Food4U Delivery Services

Kitchen Keeper

Request for Proposal

Version 1.0

January 15th, 2015

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Document History

Version	When	Who	What
1.0	2015-01-15	Food4U Delivery Services	Initial Drafting

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1.0 Project Overview

Food4U Delivery Services strives to bring food to customers in the most convenient and affordable way possible. Food4U's clients schedule weekly deliveries of food but currently have difficulties keeping track of it. Often some of the client's food remains uneaten, and when food is unused, customers do not have the knowledge or time to tailor their order for the following week.

We require a system that allows customers to make on-the-fly orders and to have custom-tailored orders based on what food is left/still good in their fridge. We hope to minimize the quantity of wasted product and decrease unnecessary costs for both our clients and Food4U.

2.0 Project Objectives

Kitchen Keeper must satisfy the following objectives:

- Optimize the usage of trucks running delivery cycles
- Reduce quantity of wasted food products
- Increase food orders by allowing customers to easily determine what they need
- Reduce generic scheduled food orders, and replace them with tailored deliveries
- Make 'on demand' purchasing become a large part of the business
- Provide convenience for clients when cooking

These objectives should be met by implementing a fridge-client interface, a database of recipes, and a database to keep track of ordering habits of our clients.

Fridge-Client Interface
The fridge-client interface contains lists all groceries within the household, recipes and their ingredients (with the option to order), suggests recipes based on ingredient inventory, and a simple editable grocery list. A favorites section of items should be available to add to the grocery list. When ingredients may be expiring, a warning should appear 3 days prior and each day subsequent.

Database of Recipes
Customers must be able to input their own personal recipes to the database and add recipes from the internet. If a user would like a recipe using only currently stocked ingredients, the users personal database must first be searched before resorting to other sources such as the internet for further suggestions.

Client Ordering Habit Database
To make ordering simple, the application should remember the customer's most common orders. This database should also be able to help Food4U's warehouse staff manage their inventory efficiently by evaluating the need per week of a given item. This system hopes to minimize wastage of food and undesirable overhead expenses.

3.0 Current Systems

We currently allow delivery by phone or on our website. Customers can create weekly scheduled orders where items are added or removed each week depending on the clients needs. We currently have no system that fulfills the need for an on-demand food delivery system or customer food management system.

4.0 Intended Users and Their Interaction With the System

At Food4u Delivery Services, we have several different users interacting with the system in rather distinct ways. The users intended for the upgraded system include:

- Current Food4U customers
- Food4U Drivers
- Warehouse Staff
- Food Order Dispatch Control (FODC)

The current Food4U customers would be most affected by the new implementation as they would be heavily encouraged to start using our service via the application. Our traditional service will still remain active but we hope that most of our customers will migrate. Once customers get accustomed to ordering via the application, they should find it to be far more convenient than the old methods.

Our Food4U drivers would have significantly more hours and their driving routes would be sporadic to make for a more interesting work environment. However, with the completion of this contract, orders should be more consistent as users plan their meals. Work schedules will be easier to plan and balance between drivers.

The Food4U warehouse staff manage and control when and where inventory is moved before and during shipping. Currently they must manage order quantities and due to inconsistencies with the frequency and weight of their orders, it makes this task difficult. Kitchen Keeper will allow users to order more complete and consistent orders allowing our staff to better manage customer requests.

Food4U would have to implement a food order dispatch center to take care of incoming calls and food requests by clients. As a quick-order delivery system would be put in place, there would be a higher demand for client interaction and a new department would likely have to be made to support such a demand.

5.0 Known Interaction With Systems Within and Outside the Client Organization

The newly upgraded system will collaborate with the existing ordering methods and heavily facilitate the jobs of our warehouse staff using the current order tracking system. The application should cause customers to order in a rather predictable pattern. This will now allow our staff to use the warehouse management system far more effectively to better prepare for future orders. It also allow us to avoid any previous problems we've encountered with maintaining customer orders and optimizing usage of the delivery truck management system.

6.0 Known Constraints to Development

The three significant constraints pertaining to the project are outlined below. It is important that the constraints are followed in order to keep Food4U's customers satisfied and to satisfy Food4U's goals with this contract.

Recipe sources should be obtained from the users inputs and the internet
When a user either chooses a recipe they want or the ingredients they want in a recipe the users personal list should be searched first before the internet is searched.

Recipes with selected ingredients should be found within 10 seconds
If a user chooses the ingredients it wants for a recipe, recipes must be found within 10 seconds. This includes searching the users list of recipes as well as the internet.

The User Interface must have the option to support all demographics
As this application can be used by a variety of users, it is paramount to take all demographics into account. Allowing the possibility of expansion to support other languages is important. The display should be friendly to both users who have difficulty reading small text and color blind users.

7.0 Project Schedule

The table below summarizes all tasks that must be completed by the developers and Food4U Delivery Services with start and end dates as well as a duration of time given for each task.

ID	Task Name	Start Date	End Date	Duration	Assigned To	Percent Complete
1	Create RFP	2015-01-13	2015-01-14	1 day	Food4U D. S.	100%
2	Analyze RFP and prepare for requirements elicitation	2015-01-15	2015-01-16	1 day	Developer (gr 6)	0%
3	Meeting 1: Requirements Elicitation	2015-01-22	2015-01-22	In Class	Developer and Food4U	0%
4	Write RS1.0	2015-01-27	2015-01-29	2 days	Developer (gr 6)	0%
5	Inspect RS1.0	2015-02-03	2015-02-05	In Class	Food4U D. S.	0%
6	Meeting 2: Client feedback and RS1.0	2015-02-05	2015-02-05	In Class	Developer and Food4U	0%
7	Deadline for First Contact with collab. company	2015-02-05	2015-02-17	Outside of class	Developer (gr 6)	0%
8	RS2.0 Draft	2015-02-17	2015-02-25	8 days	Developer (gr 6)	0%
9	Meeting 3: Prototype demo.	2015-02-26	2015-02-26	In Class	Developer and Food4U	0%
10	Finalize RS2.0	2015-02-26	2015-02-27	1 day	Developer (gr 6)	0%

8.0 Project Team

Food4U's management team consists of seven dedicated members.

Email: jakob.m.roberts@gmail.com

Team Memeber	Role
Sarah Nicholson	Shipping Manager
Rafat Mahmud	Chief Operating Officer
Joe Czepil	Sales Manager
Mitchell Rivett	Human Resources Manager
Jakob Roberts	Chief Information Officer
Dennis Honey	Delivery Service Manager
Miles Barr	Public Relations Manager

9.0 Glossary of Terms

Term	Definition
Food Order Dispatch Control	Organizational department dealing with product, staff and delivery trucks geared towards managing delivery cycles.
User Interface	The means of human computer interaction
Database	A structured set of data stored in a computer