Request for Proposals
Christmas Database Requirements

Background

The Kanata Food Cupboard is a non-profit charitable organization with the primary mission to provide the healthiest possible food choices by engaging and inspiring the Kanata community. The organization provides food assistance to approximately 800 Kanata residents a month, half of whom are children.

The Charity runs based on the good will of the community, receiving 85% of its funding from donations from individuals and businesses. The Christmas season is by far the busiest season with half of our donations received in December, and a very large Christmas program that supplies Christmas food assistance to over 1800 Kanata residents.

Current Opportunity

The Kanata Food Cupboard (KFC) is looking for a new software solution to help us streamline our current Christmas Hamper program.

This Christmas Hamper program supplies individuals and families in need in Kanata (Family/Families) with Christmas hampers. Christmas hampers include a suggested makeup of Christmas dinner foodstuffs, Christmas presents, and often many daily staples.

Approximately half of the Families are 'adopted' by volunteers, residents, or organizations (Adopter) in the community. These adopters purchase items for the Families' Christmas hampers and deliver the hampers to the Kanata Food Cupboard warehouse on appointed days for delivery to the Families.

The number of Families requesting Christmas assistance exceeds the number of interested adopters. For the families who are not adopted, the Kanata Food Cupboard supplies the Christmas hamper items and Kanata Food Cupboard volunteers assemble hampers.

The Kanata Food Cupboard then pairs 'delivery' volunteers (Drivers) with the Christmas hampers for distribution to the requesting families on an appointed day.

This process starts in mid-September with requests for assistance and adopter enrolment, and culminates in a feverish two or three days of acceptance and delivery activity at our warehouse the week before Christmas. Last year the Kanata Food Cupboard assisted ~500 families and the demand continues to grow year over year.

We are currently looking to our local technology community to identify a company or interested individual who is willing and able to develop this much needed tool to support our ongoing Christmas operation. Note that November and December are by far the busiest time of year for the organization.

This database is required to be fully operational for September 1st and could be tested with our Thanksgiving Hamper Program during the month of September to ensure readiness for the Christmas program.

Key Benefits

This database is a key driver in enabling a successful Christmas program. This opportunity will enable a local company or individuals the opportunity to contribute to this success, thereby enabling the Kanata Food Cupboard to assist over 1800 people this and every Christmas. This is a huge contribution which we would recognize via the Kanata Food Cupboard website and public outreach.

Current Process

The Kanata Food Cupboard currently has two software solutions to help us process the necessary information. Our website houses a couple of forms to gather information and a home-grown MYSQL database with a .NET front end exists to store and manipulate the details. Although the website data capture works well, it is not integrated with the database and considerable manual effort is required to populate the backend application. The .NET application (Database) is not easily available nor supported by anyone close to the organization. Printing, connectivity and redundancy have all been issues.

We gather data from both the Families and the Adopter primarily from two web forms on the Kanata Food Cupboard website:

1)   Family web form:

A series of questions is asked of each family and once the family submits the form the data is transformed into an email with text details and sent to the Kanata Food Cupboard Coordinator. The email is then printed and inserted into a number of three inch binders for later processing.

2) Adopter web form:

Once an adopter completes the adopter web form, the adopter emails are filed in a subfolder of the Coordinator's email account.

Driver details are captured via email or phone (or not at all) and stored in the Coordinator's email account.

Once a number of the Family documents exist each document is vetted for completeness, checked against sister organizations to ensure no Family duplication, and typed into the Christmas Database. If an application is found to be lacking sufficient details, Kanata Food Cupboard will contact that Family for more information. The insertion into the database assigns a number to the inputted Family. The Coordinator then emails the FAMILY with the anticipated delivery date and time window.

For each Adopter email, the Kanata Food Cupboard Coordinator looks for a match between a Family's characteristics (e.g. size - single, couple, small family, large family) and the Adopter's desired Family makeup thorough a series of search screens in the Database. Once an appropriate match is found, the Adopter is assigned to that specific Family This action generates an email to the Coordinator with the Family number, anonymous details about the family (male, female, ages, sizes and wish list) and delivery date which is then forwarded to the Adopter. An Adopter can adopt more than one Family. Kanata Food Cupboard splits up the number of Families over 3 "delivery" days to ease congestion on any given day and each Family is assigned a date (which is the same date, where possible, requested by the Family for their convenience). Delivery days are split into two distinct activities – receipt of hampers from Adopters in the morning and delivery of hampers by Drivers in the afternoon.

On the assigned delivery date morning, the Kanata Food Cupboard warehouse is subdivided into locations each identified with the Family numbers to be received and delivered that day. When the Adopter drops off their Christmas hampers at our loading dock, each item received is checked to ensure that the Family number is present and visible; the number of items for that specific Family is then tallied and entered into the Database. The hamper items are then stored in the appropriate Family numbered location within the warehouse.

In the afternoon, the Drivers arrive and are assigned a Family to deliver to (or numerous Families depending on desire and vehicle size). The Driver's name and phone number are assigned to the Family in the Database. A delivery slip with Family number, address, time window and signature location is printed. The Driver then loads the Family items from the Family location in the warehouse on to a cart and proceeds to the warehouse loading dock. The Drivers pass through a waypoint where a volunteer counts the items on the cart for the Family and confirms that this number matches the inbound item count for that Family in the Database. The Driver then delivers the Family items to the Family and captures an acceptance signature on the delivery slip. This slip is returned to the warehouse and is filed by volunteers closing the loop.

Requirements

Anticipated Changes and Enhancements:

The overall process is likely to change very little from the current but certainly could if required. Obvious time savings and notification improvements can be made as well as ease of use through increased search capabilities.

All data entered through a form linked to or from the Kanata Food Cupboard website should be captured electronically in some malleable receptacle (Database). All data will be entered through the online forms.

1. *Family looking for assistance submits a form from the Kanata Food Cupboard website requesting assistance S*ubmission of form data should

  o Generate a "Received" email to the Family indicating that an acceptance decision will be communicated within business days.

  o Assign a Family number to the Family (for internal use only)

  o Assign a status of 'Pending' to that Family number

  o Generate an email of 'new Pending Family receipt' to Coordinator

  Vetting by Coordinator of Family details should

  o Change status from 'Pending' to either 'Accepted' or 'Declined'

  - If Accepted, an email to Family will be generated indicating

    • anticipated delivery date

    • delivery time window

    • wording to anticipate a reminder notification within____days of anticipated delivery

  - If Declined, Coordinator will communicate to Family the decision either through manual email or telephone.

2. *Individual/Organization looking to Adopt a Family by submitting form on Kanata Food Cupboard website:*

Submission of form data should:

- o Assign Adopter Number to Adopter

- o Generate a "Received" email to the Adopter with wording to indicate they should hear from us within_____business days, if not give us a call.

- o Generate an email of 'new Adopter' to Coordinator

Matching of Family to Adopter should:

- o Insert Adopter number into Family record

- o Generate adoption notification email to Adopter listing Family number and anonymous details and delivery date plus reiterate package size and weight considerations

- o Ideally capture Adopter receipt of adoption notification email in Family record

3. *On delivery days we need to assign Drivers to Families:*

Assignment of Driver to Family should:

- o Add Driver name and phone number to Family record

- o Generate an email to Family to indicate imminent item arrival

- o Create a print delivery slip with Family number, TOTAL ITEM COUNT in large font, confidentiality agreement, Family address details, Family phone number and acceptance signature location

Generically there will be a requirement for a number of searches with a number of criteria, such as: all unadopted Families, Families that meet a certain criteria, 'Pending' Families, Families without email address (manual phone process takes over), Families due for delivery today etc., etc.

Kanata Food Cupboard would like some thought given to solutions that will mitigate any connectivity issues that may arise on delivery day (i.e. spreadsheet export capabilities the night before to give a picture of anticipated activity for the next day).

Data entry forms for Family and Adopter should be visible to the public but all other screens/functions should have security. All data will need to be backed up at least daily.

Next Steps

Interested companies or individuals are encouraged to submit a proposal including costs and timeline to:

Jenna Sudds, Volunteer Chair

Chair@kanatafoodcupboard.ca