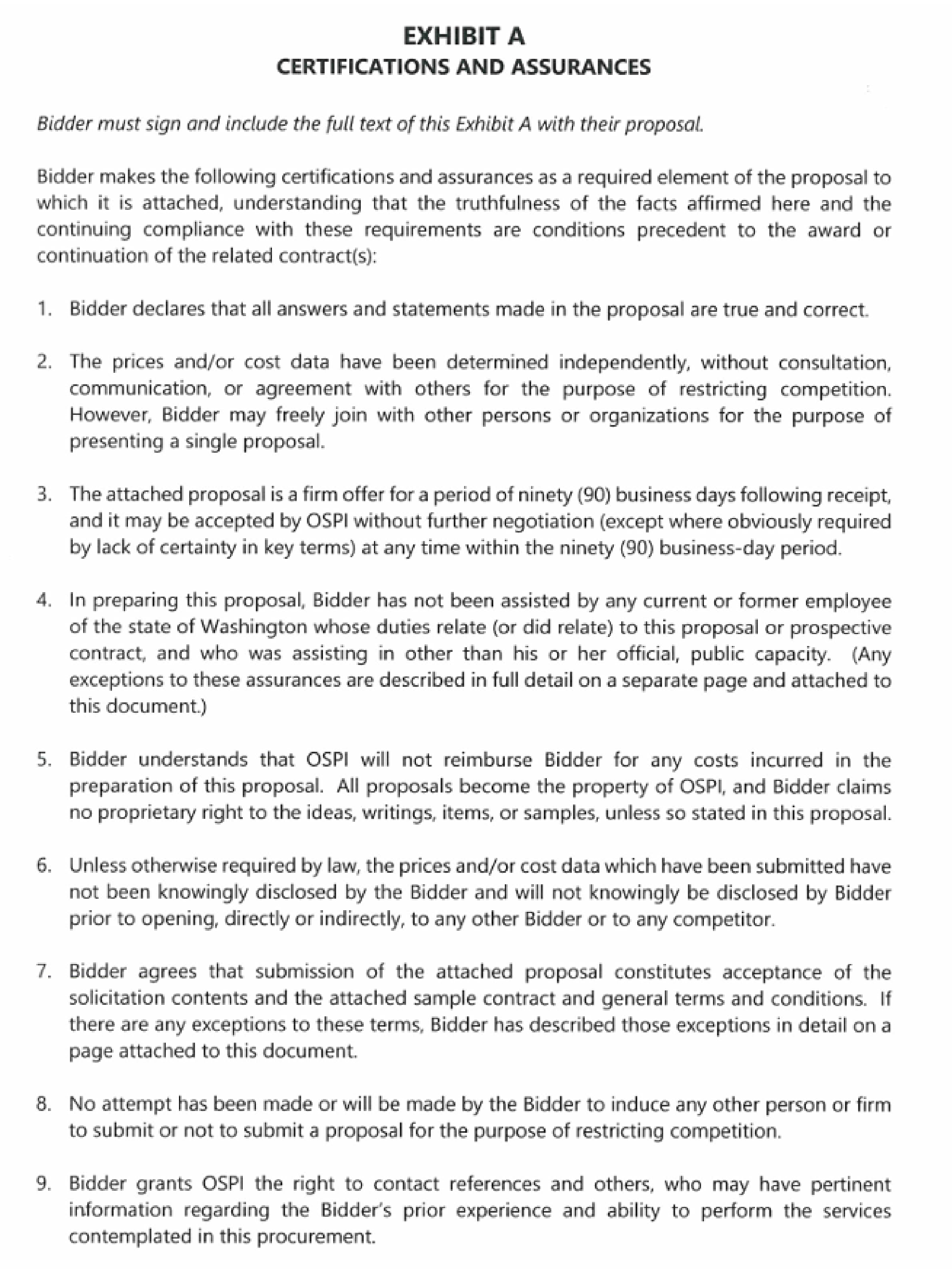


EXHIBIT A
CERTIFICATIONS AND ASSURANCES

Bidder must sign and include the full text of this Exhibit A with their proposal.

Bidder makes the following certifications and assurances as a required element of the proposal to which it is attached, understanding that the truthfulness of the facts affirmed here and the continuing compliance with these requirements are conditions precedent to the award or continuation of the related contract(s):

1. Bidder declares that all answers and statements made in the proposal are true and correct.

2. The prices and/or cost data have been determined independently, without consultation, communication, or agreement with others for the purpose of restricting competition. However, Bidder may freely join with other persons or organizations for the purpose of presenting a single proposal.

3. The attached proposal is a firm offer for a period of ninety (90) business days following receipt, and it may be accepted by OSPI without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the ninety (90) business-day period.

4. In preparing this proposal, Bidder has not been assisted by any current or former employee of the state of Washington whose duties relate (or did relate) to this proposal or prospective contract, and who was assisting in other than his or her official, public capacity. (Any exceptions to these assurances are described in full detail on a separate page and attached to this document.)

5. Bidder understands that OSPI will not reimburse Bidder for any costs incurred in the preparation of this proposal. All proposals become the property of OSPI, and Bidder claims no proprietary right to the ideas, writings, items, or samples, unless so stated in this proposal.

6. Unless otherwise required by law, the prices and/or cost data which have been submitted have not been knowingly disclosed by the Bidder and will not knowingly be disclosed by Bidder prior to opening, directly or indirectly, to any other Bidder or to any competitor.

7. Bidder agrees that submission of the attached proposal constitutes acceptance of the solicitation contents and the attached sample contract and general terms and conditions. If there are any exceptions to these terms, Bidder has described those exceptions in detail on a page attached to this document.

8. No attempt has been made or will be made by the Bidder to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.

9. Bidder grants OSPI the right to contact references and others, who may have pertinent information regarding the Bidder's prior experience and ability to perform the services contemplated in this procurement.

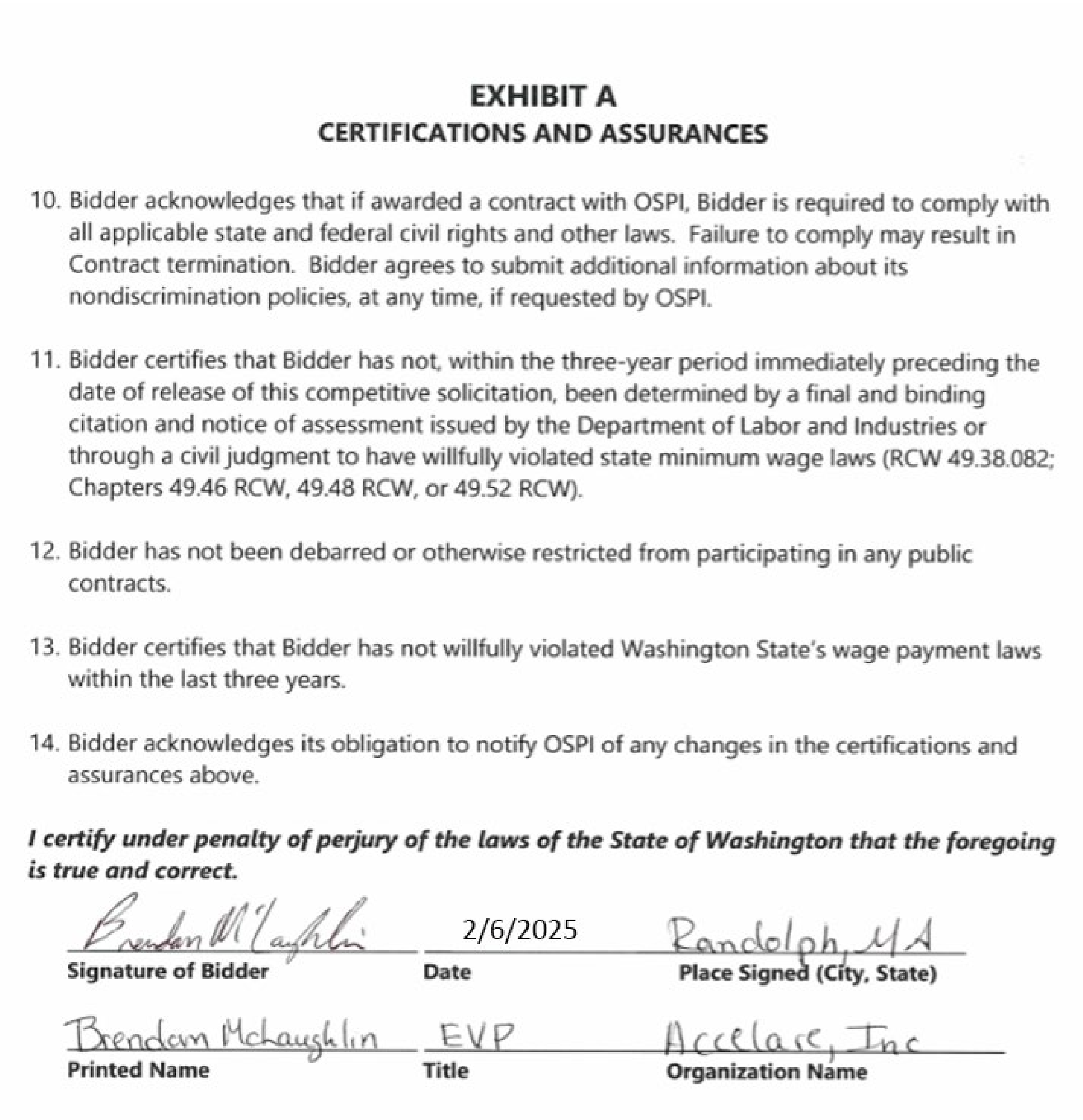


EXHIBIT A
CERTIFICATIONS AND ASSURANCES

10. Bidder acknowledges that if awarded a contract with OSPI, Bidder is required to comply with all applicable state and federal civil rights and other laws. Failure to comply may result in Contract termination. Bidder agrees to submit additional information about its nondiscrimination policies, at any time, if requested by OSPI.

11. Bidder certifies that Bidder has not, within the three-year period immediately preceding the date of release of this competitive solicitation, been determined by a final and binding citation and notice of assessment issued by the Department of Labor and Industries or through a civil judgment to have willfully violated state minimum wage laws (RCW 49.38.082; Chapters 49.46 RCW, 49.48 RCW, or 49.52 RCW).

12. Bidder has not been debarred or otherwise restricted from participating in any public contracts.

13. Bidder certifies that Bidder has not willfully violated Washington State's wage payment laws within the last three years.

14. Bidder acknowledges its obligation to notify OSPI of any changes in the certifications and assurances above.

I certify under penalty of perjury of the laws of the State of Washington that the foregoing is true and correct.

Brendan McLaughlin	2/6/2025	Randolph, MA
Signature of Bidder	**Date**	**Place Signed (City, State)**
Brendan Mclaughlin	EVP	Acclarc, Inc
Printed Name	**Title**	**Organization Name**

1.2.Exhibit B: Qualification Affirmation

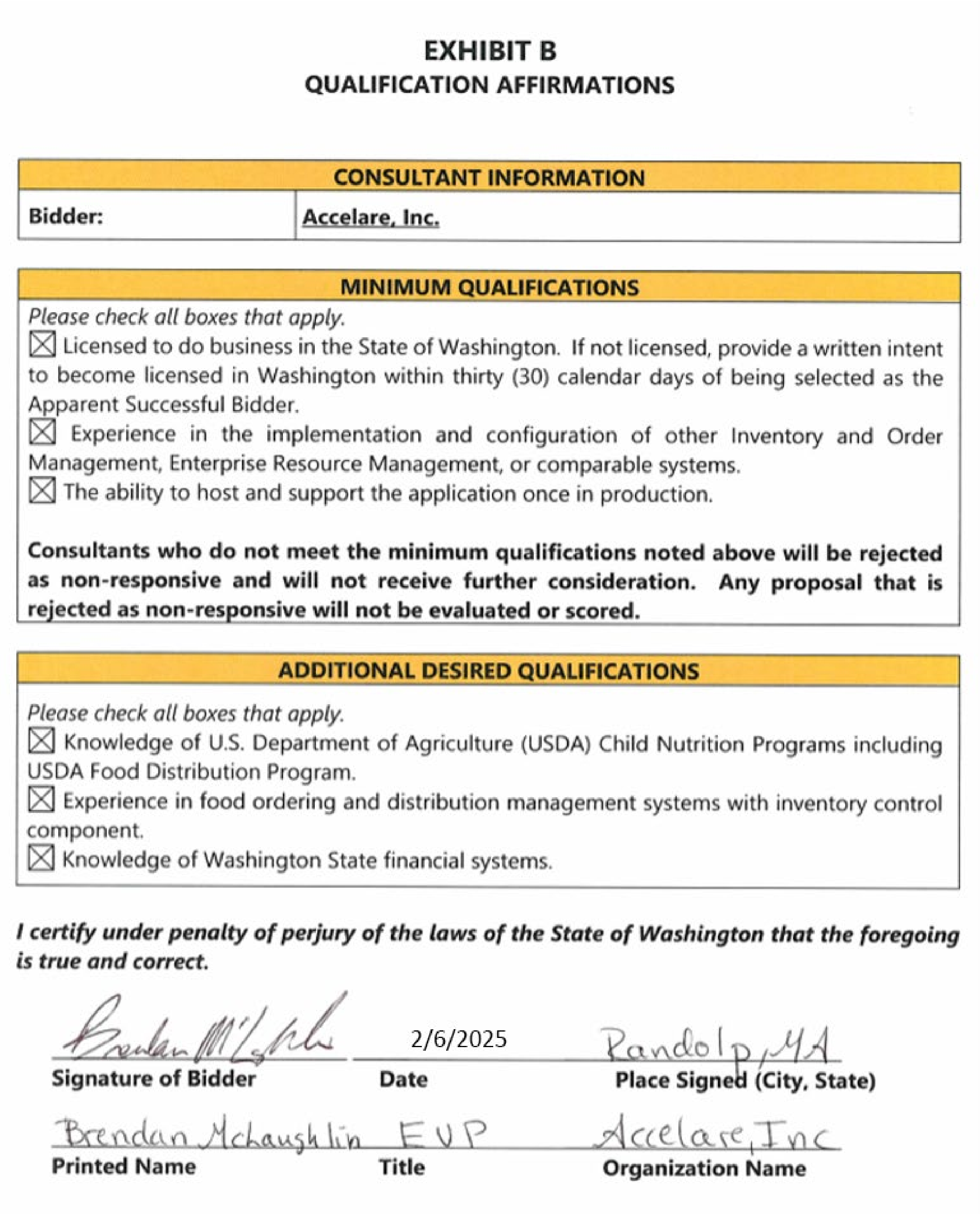


EXHIBIT B
QUALIFICATION AFFIRMATIONS

CONSULTANT INFORMATION	
Bidder:	**Accelare, Inc.**

MINIMUM QUALIFICATIONS

Please check all boxes that apply.

☒ Licensed to do business in the State of Washington. If not licensed, provide a written intent to become licensed in Washington within thirty (30) calendar days of being selected as the Apparent Successful Bidder.

☒ Experience in the implementation and configuration of other Inventory and Order Management, Enterprise Resource Management, or comparable systems.

☒ The ability to host and support the application once in production.

Consultants who do not meet the minimum qualifications noted above will be rejected as non-responsive and will not receive further consideration. Any proposal that is rejected as non-responsive will not be evaluated or scored.

ADDITIONAL DESIRED QUALIFICATIONS

Please check all boxes that apply.

☒ Knowledge of U.S. Department of Agriculture (USDA) Child Nutrition Programs including USDA Food Distribution Program.

☒ Experience in food ordering and distribution management systems with inventory control component.

☒ Knowledge of Washington State financial systems.

I certify under penalty of perjury of the laws of the State of Washington that the foregoing is true and correct.

Signature of Bidder

Date: 2/6/2025

Place Signed (City, State): Randolp, MA

Printed Name: Brendan McLaughlin

Title: EVP

Organization Name: Accelare, Inc

1.3.Exhibit H: Contracts Issues List (Optional)

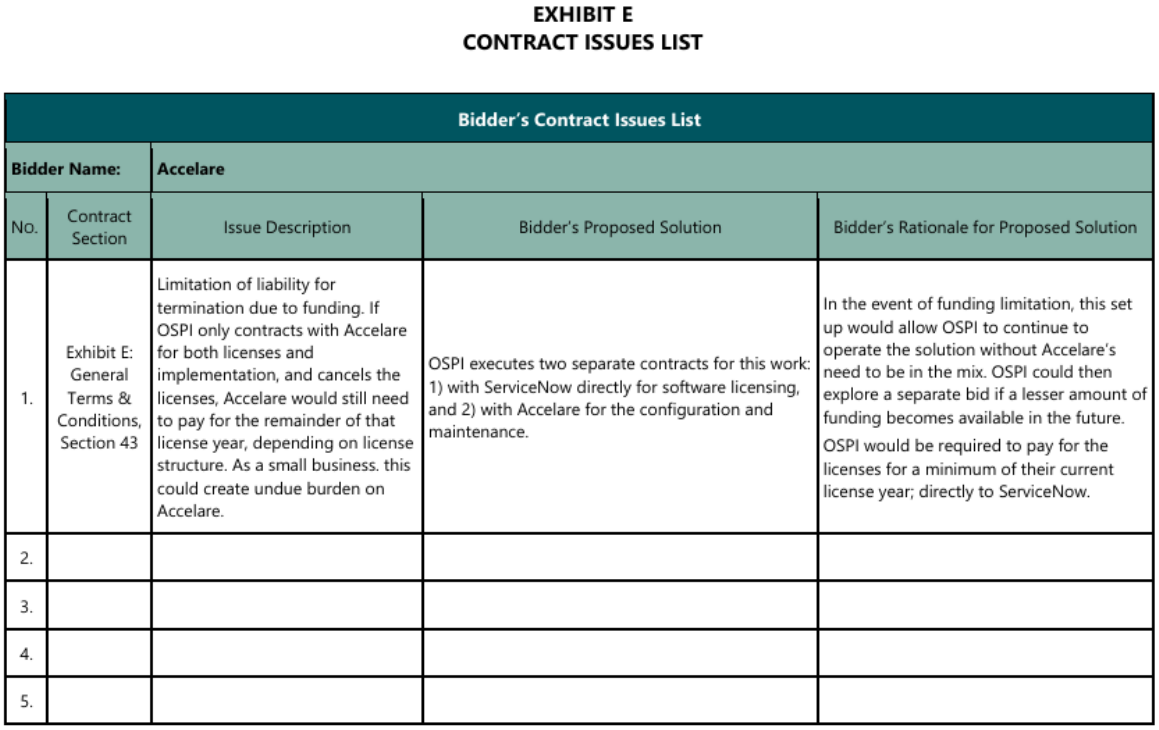
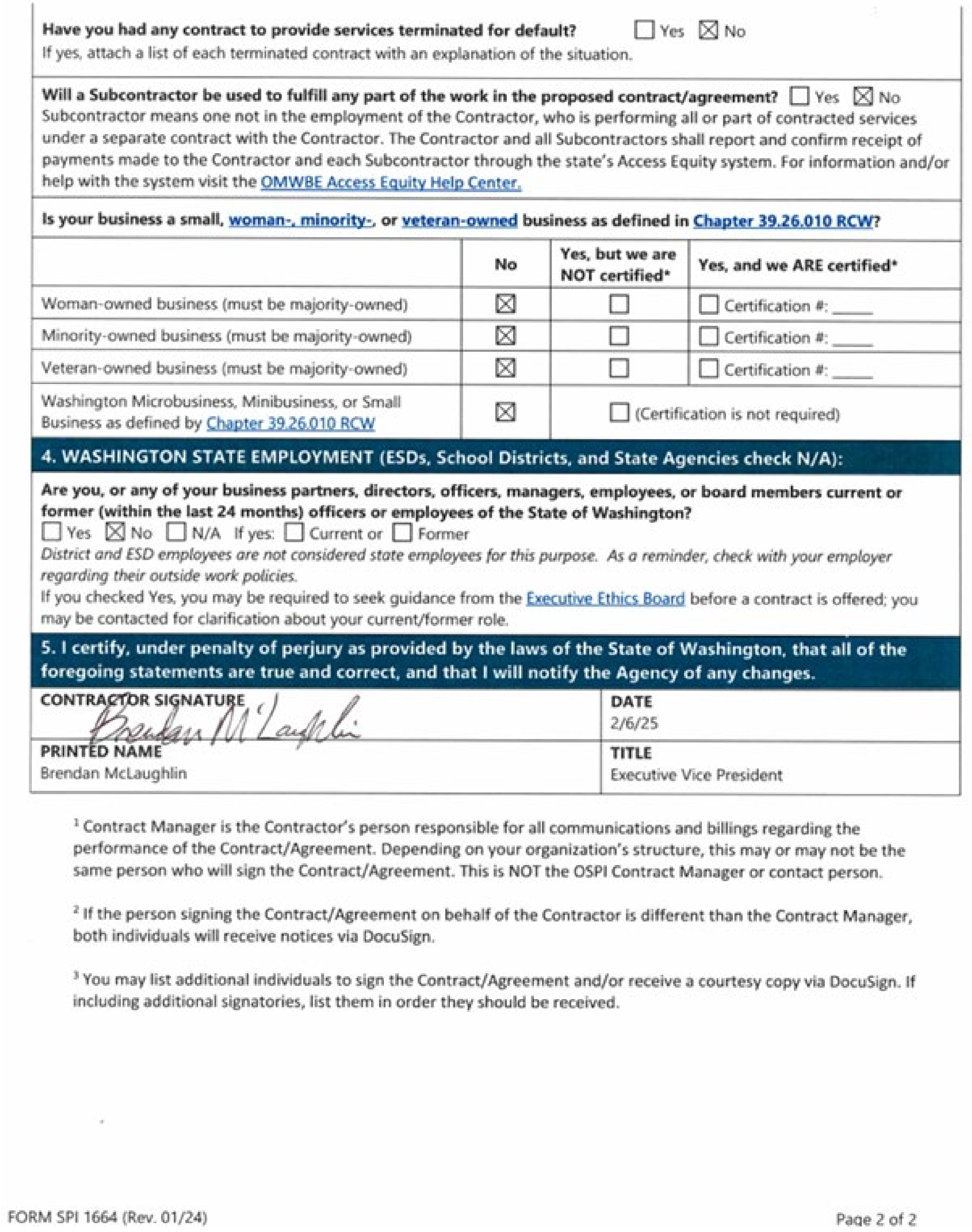


EXHIBIT E
CONTRACT ISSUES LIST

Bidder's Contract Issues List				
Bidder Name:	**Accelare**			
No.	Contract Section	Issue Description	Bidder's Proposed Solution	Bidder's Rationale for Proposed Solution
1.	Exhibit E: General Terms & Conditions, Section 43	Limitation of liability for termination due to funding. If OSPI only contracts with Accelare for both licenses and implementation, and cancels the licenses, Accelare would still need to pay for the remainder of that license year, depending on license structure. As a small business. this could create undue burden on Accelare.	OSPI executes two separate contracts for this work: 1) with ServiceNow directly for software licensing, and 2) with Accelare for the configuration and maintenance.	In the event of funding limitation, this set up would allow OSPI to continue to operate the solution without Accelare's need to be in the mix. OSPI could then explore a separate bid if a lesser amount of funding becomes available in the future. OSPI would be required to pay for the licenses for a minimum of their current license year; directly to ServiceNow.
2.				
3.				
4.				
5.				

1.4.Exhibit J: Contractor Intake Form



Have you had any contract to provide services terminated for default? ☐ Yes ☒ No
If yes, attach a list of each terminated contract with an explanation of the situation.

Will a Subcontractor be used to fulfill any part of the work in the proposed contract/agreement? ☐ Yes ☒ No
Subcontractor means one not in the employment of the Contractor, who is performing all or part of contracted services under a separate contract with the Contractor. The Contractor and all Subcontractors shall report and confirm receipt of payments made to the Contractor and each Subcontractor through the state's Access Equity system. For information and/or help with the system visit the OMWBE Access Equity Help Center.

Is your business a small, woman-, minority-, or veteran-owned business as defined in Chapter 39.26.010 RCW?

	No	**Yes, but we are NOT certified***	**Yes, and we ARE certified***
Woman-owned business (must be majority-owned)	☒	☐	☐ Certification #: _____
Minority-owned business (must be majority-owned)	☒	☐	☐ Certification #: _____
Veteran-owned business (must be majority-owned)	☒	☐	☐ Certification #: _____
Washington Microbusiness, Minibusiness, or Small Business as defined by Chapter 39.26.010 RCW	☒	☐ (Certification is not required)	

4. WASHINGTON STATE EMPLOYMENT (ESDs, School Districts, and State Agencies check N/A):

Are you, or any of your business partners, directors, officers, managers, employees, or board members current or former (within the last 24 months) officers or employees of the State of Washington?
☐ Yes ☒ No ☐ N/A If yes: ☐ Current or ☐ Former
District and ESD employees are not considered state employees for this purpose. As a reminder, check with your employer regarding their outside work policies.
If you checked Yes, you may be required to seek guidance from the Executive Ethics Board before a contract is offered; you may be contacted for clarification about your current/former role.

5. I certify, under penalty of perjury as provided by the laws of the State of Washington, that all of the foregoing statements are true and correct, and that I will notify the Agency of any changes.

CONTRACTOR SIGNATURE Brendan M'Laughlin	**DATE** 2/6/25
PRINTED NAME Brendan McLaughlin	**TITLE** Executive Vice President

[1] Contract Manager is the Contractor's person responsible for all communications and billings regarding the performance of the Contract/Agreement. Depending on your organization's structure, this may or may not be the same person who will sign the Contract/Agreement. This is NOT the OSPI Contract Manager or contact person.

[2] If the person signing the Contract/Agreement on behalf of the Contractor is different than the Contract Manager, both individuals will receive notices via DocuSign.

[3] You may list additional individuals to sign the Contract/Agreement and/or receive a courtesy copy via DocuSign. If including additional signatories, list them in order they should be received.

FORM SPI 1664 (Rev. 01/24)

Page 2 of 2

1.5. Washington State Business License

Accelare is a Randolph, MA based consulting company. We are currently the implementation partner of the State of Washington DSHS under contract with Carahsoft. It is our intent that, should we be awarded the contract with the State of Washington OSPI, we will become licensed in the State of Washington within 30 calendar days of being selected as the Apparent Successful Bidder.

2. Technical Proposal

2.1. Solution Overview

Based on the information provided in RFP 2025-18, we offer a conceptual architecture diagram to illustrate our proposed view of OSPI IT architecture and infrastructure.

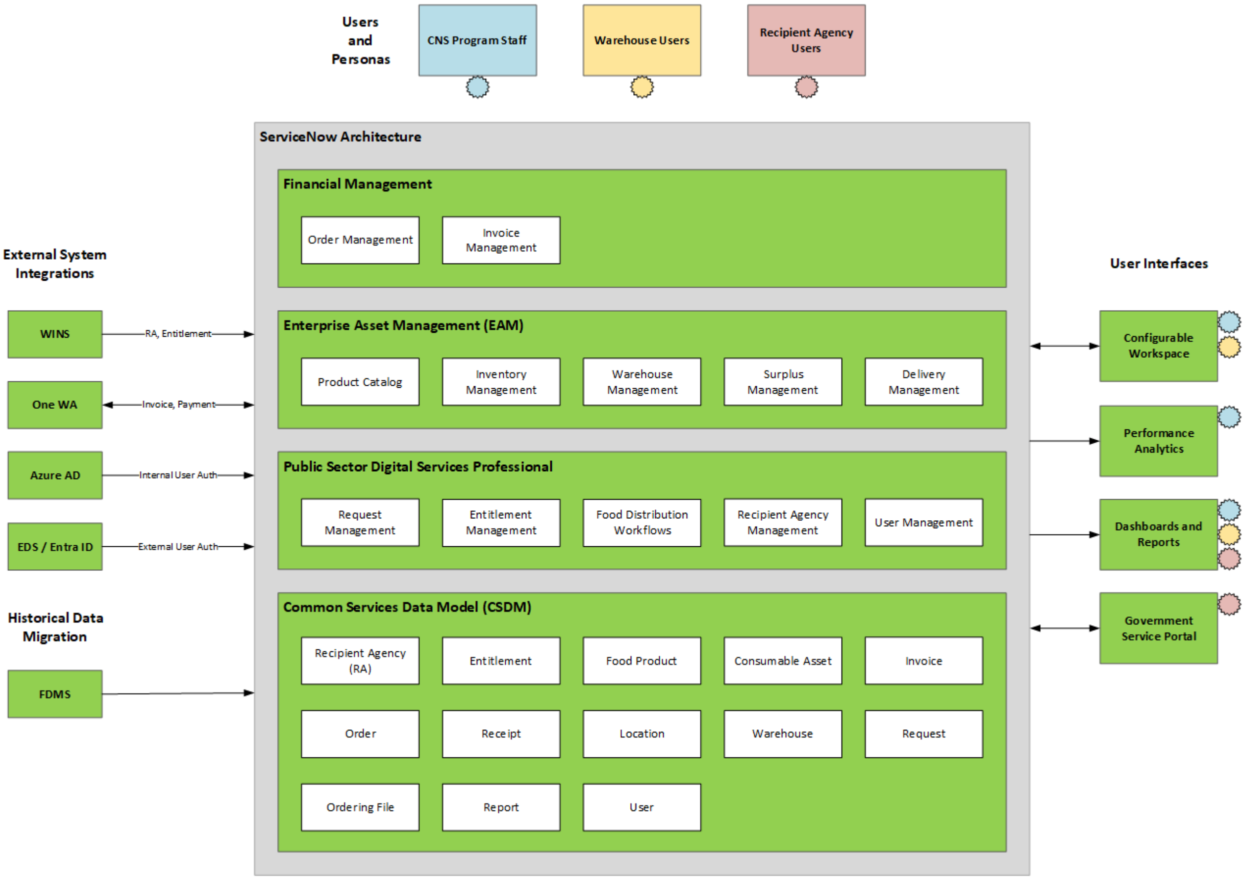

Users and Personas
CNS Program Staff
Warehouse Users
Recipient Agency Users
ServiceNow Architecture
Financial Management
Order Management
Invoice Management
Enterprise Asset Management (EAM)
Product Catalog
Inventory Management
Warehouse Management
Surplus Management
Delivery Management
Public Sector Digital Services Professional
Request Management
Entitlement Management
Food Distribution Workflows
Recipient Agency Management
User Management
Common Services Data Model (CSDM)
Recipient Agency (RA)
Entitlement
Food Product
Consumable Asset
Invoice
Order
Receipt
Location
Warehouse
Request
Ordering File
Report
User
External System Integrations
WINS
RA, Entitlement
One WA
Invoice, Payment
Azure AD
Internal User Auth
EDS / Entra ID
External User Auth
Historical Data Migration
FDMS
User Interfaces
Configurable Workspace
Performance Analytics
Dashboards and Reports
Government Service Portal

Figure 1. Proposed architectural diagram for OSPI FDMS

The architectural diagram above represents the proposed architecture of the ServiceNow system and its most relevant modules. The left side represents all external systems that must interface with ServiceNow. ServiceNow will handle any authentication or transformation needs for each external system. The center of the diagram displays the core ServiceNow application with process management applications and fundamental data types. The right-most portion displays the interfaces through which users will interact with and observe the ServiceNow platform, its processes, and the underlying data.

It is important to describe the main ServiceNow architecture in brief detail. The overall sections are as follows:

- **Financial Management** - The workflows and functions that automate and orchestrate the full lifecycle of Invoices, Orders, and their related data.

- **Enterprise Asset Management (EAM)** - The workflows and functions that automate and manage the Product Catalog, Inventory, Warehouses, Surplus, and the transfer of food products.
- **Public Sector Digital Services (PSDS) Professional** - The workflows and functions that manage Recipient Agencies, their requests, their entitlements, food distribution, and users of various roles.
- **Common Services Data Model (CSDM)** - The core data types that will be utilized by various elements of ServiceNow, including external system integrations and processes mentioned earlier.

As designed, this architecture allows us to fully leverage ServiceNow's capabilities and strengths for the benefit of Washington OSPI. These processes and data will not be siloed across separate systems. Organizational workflows can take full advantage of the context and data in other workflows that might not be available otherwise. Automation capabilities will be tightly coupled with external integration sources, offering streamlined processing and infrastructure capabilities. This design also offers increased flexibility and scalability compared to traditional systems. Processes can be easily and quickly expanded and improved over time. The ServiceNow platform can do more work without the concern of performance losses or services becoming inaccessible. In addition, ServiceNow’s reporting and analytics components are closely tied with operational data. This will give the OSPI unique insight into the health and performance of Food Distribution Program processes.

ServiceNow itself is a strong advocate for Accelare’s groundbreaking Platform-based Design Engineering (PDE) approach, which will be used during architecture design and delivery. PDE implements a demo-first strategy, one that properly informs stakeholders of out-of-box configuration capabilities using no-code and low-code tools. As a result, this approach avoids risky customizations, greatly speeds delivery, eases upgrades, and reduces Total Cost of Ownership (TCO).

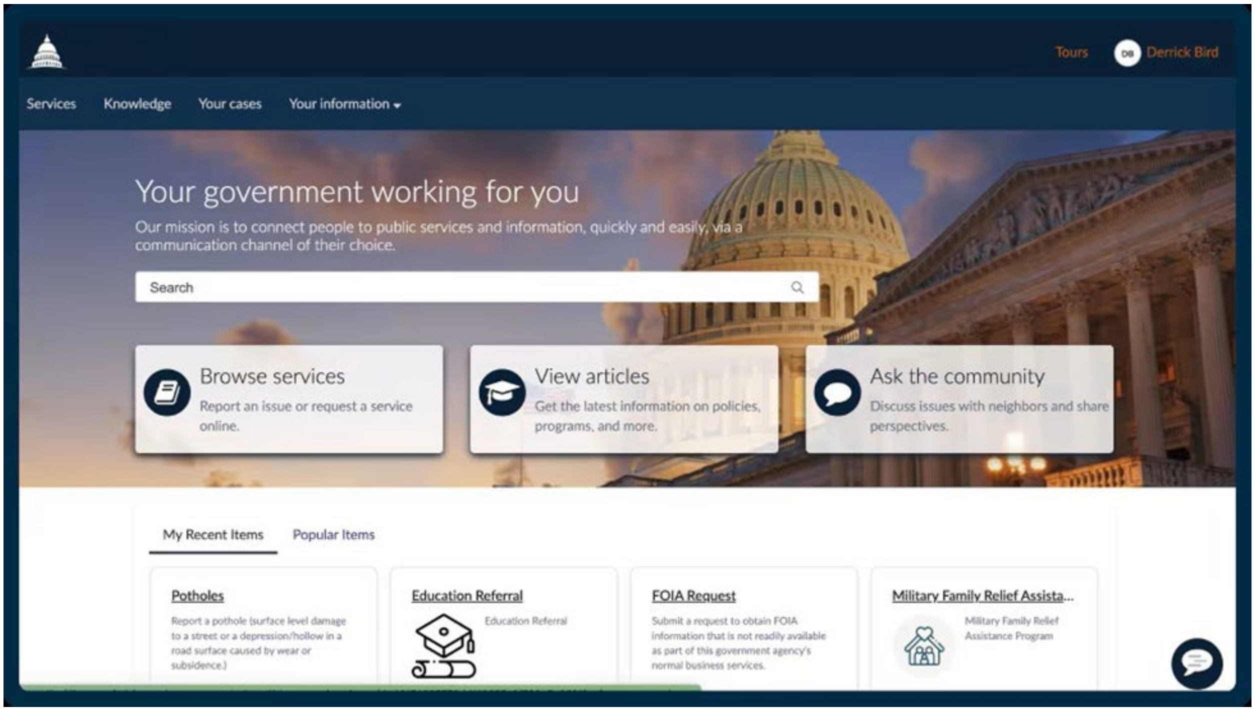
2.1.1. SERVICENOW PUBLIC DIGITAL SERVICES OVERVIEW

Governments around the world often struggle to perform services and provide benefits in ways that are efficient, consistent, and fair. While this can be caused by any number of factors, the primary causes include:

- Several customized COTS applications
- Disconnected systems and processes
- Lack of human resources

The Public Sector Digital Services (PSDS) product from ServiceNow provides governments and government agencies with the full digital power and flexibility of the ServiceNow platform in the service of others. This enables public sector organizations like Washington OSPI to modernize and accelerate the delivery of their services. Three primary service areas are included:

- **Constituent Services** – For citizens, residents, visitors, and households
- **Business Services** – For non-profit, for-profit, education institutions, and other businesses
- **Agency Services** – For other agencies


Tours
DB Derrick Bird
Services
Knowledge
Your cases
Your information
Search
Browse services
View articles
Ask the community
My Recent Items
Popular Items
Potholes
Education Referral
FOIA Request
Military Family Relief Assista...

Your government working for you

Our mission is to connect people to public services and information, quickly and easily, via a communication channel of their choice.

Report an issue or request a service online.

Get the latest information on policies, programs, and more.

Discuss issues with neighbors and share perspectives.

Report a pothole (surface level damage to a street or a depression/hollow in a road surface caused by wear or subsidence.)

Education Referral

Submit a request to obtain FOIA information that is not readily available as part of this government agency's normal business services.

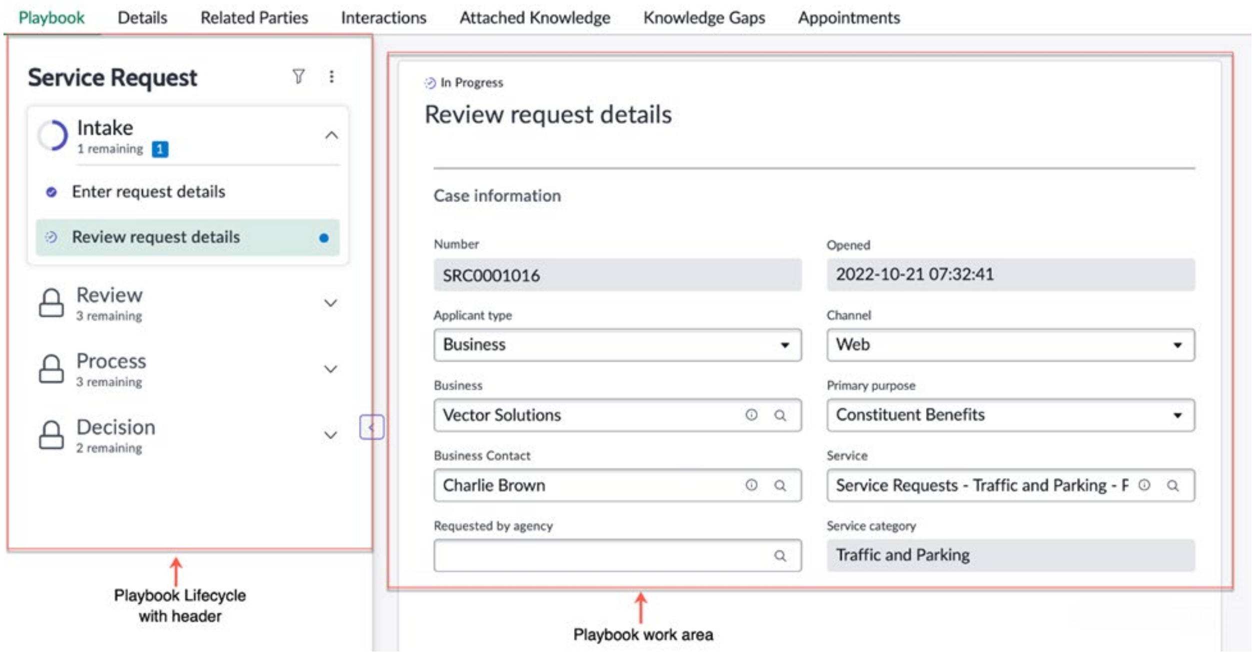
Military Family Relief Assistance Program

Figure 2. The Government Service Portal Homepage

With this purpose-built application, OSPI can deliver critical services faster than ever. There are three primary advantages:

1. Rapid implementation times to ensure that government services are not interrupted and that other institutions receive the assistance that they need.
2. Government workers are equipped with a guided experience to process requests efficiently and steadily.
3. External agencies can easily find what they need with a focused and organized portal experience.

ServiceNow also provides Playbook experiences to guide users, distribute tasks, and automate work within more complicated processes and workflows. Both OSPI staff members and external users can view the process stages, in-progress work, and upcoming tasks. Here is an example of what a staff member would see when fulfilling a generic service request:


Playbook
Details
Related Parties
Interactions
Attached Knowledge
Knowledge Gaps
Appointments
Service Request
Intake
1 remaining
1
Enter request details
Review request details
Review
3 remaining
Process
3 remaining
Decision
2 remaining
Playbook Lifecycle
with header
In Progress
Playbook work area

Review request details

Case information

Number: SRC0001016

Opened: 2022-10-21 07:32:41

Applicant type: Business

Channel: Web

Business: Vector Solutions

Primary purpose: Constituent Benefits

Business Contact: Charlie Brown

Service: Service Requests - Traffic and Parking - F

Requested by agency:

Service category: Traffic and Parking

Figure 3. Service Request Playbook Fulfillment

ServiceNow is designed to support OSPI's ever-growing and evolving needs. Here are some examples of roadmap items that are available with the ServiceNow product:

- Help external users find resources and create requests with a Virtual Agent.
- Automatically route and assign service requests using Advanced Work Assignment.
- Use generative AI to summarize requests or issues.

2.1.2. SERVICENOW SALES AND ORDER MANAGEMENT

The ServiceNow Sales and Order Management (SOM) suite of applications helps organizations to manage the early stages of product and inventory, which include product sales, quotes, orders initiation, order fulfillment, and follow-up efforts.

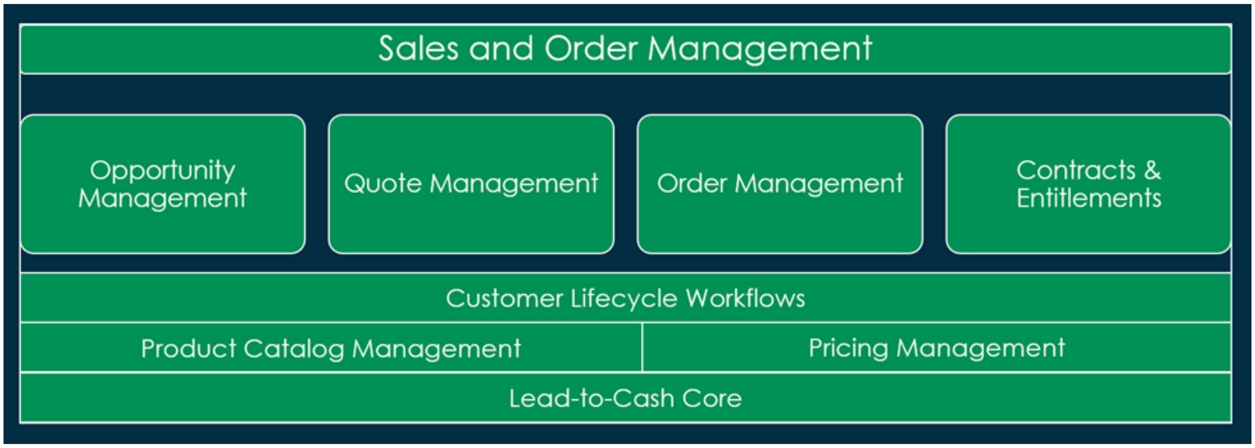
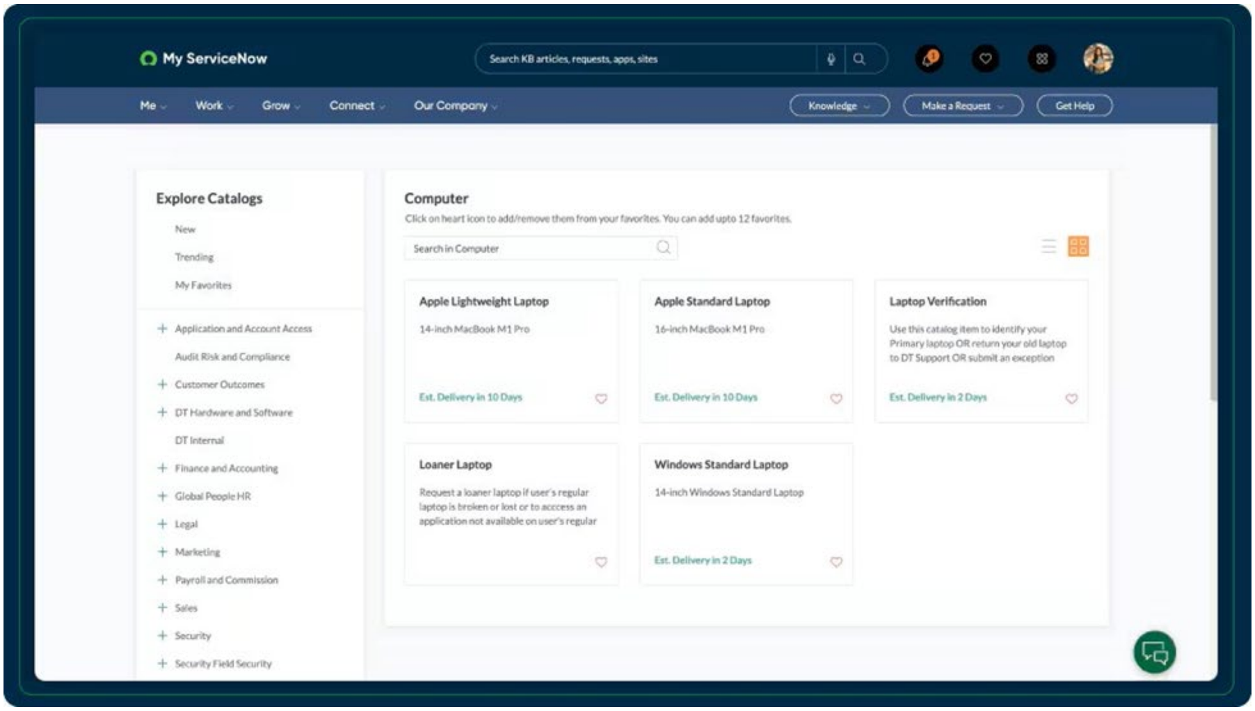

Sales and Order Management
Opportunity Management
Quote Management
Order Management
Contracts & Entitlements
Customer Lifecycle Workflows
Product Catalog Management
Pricing Management
Lead-to-Cash Core

Figure 4. Sales and Order Management application suite

By using these connected applications, Washington OSPI can find improvements in the following areas:

- Staff productivity
- Overall organizational efficiency
- Order fulfillment time

Two applications will provide the greatest benefit. The first, **Product Catalog Management**, allows management of the products being offered to recipient agencies in one or more online catalogs. These catalogs can support a hierarchy of categories, making navigating through the catalog and finding the desired products easier.


My ServiceNow
Search KB articles, requests, apps, sites
Me
Work
Grow
Connect
Our Company
Knowledge
Make a Request
Get Help
Explore Catalogs
New
Trending
My Favorites
Application and Account Access
Audit Risk and Compliance
Customer Outcomes
DT Hardware and Software
DT Internal
Finance and Accounting
Global People HR
Legal
Marketing
Payroll and Commission
Sales
Security
Security Field Security
Search in Computer

Computer

Click on heart icon to add/remove them from your favorites. You can add upto 12 favorites.

Apple Lightweight Laptop

14-inch MacBook M1 Pro

Est. Delivery in 10 Days

Apple Standard Laptop

16-inch MacBook M1 Pro

Est. Delivery in 10 Days

Laptop Verification

Use this catalog item to identify your Primary laptop OR return your old laptop to DT Support OR submit an exception

Est. Delivery in 2 Days

Loaner Laptop

Request a loaner laptop if user's regular laptop is broken or lost or to acccess an application not available on user's regular

Windows Standard Laptop

14-inch Windows Standard Laptop

Est. Delivery in 2 Days

Figure 5. An example catalog in a portal built for external users

The second application, **Order Management**, ties in closely with the Product Catalog to offer a smooth ordering process to recipient agency users. Like with most ServiceNow products, this application is designed to be extendable and configurable. All processes are driven by a common data model. ServiceNow makes it straightforward for OSPI staff to refine newly placed orders with additional details like delivery location or exact cost, in direct comparison to entitlements. Ordering data in the platform can be analyzed and combined to generate reports or to understand trends across one or more recipient agencies.

2.1.3. ENTERPRISE ASSET MANAGEMENT OVERVIEW

A lack of visibility into an organization's assets and inventory will have many harmful effects. For example, this could impact an organization's ability to deliver goods and services on-time and with accuracy. That issue can also introduce significant roadblocks into efforts that increase automation and scale across the organization's practices.

ServiceNow's Enterprise Asset Management (EAM) product manages and automates the complete lifecycle of inventory assets, from purchase, to acquisition, to storage, to transfer, and to final delivery and consumption. ServiceNow's interconnected design means that these asset processes are closely integrated with other processes, including financial processes, order management, and request management.

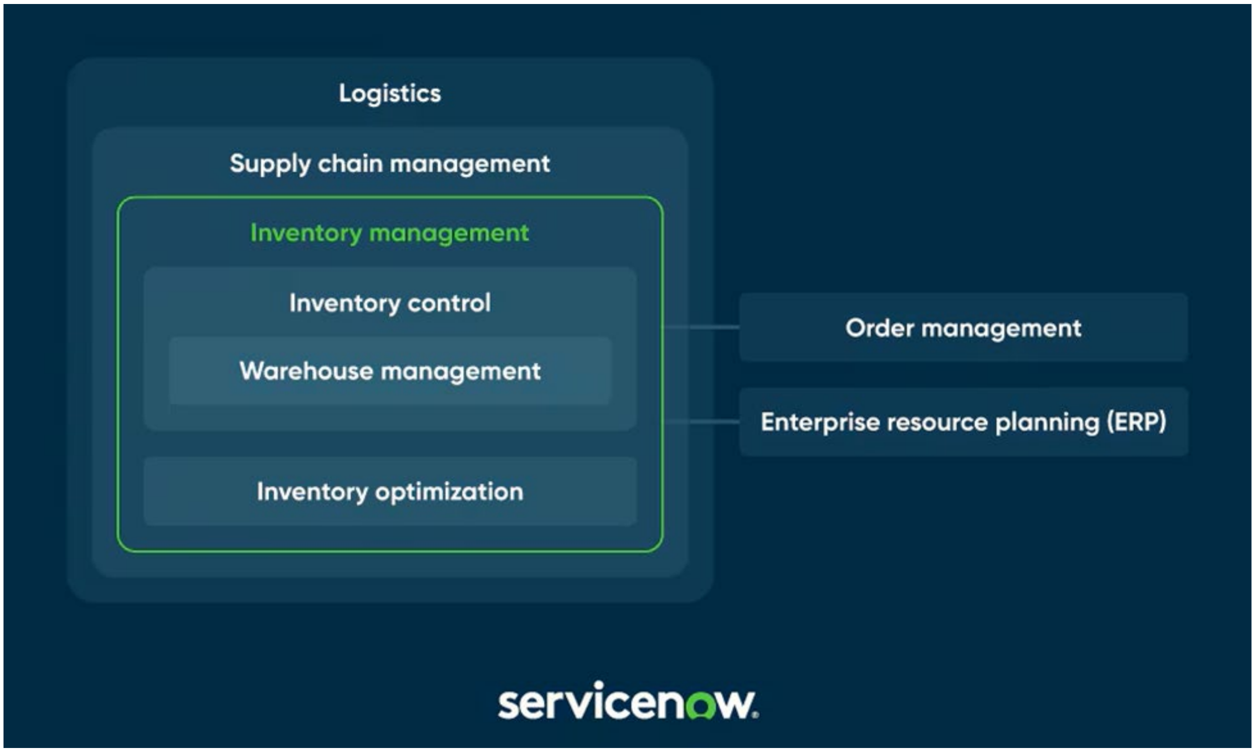
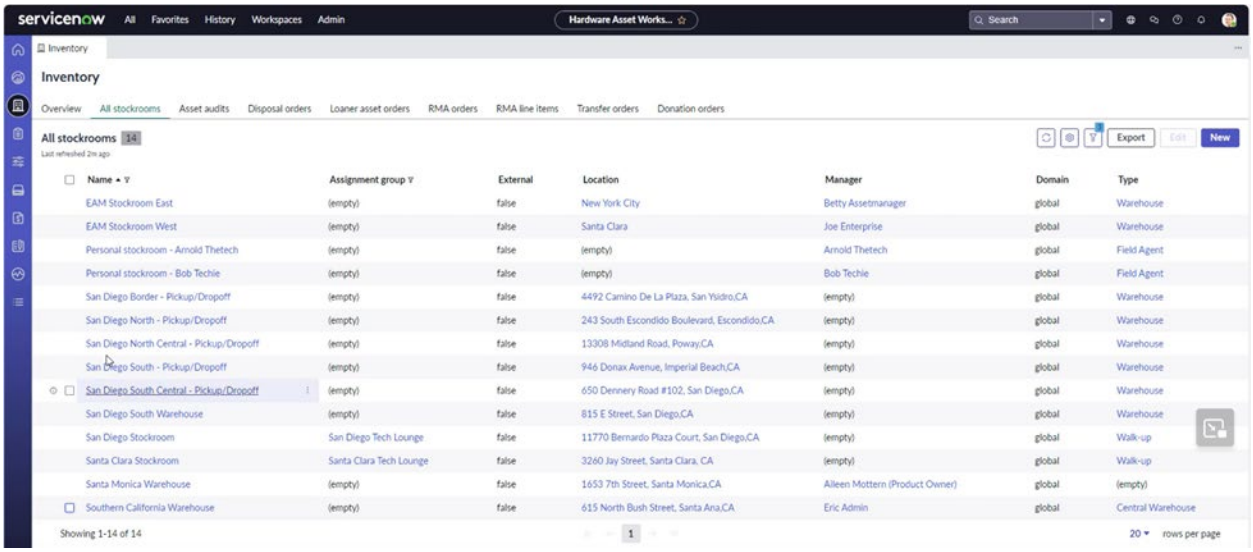

Logistics
Supply chain management
Inventory management
Inventory control
Warehouse management
Inventory optimization
Order management
Enterprise resource planning (ERP)
servicenow.

Figure 6. How do inventory management processes tie together?

With this product, stewardship of inventory assets is simplified with complete visibility into:

- What OSPI has
- Where it is
- How much it costs

OSPI staff users will be equipped with a Configurable Workspace that provides all the information and tools that one needs in a single interface. Inventory managers can access and manage a full list of warehouses and stockrooms across all locations:


servicenow
All
Favorites
History
Workspaces
Admin
Hardware Asset Works... ☆
Search
Inventory
Overview
All stockrooms
Asset audits
Disposal orders
Loaner asset orders
RMA orders
RMA line items
Transfer orders
Donation orders
Export
Edit
New

Inventory

All stockrooms 14

Last refreshed 2m ago

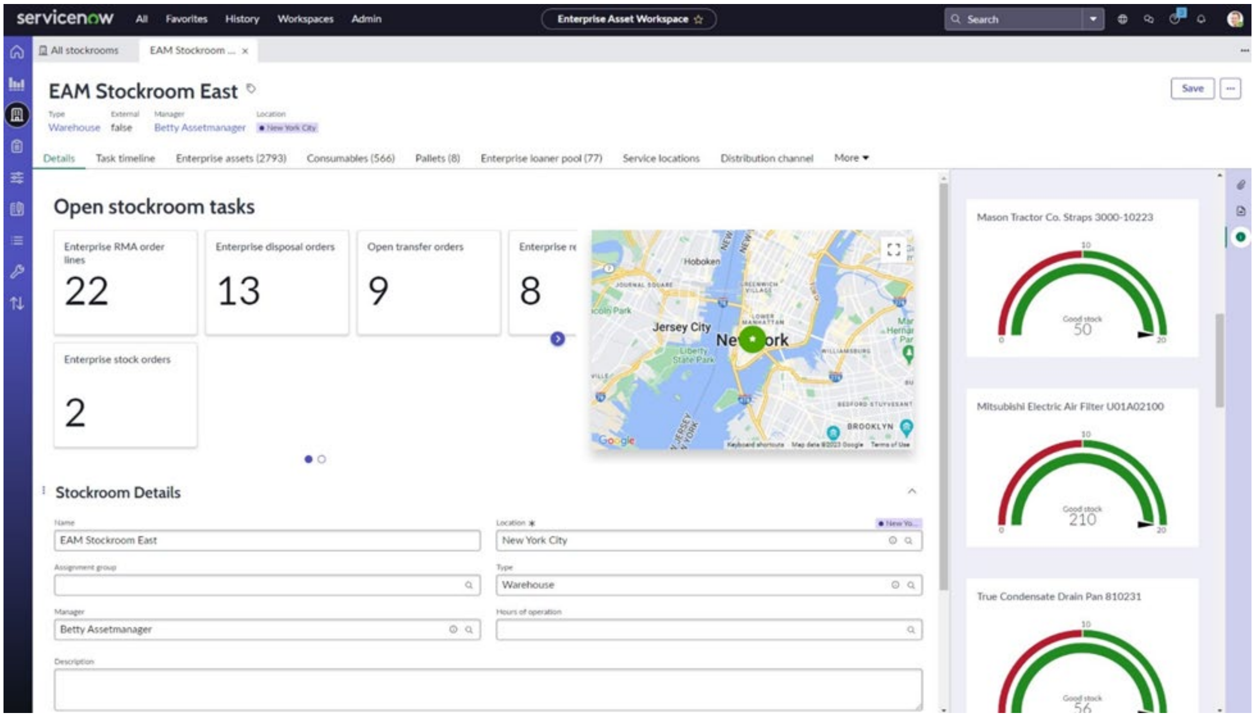
Name	Assignment group	External	Location	Manager	Domain	Type
EAM Stockroom East	(empty)	false	New York City	Betty Assetmanager	global	Warehouse
EAM Stockroom West	(empty)	false	Santa Clara	Joe Enterprise	global	Warehouse
Personal stockroom - Arnold Thetech	(empty)	false	(empty)	Arnold Thetech	global	Field Agent
Personal stockroom - Bob Techie	(empty)	false	(empty)	Bob Techie	global	Field Agent
San Diego Border - Pickup/Dropoff	(empty)	false	4492 Camino De La Plaza, San Ysidro,CA	(empty)	global	Warehouse
San Diego North - Pickup/Dropoff	(empty)	false	243 South Escondido Boulevard, Escondido,CA	(empty)	global	Warehouse
San Diego North Central - Pickup/Dropoff	(empty)	false	13308 Midland Road, Poway,CA	(empty)	global	Warehouse
San Diego South - Pickup/Dropoff	(empty)	false	946 Donax Avenue, Imperial Beach,CA	(empty)	global	Warehouse
San Diego South Central - Pickup/Dropoff	(empty)	false	650 Dennery Road #102, San Diego,CA	(empty)	global	Warehouse
San Diego South Warehouse	(empty)	false	815 E Street, San Diego,CA	(empty)	global	Warehouse
San Diego Stockroom	San Diego Tech Lounge	false	11770 Bernardo Plaza Court, San Diego,CA	(empty)	global	Walk-up
Santa Clara Stockroom	Santa Clara Tech Lounge	false	3260 Jay Street, Santa Clara, CA	(empty)	global	Walk-up
Santa Monica Warehouse	(empty)	false	1653 7th Street, Santa Monica,CA	Alleen Mottern (Product Owner)	global	(empty)
Southern California Warehouse	(empty)	false	615 North Bush Street, Santa Ana,CA	Eric Admin	global	Central Warehouse

Showing 1-14 of 14

20 rows per page

Figure 7. Warehouse list within a Configurable Workspace

And when viewing a particular warehouse, ServiceNow provides great depth of information, including manager, location, inventory stored there, and open orders or shipments:


servicenow
All
Favorites
History
Workspaces
Admin
Enterprise Asset Workspace ☆
Search
All stockrooms
EAM Stockroom ... ×
Save
Details
Task timeline
Enterprise assets (2793)
Consumables (566)
Pallets (8)
Enterprise loaner pool (77)
Service locations
Distribution channel
More
Hoboken
Journal Square
Greenwich Village
Lower Manhattan
Jersey City
New York
Liberty State Park
Williamsburg
Bedford Stuyvesant
Brooklyn
Google
Keyboard shortcuts
Map data ©2023 Google
Terms of Use
10
0
20
Good stock

EAM Stockroom East

Type: Warehouse
External: false
Manager: Betty Assetmanager
Location: New York City

Open stockroom tasks

Task	Count
Enterprise RMA order lines	22
Enterprise disposal orders	13
Open transfer orders	9
Enterprise re	8
Enterprise stock orders	2

Stockroom Details

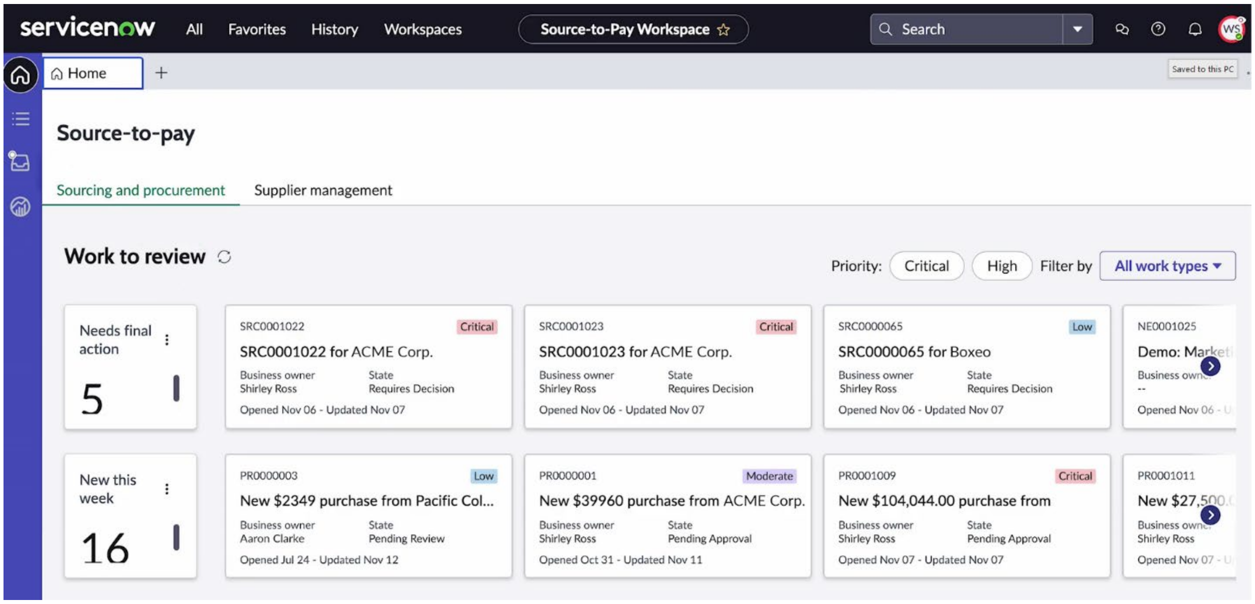
Name: EAM Stockroom East
Location: New York City
Assignment group:
Type: Warehouse
Manager: Betty Assetmanager
Hours of operation:
Description:

Item	Good stock
Mason Tractor Co. Straps 3000-10223	50
Mitsubishi Electric Air Filter U01A02100	210
True Condensate Drain Pan 810231	56

Figure 8. Detailed Warehouse View within a Configurable Workspace

2.1.4. SOURCE TO PAY OPERATIONS OVERVIEW

ServiceNow's Source-to-Pay Operations solution focuses on streamlining and improving the purchase order and invoicing processes. Purchase orders can be rapidly created for the food suppliers and food processors that Washington OSPI works with. The configurable workspace improves overall procurement processes through automation, which will minimize OSPI's administrative burden and reduce operational setbacks.


servicenow
All
Favorites
History
Workspaces
Source-to-Pay Workspace
Search
Home
Saved to this PC
Source-to-pay
Sourcing and procurement
Supplier management
Work to review
Priority:
Critical
High
Filter by
All work types

Needs final action
5

SRC0001022 Critical
SRC0001022 for ACME Corp.
Business owner: Shirley Ross
State: Requires Decision
Opened Nov 06 - Updated Nov 07

SRC0001023 Critical
SRC0001023 for ACME Corp.
Business owner: Shirley Ross
State: Requires Decision
Opened Nov 06 - Updated Nov 07

SRC0000065 Low
SRC0000065 for Boxeo
Business owner: Shirley Ross
State: Requires Decision
Opened Nov 06 - Updated Nov 07

NE0001025
Demo: Market
Business own
--
Opened Nov 06 - U

New this week
16

PR0000003 Low
New $2349 purchase from Pacific Col...
Business owner: Aaron Clarke
State: Pending Review
Opened Jul 24 - Updated Nov 12

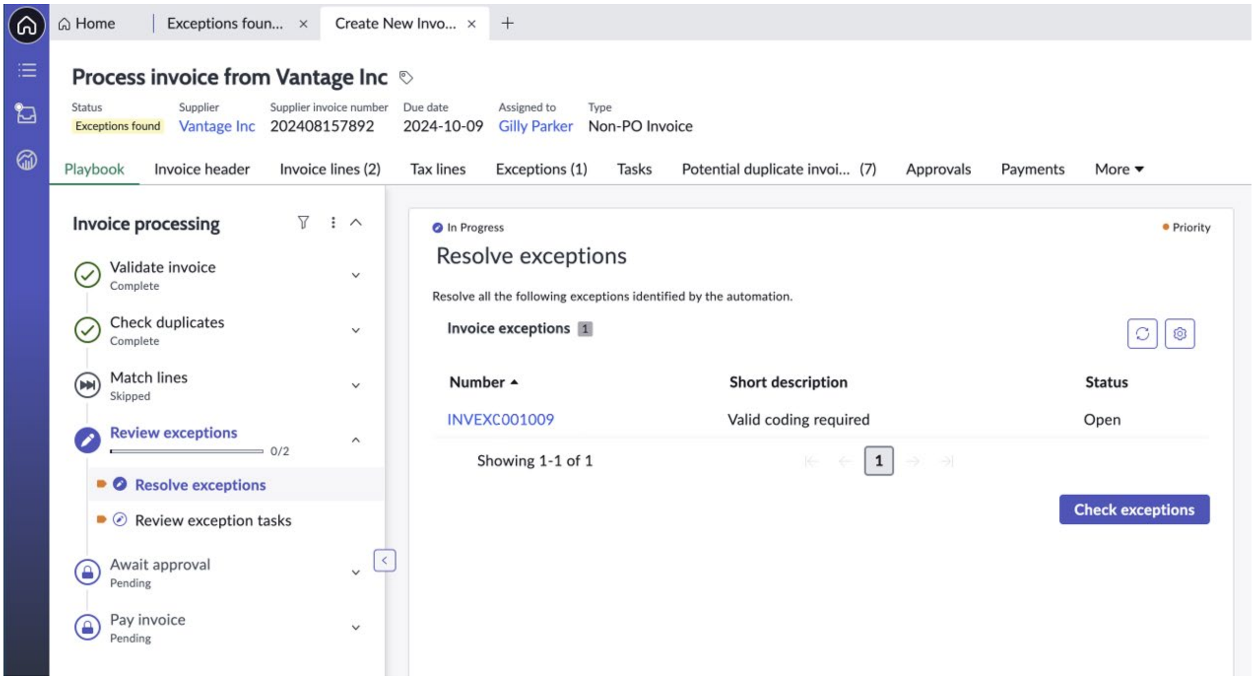
PR0000001 Moderate
New $39960 purchase from ACME Corp.
Business owner: Shirley Ross
State: Pending Approval
Opened Oct 31 - Updated Nov 11

PR0001009 Critical
New $104,044.00 purchase from
Business owner: Shirley Ross
State: Pending Approval
Opened Nov 07 - Updated Nov 07

PR0001011
New $27,500.
Business own
Shirley Ross
Opened Nov 07 - U

Figure 9. Source-to-Pay Workspace dashboard showing ongoing work.

With this product, OSPI can improve their invoice and payment processing workflows. Your staff will be enabled to collaborate seamlessly with food suppliers, increasing efficiency and productivity. This product also facilitates quick and precise invoice processing. Use ServiceNow platform flows to manage approvals, find and settle exceptions or issues, and share invoices with external systems to complete final payment.


Home
Exceptions foun...
Create New Invo...
Playbook
Invoice header
Invoice lines (2)
Tax lines
Exceptions (1)
Tasks
Potential duplicate invoi... (7)
Approvals
Payments
More
Invoice processing
Validate invoice
Complete
Check duplicates
Complete
Match lines
Skipped
Review exceptions
0/2
Resolve exceptions
Review exception tasks
Await approval
Pending
Pay invoice
Pending
In Progress
Priority
Showing 1-1 of 1
1
Check exceptions

Process invoice from Vantage Inc

Status	Supplier	Supplier invoice number	Due date	Assigned to	Type
Exceptions found	Vantage Inc	202408157892	2024-10-09	Gilly Parker	Non-PO Invoice

Resolve exceptions

Resolve all the following exceptions identified by the automation.

Invoice exceptions 1

Number	Short description	Status
INVEXC001009	Valid coding required	Open

Figure 10. Invoice status and exceptions shown in Workspace view.

With this product, ServiceNow covers relationships with vendors and suppliers, financial processing, and other related needs. Managing OSPI's relationships with these external organizations is greatly simplified—all data and ongoing activity is available in one place.

2.1.5. DATA CONVERSION AND MIGRATION OVERVIEW

First, the Accelare team will engage with OSPI resources to help guide the data cleansing work to purge duplicative incorrect or out of date current FDMS information and create a clean migration file.

Second, the data migration lead will work with the solution architect to map existing data elements into the new data model established for the new Food Distribution Management System.

Third, the data migration team will run between 2-3 mock conversations to test for data quality and accuracy of the script. The Accelare staff will work with OSPI to UAT the mock conversations, and tweak the script, in order to achieve a high success rate. Our objective will be to achieve a 95% confidence interval through the conversion, as well as help to implement a process for OSPI to manually correct records. If not careful, Data Migration can turn into an endless cycle of trying to increase the accuracy of the data. This effort can quickly snowball and torpedo an otherwise successful project. This is why, while we strive for 100% accuracy, settling for 95% and manual corrections is more likely to yield a positive result.

2.1.6. SERVICENOW DATA MIGRATION SOLUTION OVERVIEW

ServiceNow Import Set Integration is a powerful feature that enables organizations to efficiently bring external data into the ServiceNow platform. It provides a structured approach for importing, transforming, and mapping data from various sources into ServiceNow tables.

Key Features:

- **Data Import Sources:** Supports CSV, Excel, XML, JSON, JDBC, and REST/SOAP API-based imports.
- **Import Set Table**: Temporary staging table where incoming data is first stored before transformation.
- **Transform Maps:** Defines how imported data is mapped and transformed into target ServiceNow tables.
- **Data Transformation:** Allows scripting (e.g., GlideScript) to clean, modify, or validate data during import.
- **Scheduled Imports:** Automates recurring imports through scheduled jobs for efficiency.
- **Error Handling & Validation:** Identifies and logs errors, ensuring data integrity and quality.
- **Reusability:** Enables reuse of transform maps and import set configurations for consistent data processing.

Use Cases:

- **Third-Party System Integration:** Importing data from external ITSM, HR, or financial systems.
- **Bulk Data Uploads:** Loading large sets of data such as asset records, CMDB updates, or user information.
- **Automated Data Synchronization**: Periodic updates from external data sources for real-time accuracy.

By leveraging ServiceNow Import Set Integration, organizations can streamline data ingestion, reduce manual efforts, and maintain data consistency across enterprise applications.

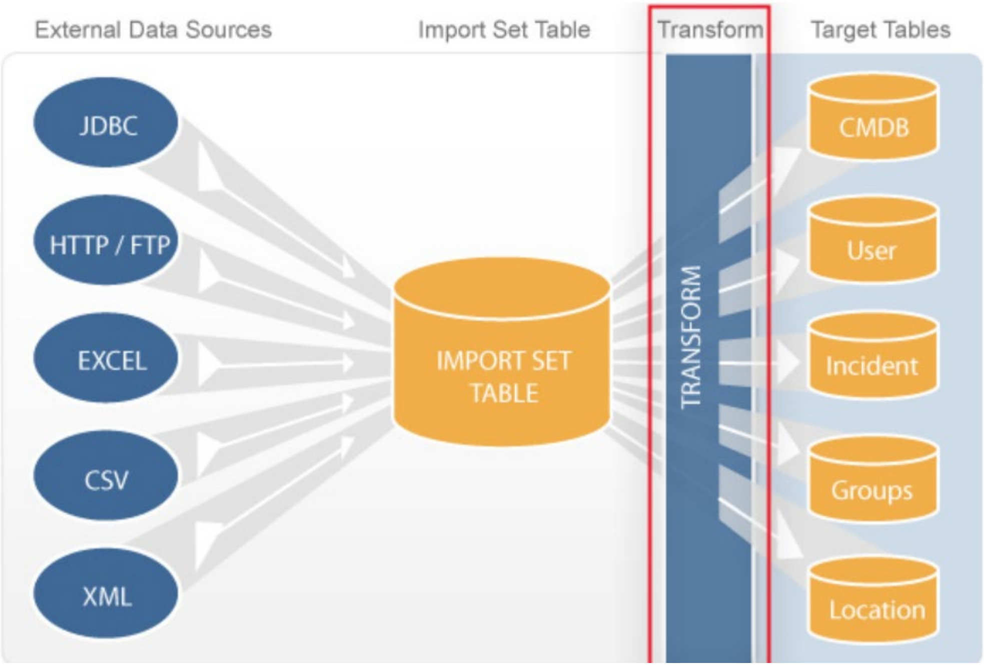

External Data Sources
Import Set Table
Transform
Target Tables
JDBC
HTTP / FTP
EXCEL
CSV
XML
IMPORT SET TABLE
TRANSFORM
CMDB
User
Incident
Groups
Location

Figure 11. Import Set Integration Architecture

2.1.7. INTEGRATIONS WITH 3RD PARTY SYSTEMS

A key requirement called out in the RFP is the ability of the new Food Distribution Management System to integrate with external systems including WINS, OneWA, EDS, Azure AD and Entra ID. Our approach to developing integrations with 3rd party systems is to leverage as much out-of-the-box functionality as possible through the use of the Integration Hub module. When configuring these integrations, the Accelare team lead will manage the configuration of the preferred integration method (REST API, XML, JDBC/ODBC and etc.) for each system followed by QA testing, UAT and OSPI acceptance during End-to-End testing.

2.1.8. SERVICENOW SOLUTION FOR 3RD PARTY INTEGRATIONS

ServiceNow Integration Hub is a robust framework that enables seamless integration between ServiceNow and third-party systems using pre-built connectors (Spokes) and custom API integrations. It simplifies automation, accelerates digital workflows and reduces development efforts for integrating external applications.

Key Features of Integration Hub:

1. **Pre-Built Spokes**
    - Provides out-of-the-box connectors for popular third-party applications like Microsoft Teams, Slack, SAP, Workday, Salesforce, AWS, and more.
    - Reduces the need for complex scripting.
2. **Flow Designer Integration**
    - Enables no-code/low-code automation of business processes using drag-and-drop actions.
    - Uses Actions and Flows to orchestrate integrations.
3. **REST & SOAP API Support**
    - Allows custom integrations using REST or SOAP web services.
    - Facilitates both inbound and outbound API calls.
4. **Secure and Scalable**
    - Supports OAuth 2.0, Basic Authentication, and API Keys for secure connectivity.
    - Scales across multiple business units and applications.
5. **Mid Server for On-Premise Integrations**
    - Connects securely to on-premise databases, LDAP, and legacy systems without exposing them to the internet.
6. **Event-Driven Integrations**
    - Triggers workflows and actions based on real-time events in ServiceNow or third-party systems.

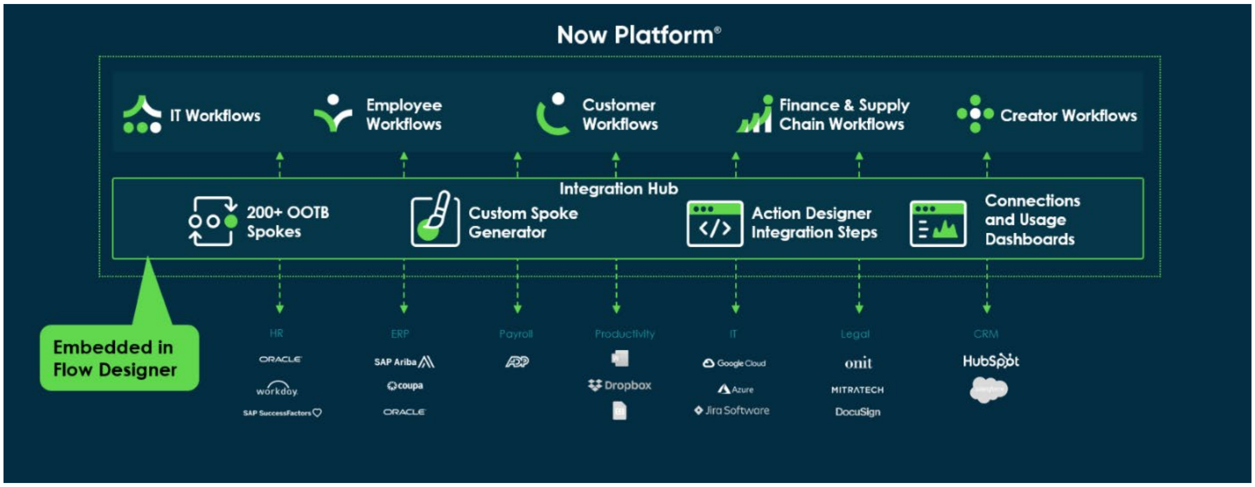

Now Platform®
IT Workflows
Employee Workflows
Customer Workflows
Finance & Supply Chain Workflows
Creator Workflows
Integration Hub
200+ OOTB Spokes
Custom Spoke Generator
Action Designer Integration Steps
Connections and Usage Dashboards
Embedded in Flow Designer
HR
ORACLE
workday
SAP SuccessFactors
ERP
SAP Ariba
coupa
ORACLE
Payroll
ADP
Productivity
Dropbox
IT
Google Cloud
Azure
Jira Software
Legal
onit
MITRATECH
DocuSign
CRM
HubSpot

Figure 12. Integration Hub Architecture

2.1.9. PLATFORM ARCHITECTURE OVERVIEW

ServiceNow is a global company with a global cloud infrastructure that hosts the Now Platform.

ServiceNow Data Centers, arranged in pairs for redundancy, ensure customers have fast and secure access to their instances 24 hours a day, 7 days a week, and 365 days a year.

ServiceNow uses only top-tier global specialist colocation data center operators — which must be either ISO/IEC 27001 accredited and/or conduct regular SSAE18 SOC 2 Type 2 audits.

These providers have no logical access to any ServiceNow systems, or customer data, and solely provide private colocation spaces along with environmental resources.

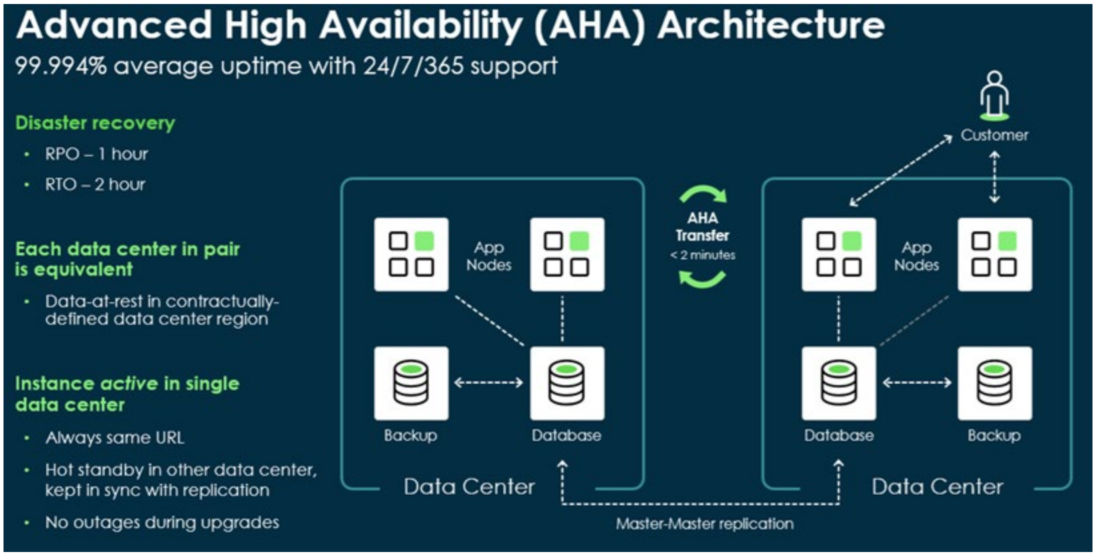
2.1.10. HIGH AVAILABILITY ARCHITECTURE

The ServiceNow data centers, and cloud-based infrastructure, are designed to be highly available with redundant components and multiple network paths to avoid single points of failure. This Advanced High Availability architecture, or AHA as it is commonly known, provides the primary means to restore service in the case of a disruption that could impact availability.

The ServiceNow data centers are arranged in pairs, with all customer production data hosted in both data centers. These pairs are kept in sync using asynchronous database replication. Both data centers are always operational, with data replicated from the active (read-write) data center to the passive (read-only) data center.

Prior to executing maintenance, ServiceNow can proactively transfer the operation of a customer instance from one data center to the other. The maintenance can then proceed without impacting service availability.

Therefore, transfer between active and passive data centers is regularly executed as part of ServiceNow standard operating procedures. This practice ensures that if a failover is needed, the transfer will be successful with minimal service disruption.



Advanced High Availability (AHA) Architecture

99.994% average uptime with 24/7/365 support

Disaster recovery

- RPO – 1 hour
- RTO – 2 hour

Each data center in pair is equivalent

- Data-at-rest in contractually-defined data center region

Instance *active* in single data center

- Always same URL
- Hot standby in other data center, kept in sync with replication
- No outages during upgrades

Figure 13. AHA Architecture diagram

Backups

In certain scenarios, it may be necessary to use traditional backup and recovery mechanisms.

For example, when a customer's data may have been accidentally deleted or corrupted, rendering it unusable or inaccessible. In this case, restoring from a backup is the only option for recovery.

All backups are written to disk; tapes and removable media are not used. Backups are not sent offsite. Backups remain in the data center where they are made, which provides geographic separation. At the end of their working life, disks are securely wiped, or destroyed, so that no data remains.

Backups are encrypted with AES-256 using randomly generated encryption keys for every backup. Keys are kept in a secure key store, and only retrieved by an automated process. ServiceNow runs regular, automated tests to ensure the quality of backups, and any failures are reported for remediation.

The ServiceNow backup architecture is not designed to provide archival records, given the minimum 14-day backup retention period. However, customers may choose to retain data within their instances for as long as they require, in accordance with their policy or regulatory requirements.

Platform Security

ServiceNow believes that protecting our customers data, including their most sensitive data such as personal identifiable information (PII), as well as credentials, financial information, trade secrets, and/or protected health information (PHI) is of the greatest importance.

With today's privacy laws such as GDPR (General Data Protection Regulations) and CPPA (California Consumer Protection Act) it is also very critical that organizations ensure privacy when electing, handling, storing, and disposing of employee and customer personal information.

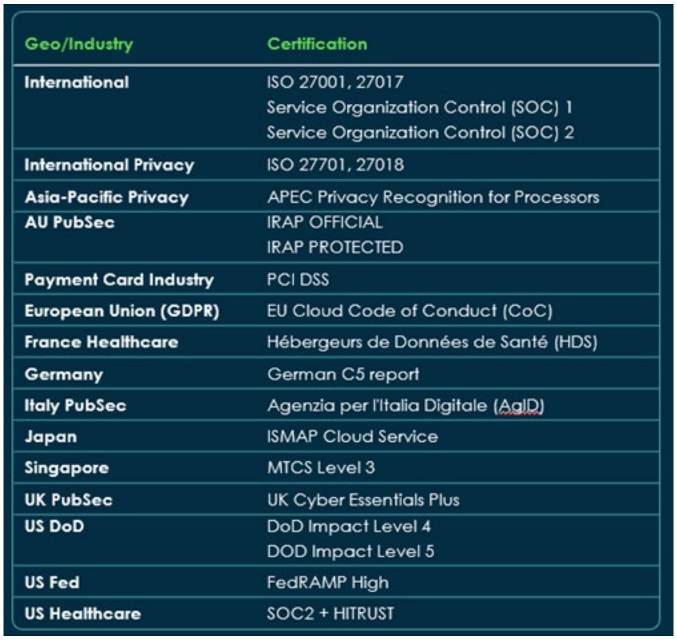
Many organizations are subject to industry mandates and regulations, making compliance a very important element. It is important to ensure compliance with the appropriate laws and regulations.

Security Certification and Compliance

ServiceNow has invested in gaining many global and regional security certifications.

ServiceNow has been an ISO 27001 certified organization since 2012, providing assurance that our Information Security Management System (ISMS) is fine-tuned to keep pace with changes to security threats, essential in the fast-paced world of IT security.

Every year ServiceNow is rigorously audited by independent third-party companies, and government bodies, to prove that ServiceNow complies with various global and regional standards governing information security.



Geo/Industry	Certification
International	ISO 27001, 27017 Service Organization Control (SOC) 1 Service Organization Control (SOC) 2
International Privacy	ISO 27701, 27018
Asia-Pacific Privacy	APEC Privacy Recognition for Processors
AU PubSec	IRAP OFFICIAL IRAP PROTECTED
Payment Card Industry	PCI DSS
European Union (GDPR)	EU Cloud Code of Conduct (CoC)
France Healthcare	Hébergeurs de Données de Santé (HDS)
Germany	German C5 report
Italy PubSec	Agenzia per l'Italia Digitale (AgID)
Japan	ISMAP Cloud Service
Singapore	MTCS Level 3
UK PubSec	UK Cyber Essentials Plus
US DoD	DoD Impact Level 4 DOD Impact Level 5
US Fed	FedRAMP High
US Healthcare	SOC2 + HITRUST

Figure 14. Certification and compliance list

Physical Security

Within each data center, all ServiceNow equipment is stored in dedicated, anonymous cage spaces or private suites, and ServiceNow has its own onsite personnel that exclusively provide management, installation, maintenance, and support for these spaces.

Only ServiceNow personnel with a direct responsibility for (or role in) maintaining colocation spaces are authorized to physically access data center locations, with access to cages enforced using biometric access controls.

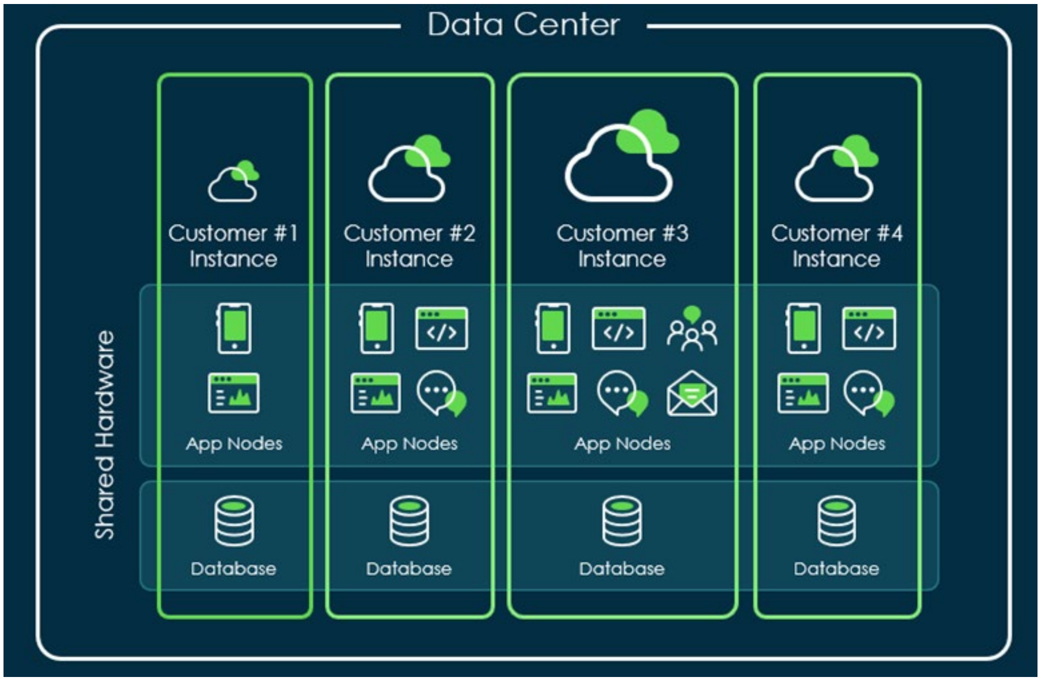
Applying separation-of-duties good practice, ServiceNow personnel with physical access to data centers do not have logical access to data environments, and staff with logical access to data do not have physical access to data centers.

Similar segregation of duties applies between ServiceNow personnel responsible for managing the key management appliances and the personnel responsible for managing the infrastructure.

Dedicated Customer Instance & Database

ServiceNow provides each customer with their own dedicated instance and database.

A significant benefit of the ServiceNow architecture is that it creates a very distinct logical boundary between the data of each customer, meaning that no customer could potentially access another customer's data.



Data Center
Shared Hardware
Customer #1 Instance
Customer #2 Instance
Customer #3 Instance
Customer #4 Instance
App Nodes
App Nodes
App Nodes
App Nodes
Database
Database
Database
Database

Figure 15. Dedicated instances diagram

Encryption In Transit

ServiceNow customers typically access their instances over the internet via a browser or web service call.

Transport Layer Security, or TLS, is used for these connections, with TLS 1.2 as a minimum. ServiceNow controls the TLS certificates, which are signed by an official Certificate Authority.

All end-user access to a ServiceNow instance attempted over HTTP are redirected to HTTPS.

Negotiated ciphers are subject to customer browser versions and may be influenced by customer internet proxy infrastructure. Customers can force specific cipher suites via their own browsers or proxies if desired.

Authentication

As the data controller, a customer's system admin determines user access rights for their instances and the data stored in it.

ServiceNow supports SAML2.0 with Open ID supported and OAuth 2.0 to integrate with standards-based IdP solutions (for example, premises-based services like MSFT ADFS as well as cloud IdPs like AAD, Okta, & SailPoint).

The Now Platform consumes Secure LDAP on port 636 so that customers existing digital identity attributes can be leveraged. Both SAML and SCIM are supported for provisioning.

Customers can use the ServiceNow logical login or "built-in" basic authentication credential store, or they can use one of their choosing.

ServiceNow can support multi-factor authentication, or MFA, "built-in" and leverage apps from Google, Microsoft, or Apple. Customers can also orchestrate MFA using their own IdP services.

Using certificate-based authentication, customer admins can register the client certificate and log in using their Personal Identity Verification (PIV) or Common Access Card (CAC).

Microsoft's Active Directory Federation Service (ADFS) enables Federated Identity and Access Management by securely sharing digital identity and entitlements rights across security and enterprise boundaries.

Using self-registration, a user can complete and submit the self-registration form and see a confirmation that it was submitted. Once the account is registered by the admin, the user receives an email confirmation.

For time-limited authentication administrators can configure link-based authentication that can be shared with the user through Email or SMS. The user can then use the link to log in to the Now Platform instance for a specified period of time.

Adaptive Authentication uses policies to evaluate authentication requests and, based on those policies, either deny or allow access to a customer instance.

Contextual policies can be used to restrict access to your instance for users, devices, and APIs based on criteria such as IP addresses, device names, device types, geolocation, user roles, and user groups.

Authorization

A Now Platform instance includes a built-in Role-Based Access Control, or RBAC, mechanism for controlling user, group, and role objects.

When groups are created with roles assigned to them, users assigned to that group then automatically inherit those roles.

Access Control Lists, or ACLs, can be used in conjunction with RBAC to create more granular controls for fields, records, and tables.

To gain access to an object and operation, a user must pass all permissions listed in an access control.

Additional controls exist on a contextual basis, depending on individual attributes of the object being accessed. These attributes may include the state of a specific kind of record, the value of a field, or even the day, date, or geographic location of the end users.

Because integration with a customer's own directory services is possible, existing users and groups in those directory services can be consumed by the customer's Now Platform instance(s) and be a component of authorization.

2.1.11. GOVERNMENT COMMUNITY CLOUD (GCC)

The ServiceNow GCC environment is a FedRAMP and DoD authorized cloud platform made up of a specialized operating environment and application suite:

The ServiceNow GCC environment: A Continental United States (CONUS)-based dedicated infrastructure to process, store, and transmit government information using a multi-instance architecture. •

The Now Platform: A collection of natively integrated applications designed to support IT service automation, resource management and shared support services.

The ServiceNow Government Community Cloud (GCC) was granted a Joint Authorization Board (JAB) Provisional Authorization to Operate (p-ATO) with a High system categorization on August 12, 2019 and was approved at the U.S. Department of Defense Impact Level 4 on October 6, 2019.

GCC is authorized for FedRAMP High and DoD Impact Level 4 data and workloads. The user community includes federal, state, local, and tribal governments along with regulated organizations that have a requirement to meet U.S. Federal Government security standards.

Benefits of GCC

Compliance with NIST SP 800-53 Revision 4 controls, per the FedRAMP High baseline

Compliance with the DoD Impact Level 4 controls, per the DISA Cloud Computing SRG (Security Requirements Guide)

Full Disk Encryption (FDE) for data at rest by default — This is an additional cost option in the standard ServiceNow Commercial Cloud

U.S. Person Support and Administration

Continuous monitoring by the FedRAMP Program Management Office (PMO) and the Defense Information Systems Agency (DISA)

- Annual assessment by FedRAMP Third Party Assessment Organization (3PAO) — Annual penetration test by FedRAMP 3PAO
- Monthly deliverables to the FedRAMP PMO

- Vulnerability scans of operating system, database, and web applications — Inventory — Plan of Action and Milestones (POA&M)

2.2.Project Approach/Methodology

In order to ensure a high quality, transformative implementation of ServiceNow solution for OSPI, Accelare recommends a three-phased approach for this project. During Phase 1, Accelare consultants and architects would work with the OSPI team to review and finalize requirements for the Food Distribution Management System. This important step would provide much needed detail to the scope for Phase 2 and Phase 3 of the project. Phase 2 of the project would be the actual build and launch of the new system for product catalog, portal and product pre-order. Phase 3 of the project would be implementing monthly orders and invoice processing.

Accelare would look to utilize a hybrid-agile program delivery methodology in Phase 2 and Phase 3, however our ability to use this framework is largely dependent on what our consultants uncover during Phase 1.

2.3.Work Plan

2.3.1. PHASE 1 – CLARIFY THE STRATEGY, REQUIREMENTS AND BUILD THE ROADMAP

This phase of the project is a key step necessary for Accelare consultants and architects to better understand the processes being implemented on the FDMS solution and provide additional detail required for the successful delivery of Phase 2 and Phase 3 of the project. While the requirements provided in the RFP are extensive, additional work needs to be done to lay out these requirements into a logical process that can be built into a system. Additionally, certain requirements that are categorized as mandatory in the RFP may need to be rethought in the context of what is possible in a modern, cloud-based solution like ServiceNow. The benefit of this phase is that Accelare and OSPI are able to redesign and contextualize your processes using ServiceNow as a baseline. Our goal during Phase 1 is to:

- Capture dependencies between processes
- Understand how specific documents and templates link to key steps in the process
- Develop a robust data model
- Build a tailored implementation roadmap
- Understand which processes can be enabled with Out-of-the-Box (OOB) vs custom technology

The key deliverables in Phase 1 provide true business value and will be continuously used throughout the project to maintain alignment. While not perfectly mapping to Table 4 from the RFR, these project artifacts will be used to inform development of more technical deliverables. They include:

1. Baselined Project Plan
2. Cross-functional Workflow Documentation
3. OSPI Internal and External Personas
4. Core Data Model & Systems Architecture

5. Communications and OCM Plan
6. Project Roadmap

2.3.2. PHASE 2 AND PHASE 3 – BUILD AND DEPLOY

Quickly following on the outcomes of Phase 1, Accelare would then turn our attention to beginning the development of the FDMS. Unlike traditional software deployments, Accelare utilizes our Platform-based Design Engineering (PDE) methodology throughout the entire deployment. There are two main differentiators of the PDE methodology that make this approach optimally suited for cloud software implementation. First, the OSPI team will be working directly with Accelare Design Engineers in the design, configuration, and deployment of the application. You won't be working with a BA who writes down your requirements and then ships the stories to an offshore development shop. Second, In working with the Design Engineers, you will divide the work into three distinct workstreams: 1) Out-of-the-box, 2) Configure, and 3) Customize (also known as no code, low code, and pro-code). These workstreams are informed by the project roadmap created in Phase 1.

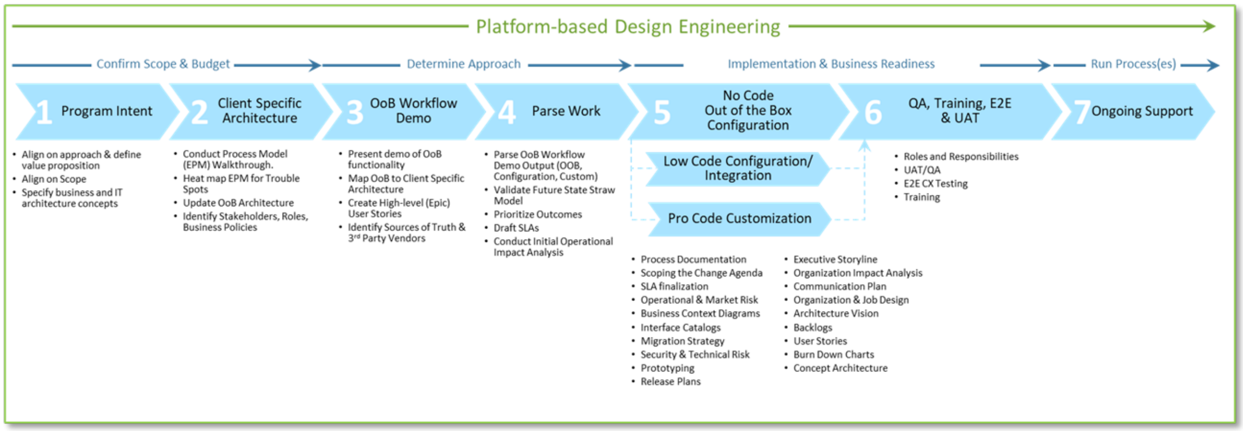

Platform-based Design Engineering
Confirm Scope & Budget
Determine Approach
Implementation & Business Readiness
Run Process(es)
1 Program Intent
2 Client Specific Architecture
3 OoB Workflow Demo
4 Parse Work
5 No Code Out of the Box Configuration
6 QA, Training, E2E & UAT
7 Ongoing Support
Low Code Configuration/ Integration
Pro Code Customization
• Align on approach & define value proposition
• Align on Scope
• Specify business and IT architecture concepts
• Conduct Process Model (EPM) Walkthrough.
• Heat map EPM for Trouble Spots
• Update OoB Architecture
• Identify Stakeholders, Roles, Business Policies
• Present demo of OoB functionality
• Map OoB to Client Specific Architecture
• Create High-level (Epic) User Stories
• Identify Sources of Truth & 3rd Party Vendors
• Parse OoB Workflow Demo Output (OOB, Configuration, Custom)
• Validate Future State Straw Model
• Prioritize Outcomes
• Draft SLAs
• Conduct Initial Operational Impact Analysis
• Roles and Responsibilities
• UAT/QA
• E2E CX Testing
• Training
• Process Documentation
• Scoping the Change Agenda
• SLA finalization
• Operational & Market Risk
• Business Context Diagrams
• Interface Catalogs
• Migration Strategy
• Security & Technical Risk
• Prototyping
• Release Plans
• Executive Storyline
• Organization Impact Analysis
• Communication Plan
• Organization & Job Design
• Architecture Vision
• Backlogs
• User Stories
• Burn Down Charts
• Concept Architecture

Figure 16. Platform-based Design Engineering

As shown in Figure 16 above, the PDE approach spans both the work conducted in Phase 1 of the project through Phase 2. The processes, already broken out into their appropriate workstream follow 3 different software design lifecycles (SDLC) specifically tailored to how the requirement is being met. For processes and non-functional requirements being delivered with out-of-the-box functionality, the development team creates a demo of the functionality and presents it back to OSPI for review and sign off. If changes or tweaks are needed, OSPI simply indicates that to the team and the appropriate changes are made. The process for implementing a "Low Code" or configurated requirement is largely the same as out-of-the-box, with Accelare first enveloping a demo that shows the requirement as defined in Phase 1. From there, the team engages in iterative design sessions with their Design Engineer to tweak and configure the workflow. Finally, requirements that are to be met with "Pro Code" or customer development, the Accelare team follows a more traditional SDLC of documenting requirements using User Stories and developing the software. Once an iteration of the custom software is complete, the Accelare team demos it for OSPI and then utilizes design sessions, similar to the configuration SDLC, to tweak and refine what has been built.

Testing

Accelare leverages an Agile testing methodology which connects tests to the associated requirements and stories. ServiceNow has a test suite and automated test framework that can be leveraged to execute strategic tests that require repeatability and can be used for validation when systems are upgraded and/or patched.

The Testing Approach will be developed to outline roles, responsibilities, activities, and expectations for unit testing, system testing including load testing, and User Acceptance Testing. Testing and Quality Assurance is a key element of the delivery of RMS. During the Project Set-up, Accelare will confirm the testing approach. The first line of testing is Unit Testing and QA that is performed on finalized functionality delivered in Agile Sprints. The organization change management (OCM) team will concurrently preview developed process flows with representative stakeholders as they develop training plans. As functionality is developed, system testing and UAT will be performed. The newly delivered case management system will be built upon ServiceNow's accessibility compliant products. On top of the existing accessibility capabilities, the new solution will also be compatible with keyboard only use, speech input, text-to-speech software, and screen magnification. Testing for Accessibility will be incorporated into all tasting phases.

Immediately preceding Go-live, the Accelare testing team will lead OSPI through a series of End-to-End tests meant to demonstrate system performance and attain final sign off. Following Go-live, the Accelare and OSPI project team will need to conduct Smoke testing to ensure that all functionality is working appropriately in the production system and to double check that data that has been migrated is appearing correctly.

Data Conversion & Migration

A fourth workstream that will operate alongside the three core development teams is the Data Conversion and Migration team. First, this team will engage with OSPI resources to help guide the data cleansing work to purge duplicative, incorrect, or out of date case information and create a clean migration file. Second, the data migration lead will work with the solution architect to map existing data elements into the new data model established for the new case management system. Third, the data migration team will run between 2-3 mock conversations to test for data quality and accuracy of the script. The Accelare staff will work with OSPI to UAT the mock conversations, and tweak the script, in order to achieve a high success rate. Our objective will be to achieve a 95% confidence interval through the conversion, as well as help to implement a process for OSPI to manually correct records. If not careful, Data Migration can turn into an endless cycle of trying to increase the accuracy of the data. This effort can quickly snowball and torpedo an otherwise successful project. This is why, while we strive for 100% accuracy, settling for 95% and manual corrections is more likely to yield a positive result.

Integrations with 3rd Party Systems

A key requirement called out in the RFP is the ability of the new case management system to integrate with external systems including WINS, One WA, Azure ID and Entra ID. Our approach to developing integrations with 3rd party systems is to leverage as much out-of-the-box functionality as possible through the use of the Integration Hub module. When configuring these integrations, the Accelare team lead will manage the configuration of the preferred integration method (REST API, XML, etc.) for each system followed by QA testing, UAT, and OSPI acceptance during End-to-End testing.

Organizational Change Management & Training

Building a robust, highly capable system is only part of the puzzle. This workstream focuses on the end user's ability to actually use the system. Following a brief hiatus at the start of the project, the Training lead reengages with the project to begin executing on the training plan developed in Phase 1. This plan may include things like developing Standard Operating Procedures (SOPs), user manuals, quick reference guides, recorded videos, and instructor lead trainings. This plan would mirror and support the agreed upon implementation approach – if the project is delivered in smaller releases, training would reflect that, if it is a single, larger release, training would reflect that.

Accelare has delivered training in a variety of ways in the past and would be prepared to adjust our plan to meet OPSI's training needs. This includes the ability to do Train-the-Trainer, or direct systems training. Regardless of the approach decided upon by OPSI, Accelare recommends engaging a sub-set of stakeholders throughout the project to discuss and strategize the changes that will be implemented. These stakeholders will serve as the project's change agents among their peers. By engaging this "Change Coalition" early and often, we are able to further the chances of success for the project by increasing buy in and ownership of the end product – it's not something we are forcing onto staff, it is something they are actively participating in building and delivering.

Ongoing Support After Go-Live

Accelare's support service post-go-live includes an initial warranty period to respond to and correct any defects in the system, as well as an initial bucket of hours to accommodate any necessary enhancements flagged by the OPSI team. In addition to technical support, the Accelare training staff will be available to update and correct any training materials that are impacted by system changes as well as communicate those changes through the most appropriate communications channels.

Reporting

Accelare's objective is to leverage the Out-of-the-Box functionality wherever possible in this project, including specifically to address the reporting requirements for OPSI. Using the role-based access control native to ServiceNow as well as the standard business intelligence capabilities, we believe that over 90% of these reports can be configured with Out-of-the-Box functionality, assuming the data model has been structured correctly to provide the ability to sort by these data elements. Further, the ability to build ad hoc reports is easy to do in ServiceNow's standard UI, meaning you don't need a SQL certification to be able to understand the data.

The Reporting team will work with OPSI to define and configure these reports and dashboards as the data becomes available in the project. Additionally, the Training team will collaborate with the Reporting team to provide training on executing ad hoc reports

2.3.3. POST DEPLOYMENT

Defect Prioritization & Resolution

Accelare uses Azure DevOps for logging and tracking defects during implementation, however, we are open to using any OSPI system of preference. Average resolution time typically ranges from 1-5 business days, depending on the complexity and priority of the defect. Specific SLAs for addressing defect resolution can be negotiated and agreed to prior to contract execution. Our support team uses a 4-tier model for defect reporting, prioritization, and resolution. Those tiers and definitions are:

1. Critical – The defect renders the system completely unusable by external or internal users. There is a possibility of data loss and continued use of the system is impossible.
2. High – The defect impacts a large amount of the system functionality for either external or internal users, or both. There is a possibility of data loss and continued use of the system is not advisable.
3. Medium – The defect impacts core functionality in the system for either internal or external users, however, the system remains functioning, and the possibility of data loss is low.
4. Low – The defect is small, impacting only a handful of users in certain situations, or is cosmetic in nature, not limited to UI or spelling. The system remains usable, and the possibility of data loss is low.

Immediately following deployment, the Accelare team will be available to respond to defects as they arise. OSPI will have access to an internal portal for the creation of tickets, while external users will either be able to open an inquiry directly through their portal, via email or a third-party application. Following the identification of a defect by and OSPI or external user, the project management team will review the ticket and work with the OPSI PM team to classify and prioritize the defect. Critical and high defects will be handled first and turnaround times will be communicated back to the PMs from the developers. In the event there is a major issue that will take more than 24 hours to resolve, the project team will identify alternatives to bring the system up sooner, potentially by isolating the defect or implementing temporary workflows.

Medium and Low defects will be prioritized in line with their severity and will only be addressed once all Critical and High are completed.

Enhancements & Change Management

Every project, no matter how robust the requirements and precise the development, experiences enhancement requests and changes. During the period following Go-live, Accelare's staff will be primarily focused on defect resolution, however, certain enhancements and changes can be made to the system during this period as time permits. Enhancement requests follow a similar rating scale as defects, the only difference is that they cannot be "Critical" because enhancements by their very nature are not critical. That scale is:

1. High – The enhancement greatly improves the usability of the system for all users and is the top priority for OSPI.

2. Medium – The enhancement is a desired change but isn't as important to OSPI.
3. Low – the enhancement is a nice to have, but not something that OSPI needs to pursue immediately.

Enhancements come in through a similar process to defects and will be included in a weekly prioritization meeting between the Accelare PM and OSPI team. During the post-production period, OSPI may elect to prioritize an enhancement over a defect with the understanding that any deferred defects or enhancements can be addressed under managed services. The Accelare team will size each enhancement to inform the PM team about capacity and help OSPI make their ultimate decision.

There is always the potential that a number of enhancement requests will not be able to be addressed during the immediate post-go-live period and may need to be addressed either through managed services or through a project change order. Managed services will have some capacity to enact changes, but they will be more spread out due to the nature of "support." The alternative here is to enact a project Change Request to maintain the project team and execute a new scope that reflects the desired changes. This change request would be scoped and priced at that time and would reflect the rates established in the SOW.

2.4. Project Schedule

As referenced throughout this proposal, much of the planning for the actual development of the case management system will occur in Phase 1 of the project, however, there are a number of project management best practices that Accelare will recommend regardless of the approach decided upon at that time. These include:

1. Baselining the Project Plan in Phase 1
2. Hybrid-Agile Delivery
3. RAIDQ
4. Weekly Status Reports and Meetings

Once the project approach is established, Accelare will maintain a detailed project management plan that provides a view of the different workstreams (Configuration, Development, Data Migration, Testing, etc.) as well as their current status and progress through their assigned work. The current proposed project plan for this work is as follows:

Month	1	2	3	4	5	6	7	8	9	10	11	12	13
WA OSPI Food Distribution Management System	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26
PHASE 1. Clarify the Strategy, Requirements and Build the Roadmap													
Business Requirements Gathering													
Project Planning	🟦												
S2E - Workshops	🟦												
Requirements/Functional Gap Analysis	🟦	🟦											
Architecture/Design	🟦	🟦											

Month	1	2	3	4	5	6	7	8	9	10	11	12	13
PHASE 2. Product Catalog													
Configuration													
Base System Configuration		🟦											
Data Model Configuration		🟦	🟦										
RA Agencies Configuration		🟦	🟦										
Product Catalog Configuration		🟦	🟦										
Inventory Management configuration		🟦	🟦										
Entitlements Configuration		🟦	🟦										
DoD Fresh Fruit and Vegetable Program configuration				🟦	🟦	🟦							
System fully supports the USDA Fresh Fruit and Vegetable Pilot				🟦	🟦	🟦							
USDA Foods program configuration				🟦	🟦	🟦							
Washington state's local food for schools' program configuration				🟦	🟦	🟦							
RA Portal Configuration						🟦							
Reporting						🟦							
Data Transfer/ Migration													
Data Migration Development				🟦	🟦								
Data Migration Processing						🟦							
Integration													
Azure ID (SA user Data)		🟦											
EDS/Entra ID		🟦											
WINS (RA/Entitlement Data)			🟦	🟦									
Training													
Training Materials				🟦	🟦	🟦							
Training Sessions						🟦							
Testing													
Quality Assurance							🟦						
User Acceptance							🟦						
Deployment													
Production Configuration							🟦						
Production Deployment								🟦					
Production Go Live								🟦					
PHASE 3. Monthly Ordering + Invoices													
Configuration													
Monthly Ordering Process Configuration								🟦	🟦				
Order Management Process Configuration								🟦	🟦				

Month	1	2	3	4	5	6	7	8	9	10	11	12	13
Invoice Management Configuration									🟦	🟦			
Reporting									🟦	🟦			
Integration													
One WA									🟦	🟦			
Training													
Training Materials										🟦	🟦		
Training Sessions											🟦		
Testing													
Quality Assurance												🟦	
User Acceptance												🟦	
Deployment													
Production Deployment													🟦
Production Go Live													🟦

During Phase 1 of the project, this project plan would be baselined and additional details related to specific deliverables would be added. This includes the additional detailed deliverables specified in RFP. These deliverables would become the responsibility of each workstream and would be, again, tailored to the agreed upon project roadmap. These alternative deliverables would be documented and formalized through an update to the project plan and SOW.

The current estimated timeline for each Phase and the total project is:

- Phase 1 – May 1st through Jun 31st, 2025
- Phase 2 – June 1st, 2025, through December 15th, 2025
- Phase 3 –December 1st, 2025, through May 31st, 2026
- Post-production Support – June 1st. 2026, through May 31st, 2027
- Annual Support and Maintenance – June 1st. 2026, through May 31st, 2027

2.4.1. HYBRID-AGILE DELIVERY

Accelare prefers to work in a hybrid-agile method, where we maintain a project plan and Gantt chart for overarching project tasks and deliverables, but also divide the work across multiple sprints based on a well-established prioritized product backlog. By using Agile methodologies and practices, the team can focus on the highest value priority items first as well as address critical components that if done later adds risk to delivery. With a cadence of 2–4-week sprints, OSPI stakeholders can provide feedback early and often through regular reviews (called Sprint reviews) where the team would demonstrate the developed functionality. The feedback is then leveraged to influence future sprints by making the necessary course corrections that increases confidence in the overall delivery result. Often, these interactive sessions result in changes for the better as the customer and development team refine the results. Additionally, Accelare's PDE model also accelerates delivery of features as the design objectives focus on what is available out of box from ServiceNow and incorporated to enhance the product delivery.

During Phase 1, we will determine if we want to use an Agile release train where we gradually Go-live over a number of releases, or if we want to use Agile for internal releases followed by a "big bang" Go-live. The project plan above indicates the use of Agile teams and releases, followed by a single Go-Live to the public in December 2025.

Using a hybrid-agile approach reduces risk by breaking work into smaller chunks and allowing for testing and acceptance from OSPI along the way – reducing the risk of having to do major rework at the end of the project.

2.4.2. RAIDQ

Managing a RAIDQ for the duration of the project is always a best practice. It provides a single repository of Risks, Assumptions, Issues, Decisions, and Questions that arise from the project team as well as a documented answer for each item. This document helps to prevent the constant back and forth confusion about who decided what, when – reducing risk and improving project outcomes.

The RAIDQ will be co-owned by the Accelare and OSPI PMs and reviewed during the weekly project management meetings. They will use this living document to manage and communicate out key project risks to key stakeholders.

2.4.3. WEEKLY PROJECT STATUS REPORTS & MEETINGS

As part of the overarching project management plan, Accelare will produce a weekly project status report for the OSPI project manager and stakeholder team that will detail current RADIQ items as well as project timeline status and deliverables. Our recommendation is for this document to form the basis of a weekly "Scrum of Scrums" Meeting, sometimes called an SOS. The SOS consists of each workstream lead reporting out to the OSPI PM and stakeholder group their workstream's current progress and flagging important decisions for this group.

Complimentary to the weekly SOS is the monthly Executive Steering Committee, or ESC. The monthly ESC is meant to provide the executive sponsors with a chance to understand the current project status and risks as well as act as the ultimate arbiter for large decisions. This meeting is facilitated by the Accelare and OSPI PMs and does not include workstream leads.

2.5.Deliverables

Number	Milestone Name	Deliverable Description	Metrics of Acceptance	Due Date
1	Phase 1. Project Initiation	Communications and Organizational Change Management ("OCM") Plan	PM Agency acceptance on Stakeholder matrix, profile personas for each cohort, engagement plan and associated engagement templates by channel of engagement	June 30th, 2025

Number	Milestone Name	Deliverable Description	Metrics of Acceptance	Due Date
		Project Roadmap	Sign-off by PM and Sponsor of baselined project plan master Gantt chart for entire project	
2	Phase 1. Discovery/Setup	Install & Configure Instances: Dev, Test & Prod	PM and SME sign-off on DEV, TEST and PROD ServiceNow instances are installed and available to OSPI with Sign-on/Security rights provisioned by role	July 31st, 2025
		Architecture/Integration Diagram	PM and SME sign-off on diagram showing relationship between OSPI systems, and relationship between required integrations	
		Data Migration Discovery, Scoping, and Plan	PM and SME sign-off on details of data migration plan and timeline by subject area	
		High level Integration plan & scope with One WA, WINS and Legacy FDMS	PM and SME sign-off on details of integration plan and timeline.	
3	Phase 2. Development. Cycle 1	RA Agencies Configuration ready for QA	PM and SME sign-off RA Agencies Configuration workflow ready For QA	August 31st, 2025
		Product Catalog Configuration ready for QA	PM and SME sign-off RA Agencies Configuration workflow ready For QA	
		Inventory Management configuration ready For QA	PM and SME sign-off Inventory Management workflow ready For QA	
		Entitlements Configuration ready for QA	PM and SME sign-off Entitlements Configuration workflow ready For QA	
4	Phase 2. Development Cycle 2	DoD Fresh Fruit and Vegetable Program ready for QA	PM and SME sign-off DoD Fresh Fruit and Vegetable Program ready For QA	Oct 30th, 2025
		System fully supports the USDA Fresh Fruit and Vegetable Pilot ready for QA	PM and SME sign-off USDA Fresh Fruit and Vegetable Pilot ready workflow ready For QA	
		USDA Foods program configuration ready for QA	PM and SME sign-off USDA Foods program ready For QA	
		Washington state's local food for schools' program ready for QA	PM and SME sign-off Washington state's local food for schools' program workflow ready For QA	
		RA Portal Configuration ready for QA	PM and SME sign-off LEA portal ready For QA	
		Reporting ready for QA	PM and SME sign-off Reporting ready For QA	
		Data Migration ready for QA	PM and SME sign-off Data migration workflow ready For QA	

Number	Milestone Name	Deliverable Description	Metrics of Acceptance	Due Date
		Integrations Ready for QA	PM and SME sign-off AzureAD, Entra ID and WINS integration ready For QA	
		Phase 2 Training materials produced	PM and SME sign-off on all phase 2 materials identified in signed off training plan produced and reviewed.	
5	Phase 2. User Acceptance Testing	User Acceptance testing plan	PM and SME sign-off on User Acceptance test plan for workflows, constituent portal, integrations and reports	Nov 30th, 2025
		All User Acceptance testing cases signed off	PM and SME sign-off on Cases containing step by step processes navigating through the FDMS for stakeholder tests.	
		User Acceptance testing completed with all critical bugs corrected	PM and SME sign-off on User Acceptance testing fully complete with all test cases passed.	
6	Phase 2. Go-Live	Go/no-go meeting with full “go” approved by OSPI	Sponsor sign-off on “go” decision. Accelare and OSPI hold a go/no-go decision session to determine go-live of FDMS. Activate weekend go-live action plan and execute conversion.	Dec 30th, 2025
		System live in production environment and accepted with 0 critical and high bugs	OSPI Sign-off on Go-Live Decision. Weekend Go-live Plan and CCMS is live in production with 0 critical and high bugs.	
7	Phase 3. Development Cycle 1	Monthly Ordering Process ready for QA	PM and SME sign-off Monthly Ordering Process workflow ready For QA	Feb 28th, 2026
		Order Management Process ready for QA	PM and SME sign-off Order Management Process workflow ready For QA	
		Invoice Management ready for QA	PM and SME sign-off Invoice Management workflow ready For QA	
		Reporting ready for QA	PM and SME sign-off Reporting workflow ready For QA	
		OneWA integration ready for QA	PM and SME sign-off OneWA integration ready For QA	
8	Phase 3. Training materials	Training materials produced	PM and SME sign-off on all materials identified in signed off training plan produced and reviewed.	Mar 30th, 2026
9	Phase 2. User Acceptance Testing	User Acceptance testing plan	PM and SME sign-off on User Acceptance test plan for workflows, constituent portal, integrations and reports	Apr 30th, 2026
		All User Acceptance testing cases signed off	PM and SME sign-off on Cases containing step by step processes navigating through the FDMS for stakeholder tests.	

Number	Milestone Name	Deliverable Description	Metrics of Acceptance	Due Date
		User Acceptance testing completed with all critical bugs corrected	PM and SME sign-off on User Acceptance testing fully complete with all test cases passed.	
10	Phase 3. Go-Live	Go/no-go meeting with full "go" approved by OSPI	Sponsor sign-off on "go" decision. Accelare and OSPI hold a go/no-go decision session to determine go-live of FDMS. Activate weekend go-live action plan and execute conversion.	May 30th, 2026
		System live in production environment and accepted with 0 critical and high bugs	OSPI Sign-off on Go-Live Decision. Weekend Go-live Plan and CCMS is live in production with 0 critical and high bugs.	

2.6. Performance-based Contracting and Outcomes and Performance Measurement

Based on the deliverables and performance metrics in Section 2.5 and the milestones and timelines in Section 5.2, the following outlines Accelare's approach to performance-based contracting. Our approach links payments and deliverables to key milestones, ensuring accountability and value at each phase. By combining Performance-Based Consulting with Outcomes & Performance Measurement, we align efforts with tangible outcomes, drive continuous accountability, and mitigate risks, ensuring measurable business value throughout the project. Below is our proposed alignment with the milestones.

Phase 1

Milestone 1 – Project Initiation due 6/30/25

Key Deliverables:

Communications and Organizational Change Management ("OCM") Plan

Project Roadmap

Key Outcomes

- Clear project scope, objectives, and governance structure established.
- Defined roles and responsibilities ensure stakeholder alignment.
- Risks identified and mitigation strategies in place.
- Approved project plan and timeline drive execution.

Performance Metrics:

- Stakeholder Alignment & Approval – PM agency approval of the stakeholder matrix, profile, and personas for each cohort to ensure accurate representation and engagement.

- Engagement Framework Validation – Acceptance of the engagement plan and associated templates, ensuring alignment with communication channels and stakeholder needs.
- Project Plan Sign-Off – Formal approval by the PM and Sponsor on the baselined project plan, including the master Gantt chart, confirming the project's structure, timeline, and deliverables.

Payment Structure: $66,000 due upon completion

Milestone 2 – Discovery/Set-up due 7/31/25

Key Deliverables:

- Install & Configure Instances: Dev, Test & Prod
- Architecture/Integration diagram
- Data Migration Discovery, Scoping, and Plan
- High level Integration plan and scope with OneWA, WINS, and Legacy FDMS

Key Outcomes

- Comprehensive understanding of business and technical requirements.
- Identified gaps between current and future states, ensuring a clear roadmap.
- Technical architecture and system design approved for development.
- Stakeholders aligned on project scope and approach.

Performance Metrics:

- System Environment Readiness – PM and SME approval confirming that the DEV, TEST, and PROD ServiceNow instances are fully installed, accessible to OSPI, and have role-based security and sign-on provisions configured.
- Integration Architecture Validation – PM and SME sign-off on a finalized system diagram illustrating the relationships between OSPI systems and required integrations, ensuring clarity on data flows and system dependencies.
- Data Migration Plan Approval – PM and SME sign-off on the finalized data migration plan and timeline, ensuring alignment on subject areas, data sources, and migration strategy.
- Integration Plan Approval – PM and SME approval of the integration plan and timeline, confirming system connectivity, data flow requirements, and implementation sequencing.

Payment Structure: $93,000 due upon completion

Phase 2

Milestone 3 – Development Cycle 1 due 8/31/25

Key Deliverables:

- RA Agencies Configuration ready for QA
- Product Catalog Configuration ready for QA
- Inventory Management configuration ready for QA
- Entitlements Configuration ready for QA

Key Outcomes

- Core system functionalities implemented and operational.
- Initial integrations successfully tested.
- Database and data structures established.
- Front-end user interface developed per design specifications.
- Foundational system components ready for further enhancements.

Performance Metrics:

- RA Agencies Configuration Approval – PM and SME sign-off confirming the RA Agencies Configuration workflow is complete and ready for QA testing.
- Inventory Management Workflow Approval – PM and SME approval ensuring the Inventory Management workflow is finalized and prepared for QA testing.
- Entitlements Configuration Approval – PM and SME sign-off verifying that the Entitlements Configuration workflow is complete and ready for QA testing.

Payment Structure: $132,000 due upon completion

Milestone 4 -Development Cycle 2 due 10/30/25

Key Deliverables:

- DoD Fresh Fruit and Vegetable Program ready for QA
- System fully supports the USDA Fresh Fruit and Vegetable Pilot ready for QA
- USDA Foods program configuration ready for QA
- Washington state's local food for schools' program ready for QA
- RA Portal Configuration ready for QA
- Reporting ready for QA
- Data Migration ready for QA
- Integrations Ready for QA
- Training materials produced

Key Outcomes

- System functionality fully developed and integrated.
- Security, compliance, and performance optimizations implemented.
- End-to-end workflows validated and refined based on feedback.
- System meets business and technical requirements.

Performance Metrics:

- DoD Fresh Fruit & Vegetable Program Approval – PM and SME sign-off confirming readiness for QA.
- USDA Fresh Fruit & Vegetable Pilot Approval – PM and SME approval ensuring workflow is ready for QA.
- USDA Foods Program Approval – PM and SME sign-off verifying readiness for QA.
- Washington Local Food for Schools Program Approval – PM and SME approval confirming workflow is ready for QA.
- LEA Portal Approval – PM and SME sign-off ensuring the portal is prepared for QA.
- Reporting Readiness Approval – PM and SME approval verifying reporting functionality is ready for QA.
- Data Migration Workflow Approval – PM and SME sign-off confirming the workflow is ready for QA.
- AzureAD, Entra ID & WINS Integration Approval – PM and SME approval ensuring integration is ready for QA.
- Training Plan Review & Approval – PM and SME sign-off on the training plan for review and production.

Payment Structure: $144,000 due upon completion

Milestone 5 - UAT due 11/30/25

Key Deliverables:

- User Acceptance Testing plan
- All User Acceptance Testing cases signed off
- User Acceptance Testing completed with all critical bugs corrected

Key Outcomes

- System validated against real-world business scenarios.
- Critical defects identified and resolved before deployment.
- End users confident in system functionality.

- Formal approval from stakeholders confirming system readiness.

Performance Metrics:

- UAT Plan Approval – PM and SME sign-off confirming the test plan for workflows, constituent portal, integrations, and reports is finalized.
- Test Case Documentation Approval – PM and SME approval of step-by-step test cases for stakeholder navigation through FDMS.
- UAT Completion Sign-Off – PM and SME confirmation that User Acceptance Testing is fully complete with all test cases successfully passed.

Payment Structure: $56,000 due upon completion

Milestone 6 - Go-Live due 12/30/25

Key Deliverables:

- Go/no-go meeting with full "go" approved by OSPI
- System Live in Production environment and accepted with zero (0) critical and high bugs

Key Outcomes

- System successfully deployed in the production environment.
- Data migrated with high accuracy and integrity.
- Users granted appropriate access and roles.
- Minimal disruptions with proactive support and monitoring.
- Successful transition to operational use.

Performance Metrics:

- Go/No-Go Decision Approval – Sponsor sign-off confirming readiness to proceed with go-live.
- Go/No-Go Evaluation – Accelare and OSPI conduct a formal decision session to assess FDMS deployment readiness.
- Go-Live Execution – Weekend go-live action plan activated, and data conversion executed as planned.
- Final Go-Live Sign-Off – OSPI approval confirming go-live readiness and successful deployment.
- Production Stability – CCMS successfully launched in production with zero critical or high-severity defects.

Payment Structure: $56,000 due upon completion

Phase 3

Milestone 7 - Development Cycle 1 due 2/28/26

Key Deliverables:

- Monthly Ordering Process ready for QA
- Order Management Process ready for QA
- Invoice Management ready for QA
- Reporting ready for QA
- OneWA integration ready for QA

Key Outcomes

- Core system functionalities implemented and operational.
- Initial integrations successfully tested.
- Database and data structures established.
- Front-end user interface developed per design specifications.
- Foundational system components ready for further enhancements.

Performance Metrics:

- Monthly Ordering Process Approval – PM and SME sign-off confirming the workflow is ready for QA.
- Order Management Process Approval – PM and SME approval ensuring the workflow is prepared for QA.
- Invoice Management Workflow Approval – PM and SME sign-off verifying readiness for QA.
- Reporting Workflow Approval – PM and SME confirmation that the reporting workflow is ready for QA.
- OneWA Integration Approval – PM and SME sign-off ensuring integration is ready for QA.

Payment Structure: $140,000 due upon completion

Milestone 8 – Training Materials due 3/30/26

Key Deliverables:

- Training materials produced

Key Outcomes

- Users equipped with necessary knowledge to operate the system.
- Training materials provide clear guidance for role-specific tasks.
- High adoption and effective system usage with minimal support needed.
- Users demonstrate proficiency through assessments and feedback.

Performance Metrics:

- PM and SME sign-off on all materials identified in signed off training plan produced and reviewed.

Payment Structure: $54,000 due upon completion

Milestone 9 - UAT due 4/30/26

Key Deliverables:

- User Acceptance Testing Plan
- All User Acceptance testing cases signed off
- User Acceptance testing completed with all critical bugs corrected

Key Outcomes

- System validated against real-world business scenarios.
- Critical defects identified and resolved before deployment.
- End users confident in system functionality.
- Formal approval from stakeholders confirming system readiness.

Performance Metrics:

- UAT Plan Approval – PM and SME sign-off confirming the test plan for workflows, constituent portal, integrations, and reports is finalized.
- Test Case Documentation Approval – PM and SME approval of step-by-step test cases for stakeholder navigation through FDMS.
- UAT Completion Sign-Off – PM and SME confirmation that User Acceptance Testing is fully complete with all test cases successfully passed.

Payment Structure: $54,000 due upon completion

Milestone 10- Go-Live due 5/31/26

Key Deliverables:

- Go/no-go meeting with full “go” approved by OSPI
- System Live in Production environment and accepted zero (0) critical and high bugs

Key Outcomes

- System successfully deployed in the production environment.
- Data migrated with high accuracy and integrity.
- Users granted appropriate access and roles.
- Minimal disruptions with proactive support and monitoring.
- Successful transition to operational use.

Performance Metrics:

- Go/No-Go Decision Approval – Sponsor sign-off confirming readiness to proceed with go-live.
- Go/No-Go Evaluation – Accelare and OSPI conduct a formal decision session to assess FDMS deployment readiness.
- Go-Live Execution – Weekend go-live action plan activated, and data conversion executed as planned.
- Final Go-Live Sign-Off – OSPI approval confirming go-live readiness and successful deployment.
- Production Stability – CCMS successfully launched in production with zero critical or high-severity defects.

Payment Structure: $42,000 due upon completion

This milestone-driven approach ensures project objectives are met efficiently, with performance assessments at each stage. We will implement regular progress reviews and reporting mechanisms to validate achievements before milestone invoices are issued.

2.7.Risks

2.7.1. RISK MANAGEMENT

The project team will establish and monitor a project RAIDQ (Risk, Assumptions, Issues, Decisions, and Questions) document. This document will align project team members as well as executive stakeholders of identified project risks and their mitigation solutions. This will also serve as an issue identification and management solution. The RAIDQ will engage the project team in reviewing project assumptions and tracking open questions that need resolution. The project team will regularly monitor the RAIDQ as well as the status of the project work plan to ensure alignment on progress or deviations from the plan. This approach requires participation from all team members to actively update the RAIDQ as well as regular review of the RAIDQ and work plan by the project team and executive stakeholders.

2.7.2. SCOPE CONTROL

To control project scope, Accelare will establish a set product backlog of requirements in the form of user stories. Accelare will facilitate twice per week design sessions with the project team to discuss system design, map processes and gather requirements. During the planning phase, the team will finalize the product backlog and agree on a sprint release plan for delivering functionality. While user stories may be added the backlog, the project team will regularly groom the backlog and determine the priority of user stories. The team project managers will review the backlog against the release and work plan to ensure consistent progress towards the established project timeline. Accelare's Platform-based Design Engineering approach will bring best practice approaches and process design to the State of New Hampshire. This methodology ensures the OSPI will receive rapid delivery out-of-the-box processes which meets the needs of the business while minimizing scope creep. Using its methodology, Accelare has delivered ServiceNow application releases for the Massachusetts Department of Transportation and Registry of Motor Vehicles early and under-budget.

2.7.3. STAFF TURNOVER

Staff turnover can pose significant risks to project continuity, institutional knowledge retention, and overall efficiency. Accelare has a history of very low turnover. We credit our proactive approach to keeping our employees happy. We minimize turnover and ensure seamless service delivery to the OSPI without disruptions.

Accelare's strategy to minimize staff turnover

Competitive Compensation & Employee Engagement:

- We offer competitive salaries, benefits, and performance incentives to retain top talent.
- Our employee recognition programs ensure high morale and motivation.
- We conduct regular employee satisfaction surveys and act on feedback.
- Career growth and professional development paragraph we provide continuous training, certifications, and skill development programs to keep employees engaged and growing.
- Employees have access to mentorship programs and career progression pathways to ensure long-term commitment.

Work-Life Balance and Retention Initiatives

- Flexible work schedules, remote work options, and Wellness programs help maintain work-life balance.
- We foster a positive work environment with team building activities and leadership support to enhance job satisfaction.

Accelare's turnover mitigation strategy

Knowledge Retention & Transition Planning

- **Comprehensive documentation:** all project processes, decisions, and workflows are documented in a centralized knowledge repository, ensuring continuity even if personnel change.
- **Standardized onboarding and handover plans:** in case of staff transitions, new employees follow a structured onboarding and handover process to minimize knowledge gaps.
- **Cross training and backup resources:** key roles have designated backup personnel trained to step in if needed.

Seamless Communication and Reporting

Any staffing changes will be communicated proactively to the Agency's contract manager.

3. Requirements Review – Exhibit C

		BIDDER:	ACCELARE INC		
Index	**Order**	**Number**	**Requirement**	**Vendor Readiness**	**Vendor Readiness Comments** (Required if Large Customization, Third Party Product, or Other)
1	0	WAOSPI1-0	Support all Food Distribution Programs		
1.1	0	WAOSPI1.1-0	System fully supports the DoD Fresh Fruit and Vegetable Program	Configuration	ServiceNow is a versatile platform that has been utilized by the U.S. Department of Agriculture (USDA) to modernize various processes. For instance, in 2019, the USDA leveraged ServiceNow to streamline a paper-based funding request process. **More information:** https://www.servicenow.com/community/knowledge-blog/from-the-great-depression-to-the-platform-modernizing-usda-with/ba-p/2330944?utm_source=chatgpt.com ServiceNow's low-code/no-code (LCNC) principles enable organizations to build and automate business processes with minimal reliance on traditional software development. This approach allows both business users and developers to design workflows efficiently using visual development tools and pre-configured components. **More Information:** https://www.servicenow.com/premium/resource-center/ebook/now-platform-reference-guide1.html Accelare as an authorized ServiceNow partner, dedicated to delivering customized solutions that align seamlessly with your organization's unique needs. Our expertise in ServiceNow implementation ensures that we configure the platform to optimize your workflows, enhance efficiency, and drive innovation within your business processes. Our approach focuses on understanding your specific requirements and designing a tailored ServiceNow configuration that maximizes value. Whether you are looking to improve IT service management, streamline procurement processes, or automate workflows, our team of certified professionals will work closely with you to ensure a smooth and effective implementation.
1.1	1	WAOSPI1.1-1	System fully supports the USDA Fresh Fruit and Vegetable Pilot	Configuration	
1.1	2	WAOSPI1.1-2	System fully supports the USDA Foods program	Configuration	
1.1	3	WAOSPI1.1-3	System fully supports Washington state's local food for schools program	Configuration	
1.1	4	WAOSPI1.1-4	System allows for the distribution of products processed by Washington State (WCODE). These WCODE items use USDA foods for diversion, but OSPI manages the purchasing and contracts	Configuration	
1.2	0	WAOSPI1.2-0	System fully supports all relevant food distribution programs for RAs participating in the NSLP.	Configuration	
1.2	1	WAOSPI1.2-1	System fully supports all relevant food distribution programs for RAs participating in the SFSP/SSO	Configuration	

		BIDDER:	**ACCELARE INC**		
Index	**Order**	**Number**	**Requirement**	**Vendor Readiness**	**Vendor Readiness Comments** (Required if Large Customization, Third Party Product, or Other)
1.3	0	WAOSPI1.3-0	The system shall be scalable, upgradeable, and customizable to accommodate program evolution and future functional enhancements	Out of the Box	ServiceNow is designed to be a future-ready platform, ensuring that organizations can scale operations, upgrade seamlessly, and customize workflows to align with evolving business requirements. Below is an overview of how ServiceNow ensures scalability, upgradeability and customization to accommodate program evolution and future functional enhancements. **Scalability** ServiceNow's cloud-based architecture ensures that businesses can scale up or down based on their evolving needs without compromising performance. **Multi-Tenant Cloud Architecture** -ServiceNow runs on a single-instance multi-tenant architecture, ensuring efficient resource allocation across multiple users and departments. -Organizations can onboard new teams, locations, or functions without reconfiguring the entire system. **Elastic Infrastructure** -The platform leverages **auto-scaling and load balancing**, ensuring consistent performance even as workloads increase. -**Supports high-volume transactions, enabling large enterprises to manage thousands of workflows simultaneously**. **Modular Applications** Organizations can start with core ITSM (IT Service Management)or Customer Service applications and later extend to Procurement, HR, Financial Planning or AI powered solutions **without the need for a separate implementation.** **Upgradeability** ServiceNow ensures that upgrades are regular, non-disruptive, and backward-compatible, allowing organizations to adopt new features without affecting existing configurations**.** **Automated & Predictable Upgrades** ServiceNow provides two major platform releases per year with built-in upgrade testing tools to help organizations assess potential impacts. A "Family Release Naming Convention" ensures structured and controlled upgrade processes. - Customization-Friendly Upgrades - Custom configurations and workflows remain intact during upgrades, minimizing disruptions. - The Upgrade Preview Feature allows businesses to test changes in a sandbox environment before applying them to production. **Update Sets & Version Control** ServiceNow provides Update Sets to track and manage customizations, allowing organizations to selectively apply updates without affecting existing functionality. Rollback features enable organizations to revert to previous versions if necessary. **Customizability** ServiceNow offers high configurability while ensuring security and compliance, allowing organizations to align workflows with their unique processes. **Low-Code/No-Code Development** Flow Designer & App Engine allow business users and developers to build custom workflows without extensive coding. Drag-and-drop interfaces, prebuilt templates, and automated decision logic enable quick workflow modifications. **Extensible Data Models & APIs** Organizations can extend existing tables, fields, and workflows to support unique business cases. REST and SOAP APIs allow integration with external systems (e.g., ERP, 6CRM, AI tools). **Flexible UI & Branding** The platform allows businesses to customize dashboards, forms, and reports to match their operational needs. Role-based permissions ensure that users see only relevant information.
1.3	1	WAOSPI1.3-1	As a State Agency User, I create a new program year in the system on an annual basis	Out of the Box	
1.3	2	WAOSPI1.3-2	System allows RAs to participate in multiple, overlapping, programs	Out of the Box	ServiceNow platform is used Service-oriented architecture and allow RA to participate in multiple overlapping programs

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Index	**Order**	**Number**	**Requirement**	**Vendor Readiness**	**Vendor Readiness Comments** (Required if Large Customization, Third Party Product, or Other)
1.3	3	WAOSPI1.3-3	As a State Agency User, I update State level funding for each program as needed.	Out of the Box	The ServiceNow Investment Funding application is a strategic portfolio management (SPM) solution designed to help organizations manage and optimize their investment decisions. It provides a structured approach for evaluating, approving, and tracking funding requests while ensuring alignment with business objectives. **More Information:** https://www.servicenow.com/docs/bundle/xanadu-it-business-management/page/product/investment-funding/concept/investment-funding-administration.html
2	0	WAOSPI2-0	Robust User and Recipient Agency Management		
2.1	1	WAOSPI2.1-1	The system allows for multiple user types (e.g. RA: Admin, RA: View, SA: Accounting, SA: Order Management, etc.)	Out of the Box	ServiceNow provides standard roles in PSDS **Detailed information:** https://www.servicenow.com/docs/bundle/utah-government-industry/page/product/public-sector/concept/public-sector-roles-installed.html **Additional Info:** For specialty roles, scripted ACL roles, our Government roles contain their CSM counterparts. All the Govt. ACLs on the Govt role. Constituent Agent – contains -> Consumer Agent(CSM role). Only Govt. Agent sees Govt cases Government Relationship Agent – contains -> Relationship Agent (CSM Role). For newly introduced tables in app (Service Offered, Service Received, Constituent), we have separate blanket read, write && create, and delete roles. These roles are included in the gov roles. Specialty roles are maintained on the role itself For Constituent, we have Constituent Viewer (read), Writer (write and create), and Admin (delete). Government Relationship Agent has its own scripted access due to scripted-ness on Constituent.
2.1	2	WAOSPI2.1-2	As a State Agency User, I rollover all Recipient Agency data to a new program year.	Configuration	Accelare will configure rollover process to meet OSPI needs
2.1	3	WAOSPI2.1-3	As a State Agency User, I can make Recipient Agency changes for one year without it impacting another year.	Configuration	Accelare will configure rollover process to meet OSPI needs
2.1	4	WAOSPI2.1-4	As a State Agency User, I can import information about users and recipient agencies via a upload or API	Out of the Box	By Default, ServiceNow support data import in CSV, excel formats. Also, ServiceNow provides standard REST API for all objects by default to perform standard operations (CRUD), JDBC, FTP protocols also available for data load. **More information:** https://www.servicenow.com/docs/bundle/xanadu-operational-technology/page/product/mftg-manufacturing-oper-tech-mgr/concept/easy-import.html Complex custom import jobs can be done through configurable import set mechanism **More information:** https://www.servicenow.com/docs/bundle/washingtondc-integrate-applications/page/administer/import-sets/concept/c_ImportDataUsingImportSets.html
2.1	5	WAOSPI2.1-5	As a State Agency User, I add a new Recipient Agency through the program year.	Out of the Box	ServiceNow provide robust mechanism to participate in multiple programs and allow SA user to adjust program participation and ability manage program participation data.

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Index	**Order**	**Number**	**Requirement**	**Vendor Readiness**	**Vendor Readiness Comments** (Required if Large Customization, Third Party Product, or Other)
2.1	6	WAOSPI2.1-6	As a State Agency User, I logically delete/ deactivate/ remove a Recipient Agency through the program year.	Out of the Box	
2.1	7	WAOSPI2.1-7	As a State Agency User, I assign different statuses to RA accounts that allow or prevent them from participating in the FDP.	Out of the Box	
2.1	8	WAOSPI2.1-8	As a State Agency user, I can perform task on behalf of Recipient Agency or Warehouse Users.	Out of the Box	Based on given roles, SA user can perform activities on RA user behalf. In addition on that ServiceNow support delegate (in case of SA or RA user vacation/absence) and impersonation functionality (debug issues with system) **Additional information:** https://www.servicenow.com/docs/bundle/xanadu-employee-service-management/page/product/employee-service-management/granular-delegation/task/create-delegation-admin.html https://www.servicenow.com/docs/bundle/xanadu-platform-administration/page/administer/users-and-groups/task/t_ImpersonateAUserInUI16.html
2.1	9	WAOSPI2.1-9	As a State Agency User, I can assign an Recipient Agency to multiple warehouses (Frozen vs. Dry)	Out of the Box	with Territory planning functionality and Items characteristics (frozen/Dry) it's possible to configure RA agency assignment to multiple warehouses **Additional information:** https://www.servicenow.com/docs/bundle/xanadu-field-service-management/page/product/field-service-management/concept/territory-planning-fsm.html
2.1	10	WAOSPI2.1-10	As a User I can change or recover my password	Out of the Box	The Password Reset application enforces strong and secure passwords by enabling end users to reset or change their passwords either by using the self-service process or by requesting the assistance of a service desk agent. **Additional information:** https://www.servicenow.com/docs/bundle/xanadu-servicenow-platform/page/administer/login/concept/password-reset.html
2.1	11	WAOSPI2.1-11	As a Recipient Agency User, I apply or somehow indicate my interest in the FDP at the start of every program year	Configuration	Accelare will configure flow to indicate RA interest to participate in program and route ticket to proper SA User/Team.
2.1	12	WAOSPI2.1-12	As a State Agency User, I can view historical data of all modifications made to Recipient Agency data	Out of the Box	By default, ServiceNow audit all records changes and provide the following information for all table fields: – when changes made – who made change – field name – field old value – field new value Audit history can be represented in calendar or list views. **Additional Information:** https://www.servicenow.com/docs/bundle/xanadu-platform-security/page/administer/time/concept/c_AuditedTables.html
2.2	12	WAOSPI2.2-12	As a State Agency User, I approve an RA application at the start of every program year.	Configuration	ServiceNow provides robust approval engine to build approval process to support OSPI needs. It ensures that approvals are routed correctly based on predefined rules, conditions, and user roles. **Additional information:** https://www.servicenow.com/docs/bundle/xanadu-servicenow-platform/page/administer/service-administration/concept/c_ApprovalEngines.html

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Index	**Order**	**Number**	**Requirement**	**Vendor Readiness**	**Vendor Readiness Comments** (Required if Large Customization, Third Party Product, or Other)
2.3	0	WAOSPI2.3-0	The System records contact information (name, email, phone, role: FDP contact, Delivery Contact.)	Out of the Box	ServiceNow provides OOTB mechanism to track RA agency accounts and contact relationship such as FDP contact, delivery contact and etc.) **Additional information:** https://www.servicenow.com/docs/bundle/xanadu-customer-service-management/page/product/customer-service-management/task/configure-csm-accounts-contacts.html
2.3	1	WAOSPI2.3-1	The System records relevant address information (Address, type: Mailing, Delivery.)	Out of the Box	System allows to store any number of addresses to meet OSPI needs. **Additional information:** https://www.servicenow.com/docs/bundle/xanadu-customer-service-management/page/product/customer-service-management/task/associate-customer-criteria-to-service-organization.html
2.3	2	WAOSPI2.3-2	The System records RA storage/delivery preference (warehouse, direct.)	Out of the Box	with Territory planning functionality and Items characteristics (frozen/Dry) it's possible to configure RA agency assignment to multiple warehouses **Additional information:** https://www.servicenow.com/docs/bundle/xanadu-field-service-management/page/product/field-service-management/concept/territory-planning-fsm.html
2.3	3	WAOSPI2.3-3	As a Recipient Agency User, it is easy for me to notice when my contact and address information is out of date.	Out of the Box	Depends on requirements, ServiceNow allow update RA Address though address change request when address in outdated or Self-service address change without SA user involvement.
2.3	4	WAOSPI2.3-4	As a Recipient Agency User, I must request an update to my delivery address.	Out of the Box	Depends on requirements, ServiceNow allow update RA Address though address change request or Self-service address change without SA user involvement.
2.3	5	WAOSPI2.3-5	As a State Agency User, I approve or deny any changes to delivery contact or address before the change is made in the system so that I can validate the accuracy of the information and ensure that our warehouse delivers to that address.	Out of the Box	Accelare will configure change address approval process to meet OSPI needs.
2.3	6	WAOSPI2.3-6	As a State Agency User, I can edit all RA information.	Out of the Box	OOTB functionality. If SA user granted relevant role, user can edit addresses for all RAs. **Additional information:** https://www.servicenow.com/docs/bundle/xanadu-customer-service-management/page/product/customer-service-management/task/configure-csm-accounts-contacts.html
2.5	0	WAOSPI2.5-0	System sets Recipient Agency entitlement allocations based on Total Lunches Served	Out of the Box	System will automatically setup entitlement allocations bases on delivered items (lunches served)
2.5	1	WAOSPI2.5-1	As a State Agency User, I create budget amounts /entitlement allocations for each Recipient Agency.	Out of the Box	ServiceNow allow to setup entitlement allocations manually or through automated process: **Additional information:** https://www.servicenow.com/docs/bundle/xanadu-customer-service-management/page/product/post-sales-support/concept/configuring-post-sales-support.html

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Index	**Order**	**Number**	**Requirement**	**Vendor Readiness**	**Vendor Readiness Comments** (Required if Large Customization, Third Party Product, or Other)
2.5	2	WAOSPI2.5-2	As a State Agency User, I update budget amounts for each RA, including setting the amount to 0, during the program year.	Configuration	Depends on detailed rules, Accelare will configure platform to meet OSPI needs.
2.5	3	WAOSPI2.5-3	As a Recipient Agency User, I view my total allocation and my remaining allocation.	Out of the Box	Customers can see current and remaining allocations on portal **Additional information:** https://www.servicenow.com/docs/bundle/xanadu-release-notes/page/release-notes/customer-service-management/customer-contracts-entitlements-csm-rn.html
2.5	4	WAOSPI2.5-4	As a Recipient Agency User, I request DOD and Diversion order adjustments in the system.	Configuration	Order adjustments process will be configured according OSPI needs.
2.5	5	WAOSPI2.5-5	As a State Agency User, I approve DoD and Diversion order adjustments.	Configuration	Accelare will configure approval process based on OSPI needs.
2.5	6	WAOSPI2.5-6	System to calculate and apply adjustment to Recipient Agency entitlement allocation when Recipient Agency's request for DoD/Diversion order adjustment is approved.	Configuration	Accelare will configure allocation calculation rules to meet OSPI needs.
2.5	7	WAOSPI2.5-7	As a Recipient Agency User I can make a request to adjust my program allocations for as long as the program is open.	Configuration	Accelare will configure allocation change request to allow RA user request to adjust program allocation changes.
2.6	0	WAOSPI2.6-0	As an Admin Recipient Agency User, I can request a new Recipient Agency User who can complete tasks on behalf of my RA. This includes a user from a food service management company	Out of the Box	Ra admin user can request new RA user creation or use automated user registration process which does not involve SA user: **Additional information:** https://www.servicenow.com/docs/bundle/xanadu-customer-service-management/page/product/customer-service-management/concept/c_PortalSelfRegistration.html
2.6	1	WAOSPI2.6-1	As an Admin Recipient Agency User, I can remove existing users for my organization	Out of the Box	OOTB functionality, RA User with the sn_customerservice.customer_admin role can update /remove users from organization. **Additional information:** https://www.servicenow.com/docs/bundle/vancouver-customer-service-management/page/product/customer-service-management/reference/r_RolesInstalledWithCustomerService.html

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Index	**Order**	**Number**	**Requirement**	**Vendor Readiness**	**Vendor Readiness Comments** (Required if Large Customization, Third Party Product, or Other)
2.6	2	WAOSPI2.6-2	As a state agency user, I approve all requests for any new user type	Out of the Box.	In addition to automated process which is requires SA approval, ServiceNow has OOTB Self Registration RA user for existing RA agency with registration code provided by RA user Admin. **Additional information:** https://www.servicenow.com/docs/bundle/xanadu-customer-service-management/page/product/customer-service-management/concept/c_PortalSelfRegistration.html
3	0	WAOSPI3-0	Integrated Catalog Creation and Management		
3.1	0	WAOSPI3.1-0	The systems allow for each program to have a separate catalog.	Out of the Box	ServiceNow programs have separate items.
3.1	1	WAOSPI3.1-1	System collects catalog details for all products, including USDA foods , Washington state processed items, and commercial foods items.	Configuration	Accelare will configure product attributes to meet OSPI needs. **Additional information:** https://www.servicenow.com/docs/bundle/utah-customer-service-management/page/product/customer-service-management-order-management/concept/csm-om-setting-up-your-product-offerings.html
3.1	2	WAOSPI3.1-2	As a State Agency User, I edit which products appear on the pre-survey catalog for order.	Out of the Box	OOTB functionality for all catalog items.
3.1	3	WAOSPI3.1-3	As a Recipient Agency User ,I enter my catalog details when it is opened.	Out of the Box	OOTB functionality for all catalog items.
3.1	4	WAOSPI3.1-4	As a State Agency User I determine when the catalog opens	Out of the Box	OOTB functionality for all catalog items.
3.1	5	WAOSPI3.1-5	As a State Agency User, I determine when the catalog closes	Out of the Box	OOTB functionality for all catalog items.
3.1	6	WAOSPI3.1-6	As a State Agency User, I easily transfer data from the pre-survey catalog to WEBSCM	Configuration	Accelare will configure export format for pre-survey catalog or configure API integration with WEBSCM to meet OSPI needs.
3.2	0	WAOSPI3.2-0	The system requires a minimum number of cases to be ordered for a given month before the catalog can be considered complete.	Configuration	Accelare will configure validation rules to meet OSPI needs.

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Index	**Order**	**Number**	**Requirement**	**Vendor Readiness**	**Vendor Readiness Comments** (Required if Large Customization, Third Party Product, or Other)
3.2	1	WAOSPI3.2-1	As a Recipient Agency user, I am only asked to enter catalog information about the quantities of items I want delivered (state warehouse to delivery site) in a given month so I am not having to consider the date the items are shipping from the USDA to the State warehouse.	Configuration	Accelare will configure order workflow to meet OPSI needs.
3.2	2	WAOSPI3.2-2	As a Recipient Agency User, I edit my catalog responses as long as it is open.	Out of the Box	OOTB functionality for all catalog items.
3.2	3	WAOSPI3.2-3	As a Recipient Agency User, I view my catalog responses even after it is closed.	Out of the Box	OOTB functionality for all catalog items.
3.2	4	WAOSPI3.2-4	As a Recipient Agency User, I view the total estimated cost for my catalog before I submit.	Out of the Box	OOTB functionality for all catalog items.
3.2	5	WAOSPI3.2-5	As a State Agency User, I can see who has and has not completed the catalog.	Out of the Box	OOTB functionality for all catalog items.
3.2	6	WAOSPI3.2-6	As a State Agency User, I can edit Recipient Agency catalog data.	Out of the Box	OOTB functionality for all catalog items.
3.3	0	WAOSPI3.3-0	As a state agency user I determine when items are delivered from USDA suppliers to state warehouses.	Out of the Box	OOTB functionality for all catalog items.
3.3	1	WAOSPI3.3-1	As a state agency user I am aware of an RAs projected delivery (State warehouse to Delivery Site) for each month so that I can accurately manage surplus and shorts	Out of the Box	OOTB functionality for all catalog items.
3.3	2	WAOSPI3.3-2	As a State Agency User I access the data I need to balance truckloads including expected delivery date (state warehouse to delivery site)	Out of the Box	OOTB functionality for all catalog items.

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Index	**Order**	**Number**	**Requirement**	**Vendor Readiness**	**Vendor Readiness Comments** (Required if Large Customization, Third Party Product, or Other)
4	0	WAOSPI4-0	Detailed Product and Inventory Management		
4.1	0	WAOSPI4.1-0	As a State Agency User I can make product changes for one year without it impacting another year.	Configuration	ServiceNow Order Management includes Pricing Management as a key component to streamline product and service pricing, ensuring accurate and flexible pricing rules for customer orders Pricing Rules & Catalog Pricing Define pricing rules based on customer, region, volume, or product type. Manage product/service catalog prices dynamically. Handle pricing variations for different customer tiers (B2B, B2C). Discount Management Configure tiered discounts (bulk purchases, seasonal offers, contract-based discounts). Set up promotional pricing for specific periods. Automate discount validation based on eligibility. Pricing Adjustments & Overrides Support for manual pricing overrides with approval workflows. Adjust pricing based on market conditions, competitor pricing, or contract agreements. Integrate with AI-powered dynamic pricing models. Subscription & Recurring Pricing Manage recurring pricing models for subscription-based services. Automate billing cycles and renewals. Configure different payment terms and multi-year contracts. Tax & Fee Calculation Integrate with tax engines to calculate regional and global tax rates. Apply handling fees, service charges, or regulatory surcharges dynamically. Ensure compliance with local tax regulations. Integration with CPQ (Configure, Price, Quote) Connect with CPQ solutions to streamline complex pricing models. Automate quote approvals and contract pricing for large enterprises. Approval & Governance Workflow Enforce automated approval workflows for pricing adjustments. Set approval thresholds for manual price modifications. Ensure audit trails and compliance tracking.
4.1	1	WAOSPI4.1-1	System records product information. At a minimum this includes Price, Product Code, Product Description, Pack Size, Product Classification information, units and weights.	Configuration	
4.1	2	WAOSPI4.1-2	As a State Agency User I adjust the price of products or leave the price fixed at any time during the program year.	Configuration	
4.1	3	WAOSPI4.1-3	As an State Agency User, I do not need to enter most product details by hand.	Configuration	Accelare will configure integration with USDA product catalog (if USDA/WESCM support API integration)
4.1	4	WAOSPI4.1-4	As an State Agency User I manually add non- USDA direct products from Local Vendors to the product list	Out of the Box	ServiceNow Product Configurator is a feature within the Order Management and Customer Service Management (CSM) modules. It helps businesses configure complex products and services by allowing customers or sales teams to customize offerings before placing an order. Key features: 1. Guided Product Configuration Step-by-step interface to guide users through product/service selection. Helps customers and sales teams configure customized products/services. Ensures that selected components are compatible. 2. Rules-Based Configuration Uses pre-defined rules and constraints to ensure valid product configurations. Prevents incompatible selection
4.1	5	WAOSPI4.1-5	As an State Agency User, I update product information through the year.	Out of the Box	

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Index	**Order**	**Number**	**Requirement**	**Vendor Readiness**	**Vendor Readiness Comments** (Required if Large Customization, Third Party Product, or Other)
4.1	6	WAOSPI4.1-6	As an State Agency User I logically delete/ remove/ deactivate a product through the year.	Out of the Box	Dynamic pricing updates based on selected components. 3. Real-Time Pricing & Quoting Integrates with Pricing Management to update pricing dynamically. Generates instant price quotes based on selected features. Supports discounts, promotions, and contract-based pricing. 4. Integration with Order Management & CPQ Works alongside Order Management to enable smooth order processing. Supports Configure, Price, Quote (CPQ) workflows. Automates quote approvals and order fulfillment. Accelare will configure product models and rules to mees OSPI needs. **Additional information:** https://www.servicenow.com/docs/bundle/yokohama-order-management/page/product/tmt-order-mgt/concept/product-configurator.html
4.1	7	WAOSPI4.1-7	The system tracks Inventory for different FDP programs separately	Configuration	ServiceNow Enterprise Asset Management (EAM) includes Inventory Management to help organizations efficiently track, manage, and optimize their physical assets and spare parts. It enables real-time visibility into stock levels, warehouse operations, and asset lifecycle management. Key Features: 1. Inventory Tracking & Asset Visibility Real-time tracking of asset stock levels across multiple locations. Supports barcode scanning and RFID tracking for quick identification. Monitors the location, status, and movement of assets. 2. Stock Level Management Automated alerts for low stock and replenishment needs. Configure minimum and maximum thresholds for different asset types. Ensures critical spare parts are always available. 3. Multi-Warehouse & Location Management Manage multiple storage locations (warehouses, distribution centers, field locations). Track transfers between warehouses and asset usage at each site. Supports region-based stock management for large organizations. 4. Procurement & Replenishment Automation Automates purchase orders when stock falls below the threshold. Integrates with procurement systems to streamline restocking. Supports vendor tracking and supplier management. 5. Lifecycle & Depreciation Tracking Maintains full asset lifecycle history (purchase, deployment, usage, retirement). Tracks depreciation values and asset wear over time. Supports compliance and audit tracking for financial reporting. 6. Asset Reservations & Issue Tracking Allows users to reserve assets or spare parts for specific work orders. Tracks issued assets and enforces return policies. Ensures accountability with check-in/check-out processes. 7. Integration with Work Order & Maintenance Management Links inventory management with ServiceNow Work Order Management. Ensures that technicians have necessary parts before maintenance tasks. Reduces downtime by automating spare part allocations. 8. Audit & Compliance Management Maintains detailed audit logs of inventory transactions. Ensures compliance with ISO 55000, ITIL, and industry standards. Provides reporting dashboards for inventory audits and performance tracking. **Additional Information:** https://www.servicenow.com/docs/bundle/yokohama-it-asset-management/page/product/enterprise-asset-management/concept/managing-eam-inv-contracts.html
4.1	8	WAOSPI4.1-8	The system rolls over inventory into a new program year	Configuration	
4.1	9	WAOSPI4.1-9	As a state agency user I can view inventory by FDP program	Configuration	
4.1	10	WAOSPI4.1-10	The system tracks inventory for multiple warehouses, by warehouse.	Configuration	
4.1	11	WAOSPI4.1-11	As a State Agency User I track products in different categories so that I can manage what is reserved and what is surplus.	Configuration	
4.1	12	WAOSPI4.1-12	As a State Agency User I rollover all product data to a new program year.	Configuration	
4.2	0	WAOSPI4.2-0	As a Warehouse user I update inventory as received at Warehouse, by Product for both USDA and WCODES products.	Out of the Box	
4.2	1	WAOSPI4.2-1	As a Warehouse user I save receipts of orders in the system.	Out of the Box	
4.2	2	WAOSPI4.2-2	As a State Agency User I easily reconcile differences in inventory reported by the warehouses and what is in our system	Out of the Box	

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4.2	3	WAOSPI4.2-3	As a State Agency User I can attach documentations to delivery receipts.	Out of the Box	
4.3	0	WAOSPI4.3-0	As a State Agency User I can add entitlement and cash credits to an RA account.	Configuration	
4.3	1	WAOSPI4.3-1	As a Recipient Agency User I upload documentation supporting product complaints in the system.	Out of the Box	Order operations case management and complaint case management provides the following workflows OOTB: -Change in quantity -Change in delivery date -Change in address -Price discrepancy -Incorrect item ordered -Cancellation of order lines -Complaint case **Additional Information:** https://www.servicenow.com/docs/bundle/xanadu-customer-service-management/page/product/customer-service-management/concept/csm-case-mgmt-order-ops.html
4.3	2	WAOSPI4.3-2	As a State Agency User I track where I am in the process of investigating and resolving shorts/ damages/ complaints in the system.	Out of the Box	
4.3	3	WAOSPI4.3-3	As a Warehouse or Recipient Agency User I report product shorts or damages in the system.	Out of the Box	
4.3	4	WAOSPI4.3-4	As a Warehouse or Recipient Agency User, I upload documentation of product shorts or damages in the system.	Out of the Box	
4.3	5	WAOSPI4.3-5	As State Agency User I review and approve any users reports of shorts, damages, or overages.	Out of the Box	
4.5	0	WAOSPI4.5-0	As a Recipient Agency User I report product complaints in the system.	Out of the Box	
4.6	1	WAOSPI4.6-1	The system generates a purchase order (PO) associated with an order for a state processed product	Out of the Box	OOTB functionality covered by Source and Procurement Module: **https://www.servicenow.com/docs/bundle/yokohama-source-to-pay-operations/page/product/source-to-pay-operations/concept/source-to-pay-operations-overview.html**
4.6	2	WAOSPI4.6-2	The system tracks unprocessed goods sent to processors	Out of the Box	
4.6	3	WAOSPI4.6-3	The system tracks products ordered for processing	Out of the Box	

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4.6	4	WAOSPI4.6-4	The system creates purchase orders that adhere to the OSPI style guide	Out of the Box	
4.6	5	WAOSPI4.6-5	The Systems tracks processed items and keeps track of when an PO is complete	Out of the Box	
4.6	6	WAOSPI4.6-6	State processed Items remain in the state controlled inventory until shipped to recipient agencies based on their confirmed orders	Out of the Box	
5	0	WAOSPI5-0	Flexible Management of Monthly Orders		
5.1	0	WAOSPI5.1-0	As a State Agency User I create an order period, including month name, beginning delivery date, end delivery date.	Small Customization	Accelare will create data model and related logic for easy support and manage enrollment periods, quantity rules and order windows for RA agencies.
5.1	1	WAOSPI5.1-1	As a State Agency User I set open and close dates for all order periods	Small Customization	
5.1	2	WAOSPI5.1-2	As a State Agency User I open order windows at different times to different groups.	Small Customization	
5.1	3	WAOSPI5.1-3	As a State Agency User I set mins and max for how much can be ordered by product as a percentage of the predicted monthly delivery *(state warehouse to delivery site)*	Small Customization	
5.1	4	WAOSPI5.1-4	All order pages are intuitive and easy to navigate.	Configuration	Accelare will configure visual order page representation to meet OSPI specific needs.
5.2	0	WAOSPI5.2-0	As a Recipient Agency User I record the number of items I would like to be delivered for an order period.	Out of the Box	RA users can see all relevant information on portal such as Entitlements (Contracted/Used/Remaining), current and past orders, reports, complaints. **Additional Information:** https://www.servicenow.com/docs/bundle/yokohama-customer-service-management/page/product/post-sales-support/concept/exploring-post-sales-support.html
5.2	1	WAOSPI5.2-1	As a Recipient Agency User I view only the products available for me to purchase.	Out of the Box	

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5.2	2	WAOSPI5 .2-2	As a Recipient Agency User I can edit my order until the order period has closed.	Out of the Box	
5.2	3	WAOSPI5 .2-3	As a Recipient Agency User I view the total entitlement allocation available for the school year, the amount of entitlement used, and the remaining available entitlement while I am completing my catalog orders.	Out of the Box	
5.2	4	WAOSPI5 .2-4	Only authorized Users can place orders for the organization.	Out of the Box	Only SA and RA users with specific roles can place orders for organization.
5.2	5	WAOSPI5 .2-5	System prevents user from placing orders for a product when there is insufficient inventory at their assigned warehouse.	Configuration	Accelare will create rules which is prevent user to place order if insufficient product in assigned warehouse. Also with stock rules it's possible to configure automated stock move/PO process from other warehouse(s) to fulfill RA request.
5.2	6	WAOSPI5 .2-6	System notifies users about shorts.	Out of the Box	Accelare will configure an automated notifications to users about shorts
5.2	7	WAOSPI5 .2-7	As a Recipient Agency User I review the amounts entered in my pre-survey catalog order and confirm my actual monthly order	Out of the Box	Before confirmation/pre-survey submission RA user can review/adjust data.
5.3	0	WAOSPI5 .3-0	System allows users to place a regular order and a surplus order for the same order month.	Out of the Box	There are no restriction to place surplus and program order for the same order month.
5.3	1	WAOSPI5 .3-1	As a State Agency User I quickly identify items that can be categorized as surplus after the regular order has been placed.	Configuration	Accelare will configure functionality to quickly identify items according OSPI rules. **Additional information:** https://www.servicenow.com/docs/bundle/yokohama-it-asset-management/page/product/procurement/task/t_CreateAssetReserveForRequester.html
5.3	2	WAOSPI5 .3-2	As a State Agency User I identify any amount of product not ordered for the month as state-controlled reserve or surplus.	Configuration	

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5.3	3	WAOSPI5 .3-3	As a State Agency I can open a surplus order to a different Recipient Agencies and different times.	Out of the Box	OOTB functionality
5.4	0	WAOSPI5 .4-0	System to calculate and update Recipient Agency entitlement allocation balance when orders are placed/changed for all FDP Programs.	Out of the Box	OOTB functionality
5.4	1	WAOSPI5 .4-1	As a Recipient Agency User I access my order details after the order period is closed.	Out of the Box	OOTB functionality, RA users has access to all orders.
5.4	2	WAOSPI5 .4-2	As a State Agency User I can review and edit all orders.	Out of the Box	Review Phase it's standard state for Purchase order.
5.4	3	WAOSPI5 .4-3	As a State Agency User I transfer data from the order survey to warehouse staff without manual data entry.	Out of the Box	Warehouse users will see order survey information in ServiceNow or information can be exported/transferred as xlxs/csv/pdf file.
5.4	4	WAOSPI5 .4-4	As a State Agency User I edit all order information even after the order survey has closed.	Out of the Box	State agency user can adjust order information until order surveys is closed.
5.4	5	WAOSPI5 .4-5	As a state Agency User I review and approve all monthly and surplus orders.	Configuration	Accelare will configure approval rules for monthly and surplus orders.
5.5	0	WAOSPI5 .5-0	The System annually rolls over all outstanding invoices and other open financial obligations	Configuration	
5.5	1	WAOSPI5 .5-1	System accurately invoices RAs for delivery, processing, and administrative fees.	Configuration	ServiceNow Pricing Management provides robust functionality with the following key capabilities: - Manages service and product pricing through a centralized product catalog. - Enables tiered pricing, volume discounts, and bundle pricing. - Supports automated approvals and price adjustments based on predefined rules. - Automates procurement workflows, including supplier pricing, purchase orders, and contract tracking. - Tracks vendor agreements, pricing tiers, and discount structures. - Provides analytics on spend optimization and supplier performance. - Tracks contract terms, pricing models, and renewal dates. - Sends alerts for expiring contracts and pricing renegotiation opportunities. - Helps manage multi-year pricing agreements and escalations.
5.5	2	WAOSPI5 .5-2	As a State Agency User I can adjust delivery, processing, and administrative fees.	Configuration	
5.5	3	WAOSPI5 .5-3	As a State Agency User I can set sliding fees using a sliding scale.	Configuration	

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5.5	4	WAOSPI5.5-4	System automatically creates needed invoices.	Configuration	
5.5	5	WAOSPI5.5-5	As a State Agency User I track the status of RA invoices from created to paid.	Out of the Box	Depends on given roles SA user can track invoices.
5.5	6	WAOSPI5.5-6	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	Out of the Box	ServiceNow support the following integration methods: 1) Pre build connector to workday 2)REST/SOAP API 3) ODBC/JDBC 4)MFC 5)Flat files
5.5	7	WAOSPI5.5-7	As a State Agency User I can attach documentation to invoices.	Out of the Box	Any number of documents can be attached to invoice
5.5	8	WAOSPI5.5-8	As a State Agency User I can add entitlement and cash credits to an RA account.	Out of the Box	depends on given roles SA user can adjust entitlements and cash data.
5.5	9	WAOSPI5.5-9	The system creates invoice that adhere to the OSPI style guide	Configuration	Accelare will configure invoice template to meet OSPI needs.
6	0	WAOSPI6-0	Adaptable Reporting and Analytics		
6.1	0	WAOSPI6.1-0	Reports are easy to find and run.	Configuration	ServiceNow Platform Analytics is a powerful suite of tools designed to provide real-time insights, reporting, and predictive analytics across the platform. It includes features such as Performance Analytics (PA), Reporting, Dashboards, and Predictive Intelligence to help organizations make data-driven decisions. **Additional information:** https://www.servicenow.com/docs/bundle/xanadu-now-intelligence/page/use/performance-analytics/concept/c_performanceAnalyticsAndReporting.html
6.1	1	WAOSPI6.1-1	Reports are exportable as .xlsx or .csv	Configuration	Depend on user roles and report types report data can be exported to .xlxs,csv,pdf, JSON or xml.
6.1	2	WAOSPI6.1-2	As a user I create custom reports based off all system data	Out of the Box	All users with relevant roles and create reports and dashboards.

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6.1	3	WAOSPI6 .1-3	As a warehouse user I can run reports in the file format I need to perform an upload into my system (.xlm, .csv, .txt (comma separated))	Out of the Box	Depend on user roles and report types report data can be exported to .xlxs,csv,pdf, JSON or xml.
6.1	4	WAOSPI6 .1-4	As a user I save custom report settings.	Out of the Box	All users can create custom reports with personalized settings.
6.1	5	WAOSPI6 .1-5	Program data can be consolidated for reporting	Out of the Box	In ServiceNow, View Tables are virtual tables that allow users to combine and display data from multiple tables without altering the actual database structure. They help in reporting, UI configuration, and consolidating related records.
6.1	6	WAOSPI 6.1-6	As a State Agency User I can run reports grouped by Recipient Agency, warehouse, delivery month, or across multiple programs.	Configuration	ServiceNow provides a wide range of default (out-of-the-box) reports across various modules such as Inventory Management , Procurement, Orders and etc. These reports help organizations monitor key metrics, analyze trends, and improve operational efficiency. Accelare will work with OSPI to build /configure initial set of reports to cover OSPI branding and content needs. **Additional Information:** **Inventory management reports:** https://www.servicenow.com/docs/bundle/xanadu-it-asset-management/page/product/enterprise-asset-management/concept/inventory-overview-eam.html **Procurement order reports:** https://www.servicenow.com/docs/bundle/xanadu-it-asset-management/page/product/enterprise-asset-management/concept/procurement-overview-eam.html
6.1	7	WAOSPI 6.1-7	The system creates reports that adhere to the OSPI style guide	Configuration	
6.2	0	WAOSPI 6.2-0	As a state Agency User I run reports so that I can…		
6.2	1	WAOSPI 6.2-1	… Review all contact and address information.	Configuration	
6.2	2	WAOSPI 6.2-2	… Evaluate products for shorts/ damages/ complaints.	Configuration	
6.2	3	WAOSPI 6.2-3	… Prove program integrity during a USDA review or technical assistance visit.	Configuration	
6.2	4	WAOSPI 6.2-4	… Support RAs in reconciling their deliveries/ orders	Configuration	
6.2	5	WAOSPI 6.2-5	… Submit correct data into other systems	Configuration	
6.2	6	WAOSPI 6.2-6	… Comply with all federal reporting requirements (i.e. FNS 155)	Configuration	
6.2	7	WAOSPI 6.2-7	… Balance truckloads.	Configuration	
6.2	8	WAOSPI 6.2-8	… Create accurate deliveries.	Configuration	

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6.2	9	WAOSPI 6.2-9	... Reconcile inventory discrepancies.	Configuration	
6.2	10	WAOSPI 6.2-10	... Assign items as surplus after a regular order.	Configuration	
6.2	11	WAOSPI 6.2-11	... Evaluate the discrepancy between the expected delivery (State warehouse to delivery site) date entered into the catalog and the amount actually ordered during the monthly order period.	Configuration	
6.2	12	WAOSPI 6.2-12	... Follow up with RAs who have unpaid invoices.	Configuration	
6.2	13	WAOSPI 6.2-13	... Review who has completed required tasks (e.g. pre-survey catalog orders, ordering)	Configuration	
6.2	14	WAOSPI 6.2-14	... Manage our state allocation.	Configuration	
6.3	0	WAOSPI 6.3-0	As a receiving agency I run reports so that I can		
6.3	1	WAOSPI 6.3-1	... Evaluate the products offered from the FDP (cost per serving, cost per case)	Configuration	
6.3	2	WAOSPI 6.3-2	... Plan my food purchases outside the FDP (Preorder and order details)	Configuration	
6.3	3	WAOSPI 6.3-3	... Evaluate my spending.	Configuration	
6.3	4	WAOSPI 6.3-4	... Comply with all federal reporting requirements.	Configuration	
6.4	0	WAOSPI 6.4-0	As a Warehouse user I run reports so that I can		
6.4	1	WAOSPI 6.4-1	... Plan delivery routes	Out of the Box	ServiceNow stores Warehouse and customer locations with address and coordinates, integration with Google maps to provide visual location representation **Additional Information:** https://www.servicenow.com/docs/bundle/vancouver-platform-user-interface/page/administer/navigation-and-ui/concept/c_MapPages.htm
6.4	2	WAOSPI 6.4-2	... Fulfill orders.	Out of the Box	

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7	0	WAOSPI 7-0	The new FDP system helps users manage their work and keep information up to date.		
7.1	0	WAOSPI 7.1-0	As a User I view a list of items that require action on my part based on my user role.	Out of the Box	The CSM Configurable Workspace in ServiceNow is a modern, user-friendly interface designed for customer service agents to manage cases, accounts, and interactions efficiently. It provides an optimized agent experience with a single-pane-of-glass view, allowing seamless navigation, case handling, and customer engagement. **Additional information:** https://www.servicenow.com/docs/bundle/utah-customer-service-management/page/product/customer-service-management-order-management/concept/csm-om-agent-workspace.html
7.1	1	WAOSPI 7.1-1	As a State Agency User I can easily navigate my action item list when I am managing as many as 350 RAs	Out of the Box	
7.1	2	WAOSPI 7.1-2	As a State Agency User I maintain a calendar of monthly milestones, that is visible to all system users, that shows order open and close dates, and other noteworthy dates.	Configuration	The Announcement Module in ServiceNow allows organizations to display important messages to users on the Customer Service Portal (CSP). This feature is useful for communicating service outages, maintenance schedules, important updates, or general alerts to customers **Additional information:** https://www.servicenow.com/docs/bundle/xanadu-platform-user-interface/page/build/service-portal/concept/announcements.html
7.1	3	WAOSPI 7.1-3	As a State Agency User I configure and manage automated alerts, including, but not limited to, alerts for important dates, minimum cases count not met, and over/under spending of entitlement.	Out of the Box	The ServiceNow Email Notification Engine is a powerful mechanism used to send automated email notifications based on events, conditions, and workflow actions within the platform. It is widely used in ITSM, CSM, HRSD, and other modules to keep users informed about updates, approvals, and escalations. https://www.servicenow.com/docs/bundle/xanadu-platform-administration/page/administer/notification/task/t_CreateANotification.html
7.1	4	WAOSPI 7.1-4	As a state agency user I create a targeted email list based on a variety of RA quality (warehouse, product ordered, pre-survey order status, order status, etc.…)	Out of the Box	ServiceNow can perform mass communication with Targeted communication functionality to mass notify customers in different ways (email, portal banners and etc.) **Additional information:** https://www.servicenow.com/docs/bundle/xanadu-customer-service-management/page/product/customer-service-management/concept/c_TargetedCommunications.html https://www.servicenow.com/docs/bundle/xanadu-platform-user-interface/page/build/service-portal/task/create-announcement.html

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7.1	5	WAOSPI 7.1-5	As a Recipient Agency User I am notified when a change is made to my account by a State Agency User, including when credits are added to my account.	Configuration	Accelare will configure notifications when account changed by SA user to meet OSPI needs.
7.1	6	WAOSPI 7.1-6	As a State Agency User I receive notifications when something needs my approval (new user, change in contact, short/damage, new order submitted...)	Out of the Box	OOTB notification to approver when approval record created
7.2	0	WAOSPI 7.2-0	The system creates notification using the OSPI style guide	Configuration	Notification content can be formatted according to OSPI style Guide.
8	0	WAOSPI 8-0	The new FDP system has data integrity and records system changes.		
8.1	0	WAOSPI 8.1-0	The system retains all data (change, RA, Product, Order, invoice, etc.) for querying/ reporting purposes.	Out of the Box	By default, ServiceNow keeps data forever, until data removed by authorized user or by archive/retention rules.
8.1	1	WAOSPI 8.1-1	As a User I view all prior year data (change, RA, Product, Order, invoice, etc.) in original user interface.	Out of the Box	ServiceNow do not use specific interface to see data for previous years, all current/past data available for view.
8.1	2	WAOSPI 8.1-2	System tracks and view history of system changes, including changes to RA application information, order/inventory/ delivery information and product/pricing information.	Out of the Box	ServiceNow provides standard audit view for all user face items like enrollment, allocations, orders and etc. **Additional information:** https://www.servicenow.com/docs/bundle/vancouver-platform-security/page/administer/security/reference/r_HistoryList.html

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8.1	3	WAOSPI 8.1-3	As a User I can view a history of changes in the original user interface.	Out of the Box	ServiceNow provides standard audit view for record. **Additional information:** https://www.servicenow.com/docs/bundle/vancouver-platform-security/page/administer/security/reference/r_HistoryList.html
8.1	4	WAOSPI 8.1-4	The system shall archive and/or purge data according to agency defined timelines and criteria.	Out of the Box	ServiceNow provides archive and data removal rules engine to properly archive/remove data according agency rules. **Additional information:** https://www.servicenow.com/docs/bundle/washingtondc-platform-administration/page/administer/database-rotation/concept/c_ArchiveData.html https://www.servicenow.com/docs/bundle/washingtondc-platform-administration/page/administer/database-rotation/task/t_CreateADestructionRule.html
8.1	5	WAOSPI 8.1-5	The system shall provide the capability for authorized users to electronically access and retrieve archived data.	Out of the Box	ServiceNow provide flexible access to archived records: 1)Default access to archived records the same with unarchived tables 2) Custom access controls to meet specific customer needs.
8.1	6	WAOSPI 8.1-6	The system should process transactions in real time instead of batch processes.	Out of the Box	By default, transactions processed in real time.
8.1	7	WAOSPI 8.1-7	Batch processes shall be able to run concurrently with real-time transactional processes without delaying response time.	Out of the Box	All batch transactions executes in separate threads and do affect real-time transactions.
8.1	8	WAOSPI 8.1-8	The system should include systematic checks and balances to prevent loss and/or corrupt data.	Out of the Box	ServiceNow has default mechanisms like removal data confirmation or ability to rollback data deletion + PII data anonymizer where applicable to prevent data loss. **Additional information:** https://www.servicenow.com/docs/bundle/vancouver-platform-security/page/administer/reference-pages/concept/platform-security-landing-page.html#:~:text=Use%20the%20ServiceNow%20Vault%20product,and%20auditing%20of%20sensitive%20information.
9	0	WAOSPI 9-0	The new FDP system support user training, accessibility, and useability.		
9.1	0	WAOSPI 9.1-0	The system works the same for all recipiency agency users, regardless of other software they are using.	Out of the Box	ServiceNow it’s a web-based application and does not depends on \software or hardware, installed on RA users’ Desktop, Laptop or mobile device.

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9.1	1	WAOSPI 9.1-1	The developer/vendor must include complete reference material including but not limited to system documentation, training materials, and configuration instructions.	Out of the Box	Accelare will provide complete training materials to meet OSPI needs.
9.1	2	WAOSPI 9.1-2	As a State Agency User I am trained on how to use the system.	Out of the Box	Accelare will provide training to SA users
9.1	3	WAOSPI 9.1-3	As a State Agency User I am training on how to train RA Users to use the system.	Out of the Box	Accelare will provide training to A users how to train RA users (train the trainer approach)
9.1	4	WAOSPI 9.1-4	The system's user interface should be ADA compliant. The developer/vendor should describe their level of compliance.	Out of the Box	Latest ACR reports can be found on ServiceNow website: https://www.servicenow.com/docs/bundle/accessibility/page/administer/accessibility-508-compliance/concept/available-accessibility-conformance-reports.html
9.1	5	WAOSPI 9.1-5	The system complies with Section 508 of the U.S. Rehabilitation Act, as amended, 1098 – commonly referred to simply as "Section 508".	Out of the Box	
9.1	6	WAOSPI 9.1-6	The system must support Internet Explorer 11; current Microsoft Edge; current Firefox; current Chrome; and current Safari browser types in a public portal.	Out of the Box	All listed browsers supported, detailed information available on vendor portal: https://www.servicenow.com/docs/bundle/xanadu-platform-user-interface/page/administer/navigation-and-ui/reference/browser-support.html
10	0	WAOSPI 10-0	The System is responsive and integrates with other agency software		
10.1	0	WAOSPI 10.1-0	The System supports responsive styling for display on mobile devices.	Out of the Box	ServiceNow supports responsive styling for display on mobile devices. **Detailed information:** https://www.servicenow.com/docs/bundle/xanadu-application-development/page/administer/ui-builder/concept/responsive-authoring.html

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Index	**Order**	**Number**	**Requirement**	**Vendor Readiness**	**Vendor Readiness Comments** (Required if Large Customization, Third Party Product, or Other)
10.1	1	WAOSPI 10.1-1	System response times should be 5 seconds or less for a non-report page and 10 seconds or less for a report page.	Out of the Box	Typical total response time for non-report page is 1-2 sec, and 2-4 seconds for report page. Response time highly depends on data amount and search queries, but based on projected Data amount there will be no issue with response time for report and non - report pages.
10.1	2	WAOSPI 10.1-2	The system shall be scalable and provide the capacity to manage 1,500 user accounts and 1,000 concurrent users.	Out of the Box	ServiceNow cloud scales to meet the needs of the largest Global 2000 enterprises, with tens of thousands of customer instances operating in our globally distributed data centers. All instances are deployed on a per-customer basis, allowing the multi instance cloud to scale horizontally to meet each customer's performance needs. **ServiceNow serves a diverse clientele, including numerous large enterprises across various industries such as US DOD, Walmart, Apple and United Healthcare and successfully operates 20K+ concurrent users.** **Additional information:** https://blogs.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/resource-center/white-paper/wp-sn-advanced-high-availability-architecture.pdf

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10.1	3	WAOSPI 10.1-3	The system must support communication and integration with external systems and processes, through OSPI approved methods such as Managed File Transfers (MFTs), Application Programming Interfaces (APIs), Enterprise Interface Builders (EIBs), or other OSPI approved system integrations. Integration must use industry standard best practices, and provide documented methods for these interactions.	Out of the Box	ServiceNow supports various integration protocols that allow it to connect with external systems, applications, and data sources. These protocols enable seamless data exchange, process automation, and system interoperability + 400 OOTB pre-built connectors to external systems. **1. Web Services (SOAP & REST)** **REST API** ServiceNow provides RESTful APIs to interact with its platform for CRUD operations. Uses standard HTTP methods (GET, POST, PUT, DELETE). Supports JSON format for data exchange. Uses OAuth 2.0, Basic Auth, and API Keys for authentication. Common Use Cases: Integrating with third-party apps, fetching incident data, and automation. **SOAP API** ServiceNow supports SOAP Web Services for legacy integrations. Uses XML-based messaging. Supports WS-Security, WSDL, and Basic Auth. Common Use Cases: Legacy system integration, ERP connections. **2. Integration Hub** Provides pre-built spokes for various applications (e.g., Slack, Jira, Salesforce). Allows low-code/no-code integrations via Flow Designer. Uses REST, SOAP, JSON, XML, and authentication mechanisms like OAuth. **3. Direct Database Integration (JDBC)** ServiceNow can connect to external databases via JDBC. Allows real-time data synchronization with SQL databases. Use Cases: Extracting data from ServiceNow to an external DB or vice versa. **4. Message Queue (MQ) Protocols** JMS (Java Message Service) Used for asynchronous communication with enterprise message brokers. Works with IBM MQ, ActiveMQ, RabbitMQ. Supports secure, reliable, and event-driven messaging. AMQP (Advanced Message Queuing Protocol) ServiceNow supports AMQP through third-party plugins. Used for high-performance message-oriented middleware. **5. File-based Integrations (FTP, SFTP)** ServiceNow supports SFTP/FTP for data exchange. Used for batch file transfers in CSV, XML, JSON formats. Common Use Cases: Bulk data import/export (HR files, vendor invoices). **6. Authentication & Security Protocols** OAuth 2.0 (for secure API access). SAML 2.0 (for Single Sign-On). LDAP (for directory services integration). OpenID Connect (modern authentication mechanism). **7. Scripted Web Services** Custom REST/SOAP endpoints using Scripted Web Services. Allows custom transformation and validation logic. Supports JavaScript-based scripting. **8. MID Server (On-Premise Integration)** Used for secure integrations with on-prem systems. Supports REST, SOAP, JDBC, LDAP, PowerShell. Required for connecting to databases, file shares, or internal APIs. **9. Other Protocols** GraphQL (via external plugins for structured queries). SNMP (for network monitoring integrations). Syslog (for event logging and SIEM integration).
10.1	4	WAOSPI 10.1-4	The system shall support integration with OSPI's Washington Integrated Nutrition System (WINS) to obtain various Recipient Agency data.	Out of the Box	Please see WAOSPI10.1-3 response

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10.1	5	WAOSPI 10.1-5	The system shall support integration with various vendor/supplier systems, including WebSCM, K12 Food Service, ProcessorLink and FFAVORS to exchange Recipient Agency order and product delivery information.	Out of the Box	Please see WAOSPI10.1-3 response
10.1	6	WAOSPI 10.1-6	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.	Out of the Box	ServiceNow Provides pre-Build connector to Workday to transmit financial, procurement invoicing data. **Additional Information:** https://www.servicenow.com/docs/bundle/yokohama-integrate-applications/page/administer/integrationhub-store-spokes/concept/workday-fin-spoke.html
10.1	7	WAOSPI 10.1-7	System to interface directly with One Washington (One WA), Washington's enterprise-wide system for finance, procurement, budget, HR and payroll processes; e.g., to transmit approved invoice data to One WA for payment processing	Out of the Box	
11	0	WAOSPI 11-0	The new FDP system conforms to information technology security standards described in Washington OCIO Policy 141.10.		

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11.1	0	WAOSPI 11.1-0	The system shall pass a formal security review based on OCIO Policy 141.10 standards.	Out of the Box	ServiceNow environment hosted on proprietary cloud and meets or adhere OCIO 141.10 standards. Accelare's proposal includes system hosting in Government Community Cloud to meet OSPI Security needs. **Benefits of the GCC** The ServiceNow GCC environment is physically and logically separate from the standard ServiceNow Commercial Cloud and offers the same security features and functionality, plus these additional benefits: • Compliance with NIST SP 800-53 Revision 4 controls, per the FedRAMP High baseline • Compliance with the DoD Impact Level 4 controls, per the DISA Cloud Computing SRG (Security Requirements Guide) • Full Disk Encryption (FDE) for data at rest by default • U.S. person support and administration • Continuous monitoring by the FedRAMP Program Management Office (PMO) and the Defense Information Systems Agency (DISA) – Annual assessment by FedRAMP Third Party Assessment Organization (3PAO) – Annual penetration test by FedRAMP 3PAO – Monthly deliverables to the FedRAMP PMO – Vulnerability scans of operating system, database, and web applications – Inventory – Plan of Action and Milestones (POA&M) • Documentation repository – This provides access to all authorization package documents, annual assessment results, and monthly continuous monitoring documentation Internal policies and certification documents like Encryption,Change Policies, penetration tests results and etc. will be provided by request.
11.1	1	WAOSPI 11.1-1	The system shall conform to agency requirements for password length, complexity, and periodic expiration.	Out of the Box	ServiceNow has robust configurable password policies to meet OSPI needs. However, for State Agency users Accelare advice to configure integration with OSPI authentication tools such as Microsoft Entra, Okta or others. **Password Policies Detailed information:** https://www.servicenow.com/docs/bundle/xanadu-platform-security/page/integrate/authentication/task/enable-password-policies.html **SSO Integration detailed Information:** https://www.servicenow.com/docs/bundle/xanadu-it-asset-management/page/product/software-asset-management2/concept/saas-sso-integration.html
11.1	2	WAOSPI 11.1-2	If passwords must be stored, the system shall employ one-way encryption to store passwords.	Out of the Box	All users password uses 1 way encryption and stores the password as a secure hash value that cannot be decrypted.
11.1	3	WAOSPI 11.1-3	Web-based applications must support HTTPS.	Out of the Box	ServiceNow supports HTTPS by default. It uses HTTPS from any modern browser, ensuring high security via TLS encryption.
11.1	4	WAOSPI 11.1-4	The system's architecture must be fully redundant and have high availability (99%), excluding scheduled maintenance windows.	Out of the Box	Default availability at least 99,8% per calendar month excluding scheduled maintenance down time (up to 2 hours per year) Detailed information: https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/legal/subscription-service-guide-upgrade.pdf

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11.1	5	WAOSPI 11.1-5	The system must support separate Development, Test and Production environments for all application areas.	Out of the Box	By default ServiceNow provides 3 environments (DEV, TEST and PRD) with option to purchase additional environments (SANDBOX, SIT and etc.) for additional fee.

4. Management Proposal

Since 2014, Accelare has been a trusted partner of the Commonwealth of Massachusetts (DOT, RMV, EOTSS, RMV), State of Washington (DSHS), and the City of Portland, repeatedly called upon to address complex systems and operational challenges across various agencies. Our deep understanding of public sector operations, combined with our expertise in ServiceNow's platform, uniquely positions us to design and implement a modernized Food Service Distribution System that fully supports the requirements of all USDA food distribution programs administered by OSPI. Our solution ensures seamless, efficient, and scalable operations, aligning with evolving regulatory and political landscapes.

4.1. Accelare & ServiceNow: A Best-in-Class Solution

Accelare brings a proven methodology to this project through Platform-based Design Engineering (PDE)—an iterative, collaborative approach that bridges the gap between business stakeholders and technologists. PDE actively integrates emerging technologies to optimize workflows, improve service delivery, and enhance operational efficiency beyond traditional Systems Development Life Cycle (SDLC) approaches.

At the core of our solution is ServiceNow, a leading cloud-based workflow automation platform that has transformed enterprise service management worldwide. With its ability to integrate seamlessly into existing IT infrastructures, ServiceNow modernizes operations without disrupting ongoing processes. Key features such as invoice integration, automated workflows, real-time operational visibility, and intelligent case management will allow OSPI to manage USDA food distribution programs with efficiency and accuracy.

ServiceNow is trusted by over 85% of the Fortune 500 and more than half of the Fortune 100, with a 98% customer retention rate as of 2022. Its widespread adoption is a testament to its ability to help organizations:

- **Transform Operations** – Digitizing workflows to improve efficiency, reduce costs, and streamline food service distribution management.
- **Improve Stakeholder Experience** – Offering guided workflows, enhanced visibility, and intelligent automation to optimize user interactions.
- **Automate Cross-Department Workflows** – Simplifying order management, food inventory tracking, and delivery coordination.
- **Enable Scalable Solutions** – Utilizing a low-code platform adaptable to evolving requirements.

Accelare's experience in food bank automation and milk bank inventory management demonstrates our expertise in modernizing complex food distribution networks. Leveraging this experience, we will deliver a streamlined, efficient, and adaptable solution for public school food service distribution.

4.2.Project Objectives

Our solution will fully support the requirements of all USDA food distribution programs administered by OSPI by delivering a modern, user-friendly, and automation-driven system that meets the following objectives:

4.2.1. ROBUST USER AND RECIPIENT AGENCY MANAGEMENT

- Comprehensive user management capabilities that allow OSPI to allocate entitlements efficiently across recipient agency users.
- Secure access controls to ensure proper role-based permissions for agencies, administrators, and stakeholders.

4.2.2. INTEGRATED CATALOG CREATION AND MANAGEMENT

- Seamless catalog management with real-time updates for available USDA food products.
- Customizable product attributes, allowing easy tracking of specifications such as nutritional information, packaging details, and vendor information.

4.2.3. DETAILED PRODUCT AND INVENTORY MANAGEMENT

- Advanced inventory tracking capabilities to monitor stock levels, expiration dates, and product movement across distribution centers.
- Automated alerts and real-time reporting to prevent stock shortages and overages.

4.2.4. FLEXIBLE MANAGEMENT OF MONTHLY ORDERS (INCLUDING INVOICING)

- An intuitive ordering system that enables recipient agencies to place and modify monthly orders with ease.
- Integrated invoicing features for transparent and accurate billing, reducing manual errors and administrative workload.

4.2.5. ADAPTABLE REPORTING AND ANALYTICS

- Customizable dashboards providing real-time insights into program performance, inventory trends, and financial metrics.
- Enhanced compliance reporting to meet USDA regulatory requirements effortlessly.

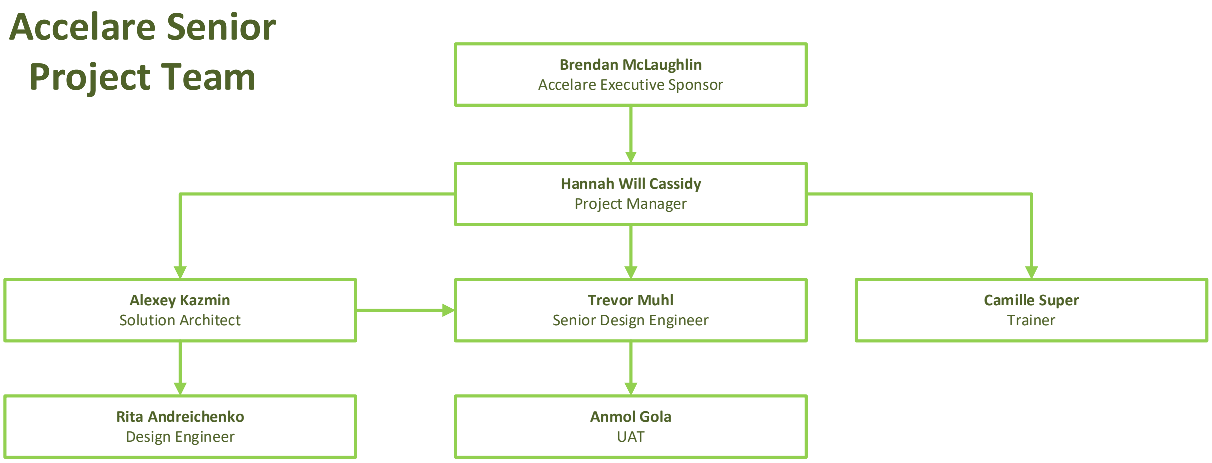
4.2.6. CUSTOMIZABLE AUTOMATION AND USABILITY

- Automation to streamline workflows and improve process efficiency.
- A user-friendly interface that reduces administrative burden and enhances system accessibility for all stakeholders.

Accelare, in partnership with ServiceNow, is uniquely equipped to deliver an innovative, future-ready Food Service Distribution System for OSPI. By integrating robust automation, advanced analytics, and a scalable cloud-based solution, our proposal ensures that USDA food distribution programs are efficiently managed, compliant, and adaptable to future needs.

We look forward to the opportunity to partner with OSPI on this critical initiative and welcome further discussion on how our approach will drive success for your organization.

4.3.Project Management/Team Structure/Internal Controls



Role	Responsibilities	Accelare Resource*	Title/ Qualifications	Time Commitment as % of FTE
Executive Sponsor	responsible to administer the terms of this contract, approve, execute change notices	Brendan McLaughlin	Executive Vice President	5%
Project Manager	Contractor resource who is responsible to serve as the primary contact with regard to services who will have the authority to act on behalf of the Contractor in matters pertaining to the implementation services, matters pertaining to the receipt and processing of Support Requests and the Support Services." From project kick-off until final acceptance and go-live, Contractor Project Manager must facilitate weekly meetings (or more if determined necessary by the parties) to provide updates on implementation progress. Following go-live, Contractor must facilitate monthly meetings (or more or less if determined necessary by the parties) to ensure ongoing support success.	Hannah Will Cassidy	Principal Consultant	50%
Implementation Lead	ServiceNow certified Solution Architect who will develop the future state model of the FDMS and create the project plan. The SA will oversee all development, implementation, and testing of the replacement system	Alexey Kazmin	Solution Architect	50%
Senior Developer	ServiceNow Certified developer who will work with the Solution Architect as the technical lead to implement the project plan.	Trevor Muhl	Senior Design Engineer	100%
Developer	ServiceNow Certified developer who will work with the SA and TL and serve as a developer configuring the new FDMS.	Rita Andreichenko	Design Engineer	100%
UAT Lead	ServiceNow Certified developer who will work with the SA and TL and undertake the testng and Quality assurance.	Anmol Gola	Design Engineer	50%
Trainer	The trainer will develop and deliver role-based training materials for CN Staff, RAs, and warehouse personal. The trainer will be responsible for creating engaging content, conducting virtual training sessions, and providing ongoing support to ensure successful system adoption. The role requires collaboration with project managers and subject matter experts to align training with project goals and user needs, as well as gathering feedback for continuous improvement.	???	Trainer	25%

*** See CVs below for related experience**

4.4. Experience of Consultant/Staff/Subcontractors

Brendan McLaughlin *Executive Vice President, Relationships and Alliances*

Brendan serves as the EVP at Accelare, where he plays a critical role in managing and strengthening the relationship between Accelare and ServiceNow. With over 20 years of experience, Brendan has helped organizations navigate business strategy, technology adoption, and organizational change across industries such as healthcare, high technology, financial services, and government. He excels in building consensus among diverse stakeholder groups and guiding clients through operational model transformations. Brendan's leadership has been instrumental in ensuring that Accelare and ServiceNow deliver exceptional value to clients, driving successful outcomes through collaboration and strategic alignment.

Certifications and Skills

- B.S. from Boston College
- M.B.A. from Northeastern University

Hannah Will Cassidy *Principal, ServiceNow Consulting and Training*

Hannah is a Director and Principal Consultant with Accelare and manages the ServiceNow implementation team. Before her career as a consultant, Hannah spent over a decade working with Dr. Michael Hammer, the founder of the reengineering movement. She has leveraged this experience and has educated leaders of corporations, not-for-profits, and the military on the benefits of the process-centered organization and transformational customer experience. Hannah is a highly sought-after subject matter expert in communication, business development, customer experience management (CXM), workforce optimization, process redesign as well as leading ServiceNow training for Accelare.

Relevant Experience

Project Manager – MCNC
Led the Accelare team that conducted an analysis of MCNC's existing resources, team structure, tools and processes for the nonprofit internet service provider. The team recommended options for the implementation of a service desk built of ServiceNow and utilizing the Playbook functionality that would provide the optimal customer experience for its K-20 internet clients.

Project Manager – Second Harvest Heartland
Led the implementation, support, and expansion of ServiceNow CSM at the 2nd largest food bank in the United States. Second Harvest became the first not-for-profit to use ServiceNow's PSDS (Public Sector Digital Services) platform when rolling out its new Food Resource Care Center, a contact center built on 3C Logic and ServiceNow. The SHH ServiceNow instance continues to expand to SPM and Asset Management and additional programs like SNAP and CSFP.

Project Manager – MA Department of Early Education and Care (EEC)
Led the training and communication effort during the implementation of a personnel management and

background record check system for the Department of Early Education and Care that included both internal (staff) and external (30K childcare centers) constituents. Designed, implemented, and managed the contact center for EEC to better support customers through project rollout on the ServiceNow platform.

Certifications and Skills

- B.A. from Harvard University
- M.B.A. from Simmons Graduate School of Management
- ServiceNow Certified System Administrator
- Certified Scrum Master
- Trained in ServiceNow SPM

Alexey Kazmin *ServiceNow Senior Solution Architect*

Alexey is an exceptionally skilled ServiceNow architect with a proven track record of success managing projects and leading teams to meet business objectives with a diverse skillset across a wide range of ITSM platforms. Alexey has 12+ years ServiceNow experience across various modules, deployment of ServiceNow solutions, and process/data migration in a wide variety of clients predominantly in Banking, Government and Service Provider industries.

Relevant Experience

ServiceNow Solution Architect – Accelare Inc.
Designed solutions utilizing the ServiceNow platform to provide clients with the highest level of customer experience and value for their organization. Lead development and worked collaboratively with client teams to deliver solutions.

Designed solutions for PSDS, CSM and HRSD for customers with complex organizational structure and specific security policies.

Designed and performed complex data migrations with various type of data sources (API / ORACLE / MSSQ L/ files) and extensive amount of data (200+ tables, 20M+ records, 3M+ attachments…)

Optimized highly customized ServiceNow environments: revert customized solution to OOTB configurations, maximize OOTB functions usage, improve instance heath score (performance / security / customization which not aligned with best practices)

Certifications and Skills

- ServiceNow Suite Certification – Public Sector Digital Services Professional
- ServiceNow Suite Certification – Customer Service Management Professional
- ServiceNow Suite Certification – IT Service Management Professional
- ServiceNow Suite Certification – HR Service Delivery Professional

- Now Assist for IT Service Management Pro Plus Suite
- Now Assist for Human Resource Service Delivery Pro Plus Suite
- Now Assist for Customer Service Management Pro Plus Suite
- ServiceNow Certified Implementation Specialist for Service Mapping
- ServiceNow Certified System Administrator
- ServiceNow Certified Application Developer
- Micro-Certifications: Flow Designer, Performance Analytics, Predictive Intelligence, Virtual Agent and Agile 2.0
- ITIL v3 Foundation
- Master of Computer Science from Bauman Moscow State Technical University

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Trevor Muhl *Senior ServiceNow Developer*

Trevor is an IT innovator specializing in ServiceNow product implementation, platform integration, and custom application development. He demonstrates the ability to quickly learn modern technologies and systems. Trevor has years of success in effectively communicating project challenges and solutions with others while carefully balancing business and technology needs.

Relevant Experience

Senior Developer – MassDOT
Created a new HR integration and implemented a custom task management application, including full ATF suites. Provided training and guidance for junior resources on implementation processes. Provided support for overall instance security, performance, and stability.

HR Implementation Specialist – MassDOT
Implemented HR for a State agency, including features such as new onboarding Lifecycle Events, individual HR services, Document Templates, Employee Forms, and Field-level Encryption configurations.

Senior Developer – Bravium Consulting
Implemented Hardware Asset Management and Discovery for a Federal agency, including development of custom Discovery Patterns and an integration with PeopleSoft, a procurement system. Created and automated Document Templates for PDF generation within GRC: CAM. Created custom “Idea Management” application including complete Service Portal accessibility.

Certifications and Skills

- ServiceNow Certified Implementation Specialist - ITSM, HR, Discovery, CSM, HAM, SAM, SPM, Platform Analytics
- ServiceNow Certified Application Developer
- ServiceNow Certified System Administrator

- SME in ServiceNow, Integrations, Custom Applications, and Portal Development
- JavaScript, JSDoc, REST, SOAP, HTML, CSS, PowerShell, Node.JS, Ruby on Rails
- B.S. in Computer Engineering from Purdue University

Margarita Andreichenko *Senior Developer*

Margarita is an experienced ServiceNow developer with a strong foundation in programming languages like JavaScript and SQL. Margarita's analytical and problem-solving skills are invaluable in ensuring software reliability and performance.

Relevant Experience

Developer – OSPI (Massachusetts Commission Against Discrimination)
In the development and implementation of a client and case management system for the Massachusetts Commission Against Discrimination (OSPI), she contributed both her expertise in programming languages and her keen eye for identifying defects through comprehensive test plans. Her dual role in development and testing allowed her to bridge the gap between technical requirements and quality assurance, ensuring that the system was both functional and reliable. Margarita's experience on the development team and her ability to troubleshoot complex issues enhances her impact on software performance and successful project

Certifications and Skills

- ServiceNow Certified System Administrator
- ServiceNow Certified Implementation Specialist - Customer Service Management
- ServiceNow Micro-Certification - Automated Test Framework
- ServiceNow Micro-Certification - Agile and Test Management Implementation
- ServiceNow Micro-Certification - Flow Designer
- ServiceNow Delivery Accreditation - Public Sector Digital Services
- JavaScript, SQL, Python, React.js
- Software Quality Assurance

4.5. Related contracts/ServiceNow Implementations - 2024

The following is a list of related ServiceNow deployments implemented by Accelare during 2024. We are happy to elaborate on details of any of these projects.

Avangrid – HRSD to EC Pro

City of Portland (Oregon) – Customer Service Management

Massachusetts Commission Against Discrimination – Customer and Case Management System

Massachusetts DOT Crash Data System

Massachusetts DOT /MBTA Independent Instance Separation

MCNC CSM – Configurable Workspace Implementation

MCNC PSDS - Service Desk Analysis

Second Harvest Heartland External Portal

Second Harvest Heartland Strategic Portfolio Management

Second Harvest Heartland CSFP implementation

State of Washington – DSHS Instance Consolidation

Optum Insight Life Sciences – CSM Support for ODDW and OHHL

4.6. Internal Controls

Controls for the implementation of a project are designed to ensure that the project is executed efficiently, within scope, time, and budget, and that risks are managed effectively. Accelare follows a project control structure as follows:

1. **Project Governance:** Clear project governance structures, including a steering committee, project managers, and stakeholders, to oversee decision-making and ensure alignment with organizational objectives.
2. **Project Planning and Scheduling:** Detailed project plans and timelines with clearly defined milestones and deliverables to ensure tasks are completed on schedule. This includes resource allocation and dependencies management.
3. **Budget and Cost Control:** Mechanisms to monitor and control project expenditures to ensure that the project remains within its approved budget, with regular financial reviews to track progress and forecast future costs.
4. **Risk Management:** A risk management framework to identify, assess, and mitigate risks throughout the project lifecycle. This includes contingency planning and ongoing risk assessments.
5. **Change Control:** A formal change management process to assess and approve any changes to the project scope, schedule, or resources. This ensures that changes are aligned with the project's goals and do not negatively impact outcomes.
6. **Quality Assurance:** Establishment of quality standards and regular reviews to ensure that the project meets the desired specifications and standards, including testing, validation, and user acceptance.
7. **Communication Management:** Structured communication plans to ensure that all stakeholders are kept informed of progress, risks, and any changes. This ensures transparency and alignment across teams.

8. **Performance Monitoring and Reporting:** Regular monitoring of project performance against predefined KPIs (Key Performance Indicators) and progress reports to stakeholders. This helps to identify issues early and adjust plans as needed.
9. **Compliance and Legal Controls:** Ensuring the project complies with relevant laws, regulations, and internal policies, including data security, intellectual property, and contractual obligations.

These controls work together to maintain project focus, accountability, and success, ensuring that potential issues are managed proactively and that the project meets its goals efficiently.

4.7.References

Second Harvest Heartland

Contact Name	Jen Gareis
Contact Title	Manager, IT and ServiceNow
Company Mailing Address	7101 Winnetka Ave N
Company City, State, Zip	Brooklyn Park, MN 55428
Company Website Address	https://www.2harvest.org
Contact Telephone Number	651-209-7969
Contact Fax Number	NA
Contact Email	jgareis@2harvest.org
Industry of Company	Food Bank, not-for-profit

Second Harvest Heartland has always led the nonprofit, food bank sector through innovation, exploring creative solutions to connect the full resources of its community with its hungry neighbors. Second Harvest has leveraged its unique position in the emergency food chain to make an impact. In close partnership with a network of 388 food shelves and nearly 1,000 partner programs, Second Harvest Heartland supports those in the region facing hunger today.

Second Harvest turned to ServiceNow's cloud-based platform and its best practice Customer Service Management (CSM) module for a number of projects including Access Controls, Survey Management, Volunteer (communities) Management, digital signature, FOODRx case types and management, Agency/ Program case types and management.

By using ServiceNow CSM Pro case management, Second Harvest is a leading partner in the policies and programs that work to end hunger, like SNAP, school meals, and senior nutrition programs. Second Harvest is an innovator, working with medical partners and restaurants in the areas where food can be the solution, like FOODRx and Minnesota Central Kitchen.

Second Harvest engaged Accelare, its SN implementation partner, to identify and streamline their processes using Accelare's Platform-based Design Engineering (PDE). This allowed Second Harvest to identify the areas – people, process, technology - in need of improvement and those that could be addressed with ServiceNow's out-of-the box functionality. This allowed Second Harvest to service its partners, clients, and vendors efficiently and effectively.

In late fall 2022, Second Harvest wanted to build on the PDE assessment and leverage their existing ServiceNow instance to launch a contact center – the Food Resource Care Center. The goal was for the FRCC to provide live, human support, expand the quantity of services, and the reduce the time it takes to provide assistance to neighbors in need. An RFP was distributed, demos were conducted, and the Accelare, ServiceNow,3CLogic partnership was selected to launch a new contact center, expanding the existing ServiceNow CSM Pro instance to include the SNAP program and leveraging the seamless integration with 3CLogic telephony.

During project kick-off, the Accelare Solution Architect made a bold suggestion. After reviewing the business requirements for the requested food resource care center, we noticed that this not-for-profit acted an awful lot like a government agency. Accelare's SA suggested we leverage the data model of ServiceNow's PSDS (Public Sector Digital Transformation) to provide OOTB functionality. The Accelare Implementation team proceeded to move Second Harvest from ServiceNow CSM Pro to PSDS platform in order to capitalize on the platform's public sector-specific functionality.

The results of the Food Resource Care Center, using ServiceNow PSDS were so successful, Second Harvest continued to expand its ServiceNow footprint into the SNAP and CSFP programs with the guidance and partnership of Accelare.

State of Washington-Department of Social and Health Services (DSHS)

Contact Name	Gregory Gibson
Contact Title	ITSM Manager, ITSM Team
Company Mailing Address	724 Quince St SE
Company City, State, Zip	Olympia, WA 98504
Company Website Address	https://www.dshs.wa.gov
Contact Telephone Number	360-890-6280
Contact Fax Number	NA
Contact Email	gregory.gibsobn@dshs.wa.gov
Industry of Company	State Government

Accelare is proud to partner with the Washington State Department of Social and Health Services (DSHS) to provide managed services in support of their ServiceNow environment. Our team of developers and solution architects brings deep expertise in platform optimization, ensuring that DSHS maximizes the value of ServiceNow while maintaining a secure and scalable solution tailored to the agency's needs.

With extensive experience working with state agencies, Accelare understands the unique challenges of regulatory compliance, security, and operational efficiency that government entities face. Our approach ensures that ServiceNow is aligned with DSHS's mission, streamlining workflows while maintaining strict data governance and security protocols.

Accelare successfully consolidated two separate ServiceNow instances into a unified, secure cloud-based platform to better serve multiple departments within DSHS. This consolidation improved:

- Cross-department collaboration by centralizing key data and processes.
- Security and compliance by implementing standardized controls across the agency.
- System performance and maintenance by reducing redundancies and improving system administration.

Our team works closely with DSHS to enhance ServiceNow's catalog items, client records, and case management capabilities. By refining workflows and automating critical processes, we help the agency:

- Improve service delivery to citizens by streamlining case intake and tracking.
- Enhance user experience for agency staff through simplified navigation and automation.
- Ensure data integrity with secure, structured record management.

Accelare provides proactive maintenance, enhancements, and strategic guidance to ensure that DSHS's ServiceNow platform continues to evolve with the agency's needs. Through managed services, we deliver:

- Regular system updates and security patches to maintain compliance.
- Performance optimization to ensure seamless functionality.
- User training and support to drive adoption and efficiency.

Accelare's deep understanding of Washington State DSHS operations, combined with our expertise in ServiceNow implementation and optimization, has resulted in a secure, streamlined, and scalable solution that enhances agency efficiency and service delivery. Our continued partnership ensures that DSHS leverages the full power of ServiceNow to support its mission of serving Washington residents effectively.

Optum Life Sciences

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Industry of Company	Healthcare

Accelare implemented the ServiceNow CSM instance for Optum Life Sciences for more efficient client and case management system. The Optum De-identified Data Warehouse, ODDW, is a large database maintained by Optum, a healthcare analytics company, which stores vast amounts of de-identified patient health information, including claims data, electronic health records (EHR), and other medical details, allowing researchers to analyze trends and patterns in healthcare without being able to identify individual patients due to the removal of personal identifiers.

Key points about the Optum de-identified data warehouse:

- **Data source:** This warehouse pulls data from a wide range of sources including administrative claims, electronic health records, and sometimes even socioeconomic data.
- **De-identification:** All patient information is de-identified, meaning personal details like names and addresses are removed to protect patient privacy while still allowing for meaningful analysis.
- **Research use:** Researchers often access this data to conduct real-world research on various healthcare topics, including disease prevalence, treatment effectiveness, and population health trends.

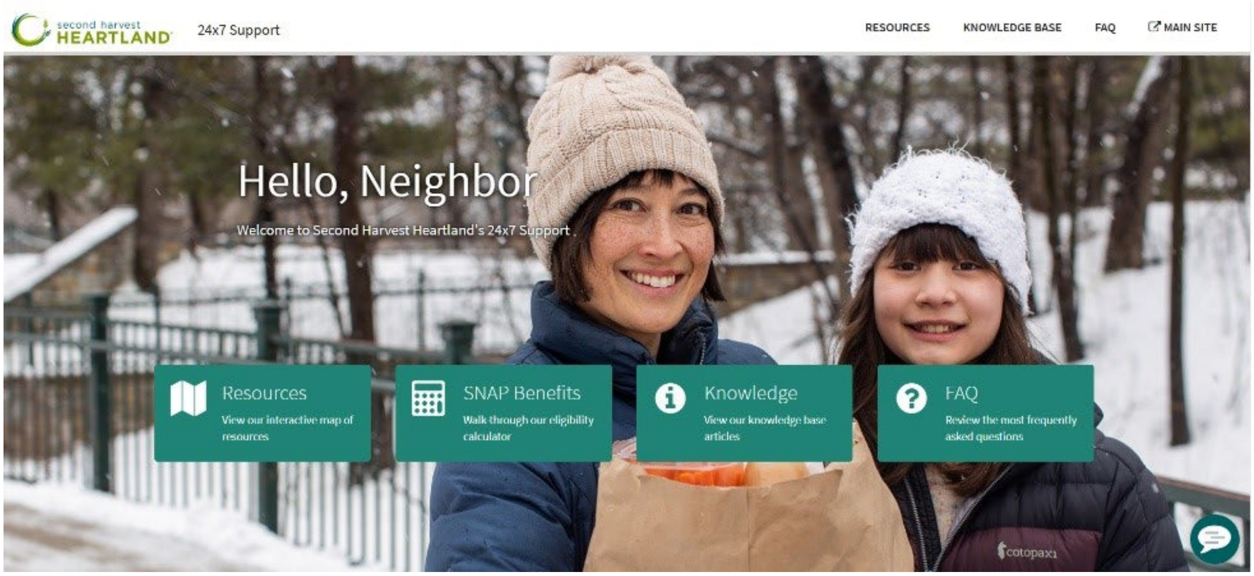
The ServiceNow CSM platform implemented by Accelare allows for external users (researchers) to create accounts, review catalog items of different types of de-identified patient data, submit requests for said data, receive notifications of the status of the request, and ultimately receive the data on their customer portal.

4.8. Past Performance

Accelare was founded in 2001 and has never received notification of contract breach.

4.9. Examples/Samples of Related Projects/Previous Work

4.9.1. CASE STUDY: DIGITAL TRANSFORMATION FOR SECOND HARVEST HEARTLAND


second harvest HEARTLAND
24x7 Support
RESOURCES
KNOWLEDGE BASE
FAQ
MAIN SITE
Hello, Neighbor
Resources
View our interactive map of resources
SNAP Benefits
Walk through our eligibility calculator
Knowledge
View our knowledge base articles
FAQ
Review the most frequently asked questions
cotopaxi

Welcome to Second Harvest Heartland's 24x7 Support

Challenge: Second Harvest Heartland (SHH) collaborates with 388 food shelves and 1,000 partner programs to provide critical food resources to Minnesotans facing food insecurity. As a leader in hunger relief policy and programs—including SNAP, school meals, and senior nutrition (CSFP)—SHH also innovates solutions like FOODRx and Minnesota Central Kitchen to address food as a healthcare and community issue. To enhance operational efficiency, SHH needed a cost-effective, intuitive platform that would maximize program funding for food distribution rather than high-tech implementation costs.

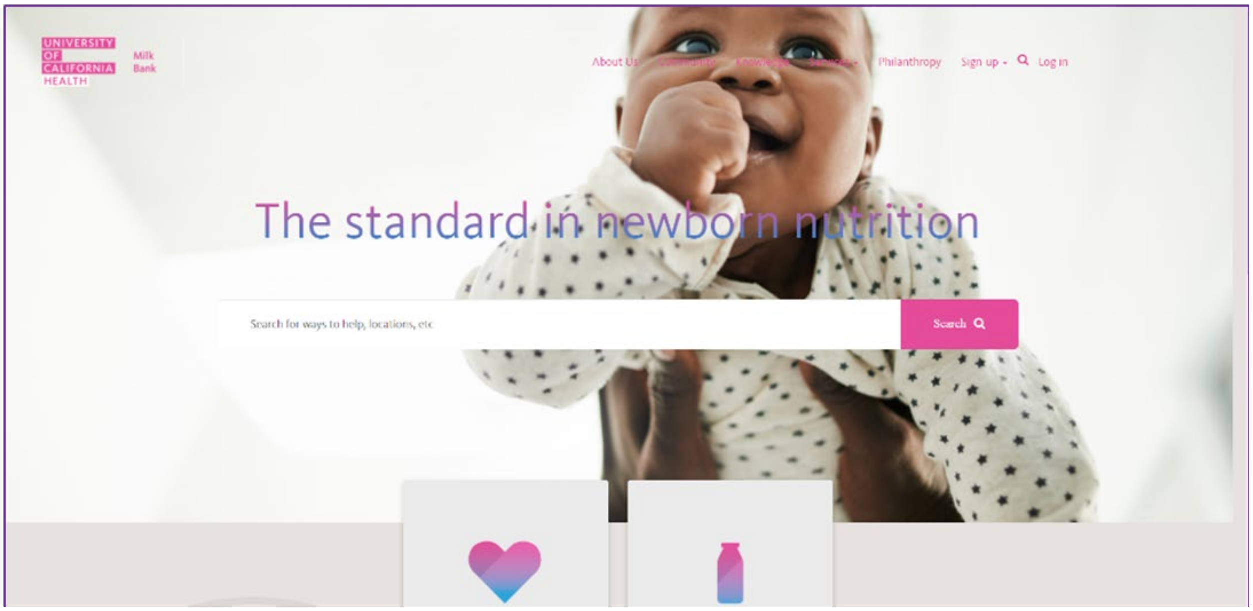
Approach: SHH partnered with Accelare and ServiceNow to implement Customer Service Management (CSM) as a way to streamline operations, improve service delivery, and enhance interactions with partners, clients, and vendors. The goal was to create a scalable, efficient, and centralized digital platform to modernize food distribution management while keeping implementation costs low.

Solution: Accelare and ServiceNow initially deployed CSM within one of SHH's seven programs, generating significant process improvements and operational efficiencies that quickly gained recognition across the organization. As the ServiceNow instance matured, the platform evolved from CSM to Public Sector Digital Services (PSDS) and expanded to support:

- SNAP, CSFP, and FOODRx programs, increasing automation and efficiency in food distribution.
- An enterprise-wide contact center, leveraging Knowledge Management, Virtual Agent, and a new Customer Portal to enhance service capabilities.
- ServiceNow Strategic Portfolio Management (SPM) to improve project oversight, ensuring streamlined execution and resource allocation.

By utilizing ServiceNow's advanced workflow automation and digital service capabilities, SHH successfully scaled its operations across multiple programs, improving efficiency, enhancing partner collaboration, and ensuring more funds could be directed toward feeding those in need rather than administrative overhead.

4.9.2. DIGITAL PLATFORM IMPLEMENTATION FOR UC SAN DIEGO HEALTH MILK BANK


UNIVERSITY OF CALIFORNIA HEALTH
Milk Bank
About Us
Philanthropy
Sign up
Log in
The standard in newborn nutrition
Search for ways to help, locations, etc
Search

Challenge: The University of California Health Milk Bank (UCHMB) was preparing to launch and required a comprehensive digital platform to support multiple critical functions. The solution needed to facilitate community engagement, enable volunteer donor registration, provide hospitals with a streamlined process to purchase breast milk, and manage inventory efficiently to ensure proper tracking and distribution.

Approach: To meet these needs, UC San Diego Health partnered with Accelare for the Phase 1 implementation of Customer Service Management (CSM) on the ServiceNow platform. This solution created a mobile-enabled, centralized hub that allowed for the efficient intake, screening, and processing of milk donations, while also incorporating real-time inventory management to track available supply and distribution.

Solution: Accelare took a holistic approach to the CSM implementation, focusing not only on workflow configuration and form development but also on optimizing the overall user experience and inventory tracking. Key considerations included:

- Designing seamless workflows for donor applications, screening, hospital ordering, and inventory management.
- Enhancing ease of form completion to reduce friction for donors and hospitals.
- Ensuring secure and structured data management for tracking, storage, and accessibility.

- Implementing real-time inventory tracking to monitor supply levels, expiration dates, and distribution logistics.
- Driving adoption among UCHMB employees by prioritizing usability and intuitive system design.

By integrating automation, streamlined processes, inventory tracking, and user-centric design, Accelare successfully delivered a scalable and efficient digital solution that enabled UCHMB to operate smoothly from launch, improving service delivery for both donors and hospitals while ensuring accurate inventory management.

4.10. Subcontractors

Accelare does not intend to use subcontractors on this project.

5. Cost Proposal

5.1. Cost Summary

#	Cost Type	Year 1 5/25 – 5/26	Year 2 5/26 – 5/27	Total
1	Application Software Implementation Costs / Licensing, Hosting Costs (Initial) & Vendor Support Computed Totals	$143,300	$143,300	$286,600
2	PHASE 1. Clarify the Strategy, Requirements and Build the Roadmap	$159,000		$159,000
3	PHASE 2. Product catalog. (Implementation and customization, Training materials, Data Migration and Interfaces)	$388,000	$0	$388,000
4	PHASE 3. Monthly ordering + Invoices. (Implementation and customization, Training materials and Interfaces)	$290,000	$0	$290,000
5	Ongoing Support, Maintenance and Platform Upgrade	$0	$80,000	$80,000
6	Travel Costs	$0	$0	$0
7	Subcontractor Costs	$0	$0	$0
8	Indirect Costs	$0	$0	$0
	Total	**$980,300**	**$223,300**	**$1,203,600**

5.3. Proposed Payment

Refer to section 2.6 Performance-based Contracting for additional details

Number	Milestone Name	Due Date	Amount Due
1	Project Initiation	June 30, 2025	$66,000
2	Discovery/Setup	July 31, 2025	$93,000
3	Phase 2: Development Cycle 1	August 31, 2025	$132,000
4	Phase 2: Development Cycle 2	Oct 30, 2025	$144,000
5	Phase 2: User Acceptance Testing	Nov 30, 2025	$56,000
6	Phase 2: Go-Live	Dec 30, 2025	$56,000
7	Phase 3: Development Cycle 1	Feb 28, 2026	$140,000
8	Phase 3: Training Materials	Mar 30, 2026	$54,000
9	Phase 3: User Acceptance Testing	Apr 30, 2026	$54,000
10	Phase 3: Go-Live	May 30, 2026	$42,000
		Total	**$837,000**
	Year 1 Licenses (May 2025 – Apr 2026)		
		Up to 30 days after signature	$143,300
		Total	**$143,300**
		Project Total	**$980,300**

6. Strategic Alignment

6.1. Alignment of Proposed Solution with the WATECH Strategic Plan

Our proposed solution, leveraging Accelare's expertise in Platform-based Design Engineering (PDE) and ServiceNow's industry-leading digital workflow capabilities, is uniquely positioned to support the WaTech Strategic Plan and ensure the successful modernization of OSPI's Food Distribution Management System. Our approach takes full advantage of ServiceNow's out-of-the-box (OOB) functionality, reducing implementation complexity while ensuring a configurable and scalable solution that meets OSPI's needs. Additionally, we will leverage data fabric technology to seamlessly extract and integrate data from external systems, improving interoperability and decision-making. Below is how our approach aligns with each of WaTech's strategic goals:

GOAL 1: Create a government experience that leaves no community behind

Our solution will create an inclusive, user-friendly platform that ensures equitable access to food distribution services for all recipient agencies and stakeholders. By streamlining inventory management, recipient agency entitlements, and order processing, our approach ensures efficient allocation of resources, reducing administrative burdens on underserved communities. Additionally, our mobile-enabled platform increases accessibility, ensuring that users in rural and urban areas alike can easily interact with the system.

GOAL 2: Better data, better decisions, better government, better Washington

By leveraging ServiceNow's OOB analytics capabilities along with data fabric technology, our solution will seamlessly integrate data from external systems, providing a comprehensive view of food distribution trends, inventory levels, and program performance. The platform's real-time reporting and analytics will enable OSPI administrators and policymakers to make data-driven decisions that improve operational efficiency and ensure compliance with USDA regulations. This approach eliminates data silos, enabling better cross-agency collaboration and smarter resource allocation.

GOAL 3: Innovative technology solutions create a better Washington

By utilizing ServiceNow's cloud-based, scalable infrastructure, our solution brings modern, flexible, and automated capabilities to OSPI. The system will enable customizable workflows, real-time tracking, and automation of key processes, ensuring a future-proof, highly adaptable platform that can evolve with emerging needs. ServiceNow's OOB capabilities minimize customization needs, allowing for faster deployment and lower maintenance costs, while the integration of data fabric technology ensures that external systems can seamlessly exchange information, enhancing interoperability and overall system efficiency.

GOAL 4: Transform how we work. Best Workforce Ever

Our approach streamlines manual processes, reduces administrative burdens, and empowers OSPI employees with intuitive tools and automation. The system enhances efficiency through automated approvals, integrated invoicing, and seamless reporting, allowing staff to focus on high-impact tasks rather than repetitive data entry. OOB self-service portals and guided workflows will make it easier for users to navigate processes, improving adoption and reducing the need for extensive training. Additionally, by leveraging data fabric technology, employees will have access to integrated, up-to-date information across multiple systems, improving collaboration and operational effectiveness.

By aligning with WaTech's strategic goals, our proposed solution delivers a modern, data-driven, and inclusive platform that enhances food distribution services across Washington, ensuring better outcomes for recipient agencies and communities in need while maximizing efficiency and integration through OOB capabilities and data fabric technology.

6.2. Strategic Alignment with OSPI's Mission and Vision: "A Committed, Unified, and Customer-focused OSPI"

Our proposed solution aligns seamlessly with OSPI's mission and vision by delivering a modern, efficient, and customer-centric Food Distribution Management System that supports commitment, unity, and service excellence. Through ServiceNow’s powerful digital workflow capabilities and Accelare’s expertise in Platform-based Design Engineering (PDE), we will create a streamlined, data-driven, and user-friendly platform that enhances OSPI’s ability to serve recipient agencies, improve operational efficiency, and ensure equitable food distribution across the state.

Commitment: Ensuring Reliable and Effective Service Delivery

Our solution is designed to optimize food distribution processes, enhance inventory management, and improve order tracking, ensuring that OSPI can reliably deliver food resources to recipient agencies in a timely and efficient manner. By leveraging automation, real-time data tracking, and predictive analytics, we will help OSPI reduce bottlenecks, minimize waste, and improve food distribution logistics, demonstrating a strong commitment to operational excellence.

Unified: Creating a Cohesive and Integrated System

A key objective of our approach is to create a unified and integrated platform that allows OSPI to manage all USDA food distribution programs efficiently. By leveraging ServiceNow’s data fabric technology, our solution will integrate with external systems, providing a centralized, real-time view of inventory levels, recipient agency allocations, and program performance. This seamless data exchange and system interoperability will eliminate silos, enabling greater collaboration among OSPI departments, recipient agencies, and food distribution partners.

Customer-Focused: Enhancing User Experience and Accessibility

We prioritize a customer-first approach by implementing intuitive, user-friendly portals and automated workflows that simplify the experience for OSPI staff, recipient agencies, and food distribution partners. Through self-service capabilities, mobile accessibility, and guided workflows, our solution reduces administrative burdens, minimizes manual errors, and increases transparency, ensuring that all stakeholders have easy access to critical information and services. Furthermore, robust reporting and analytics tools will empower OSPI to make data-driven decisions, improving service delivery and responsiveness to the needs of Washington’s communities.

Conclusion

By aligning with OSPI’s mission and vision, our proposed solution reinforces commitment to efficient service delivery, fosters unity through system integration, and enhances customer focus with intuitive digital workflows. With Accelare’s expertise in public sector transformation and ServiceNow’s industry-leading capabilities, we will provide OSPI with a future-proof, scalable, and high-performing platform that drives operational excellence and equitable food distribution across Washington State.