



Mocha Point Coffee Company

Request For Proposal

Team 1:

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2. Introduction

2.1 Introduction

Mocha Point Coffee Company is a specialty coffee shop that operates both in-store and online, offering high-quality beverages and a unique customer experience. As the business continues to grow, an advanced inventory system is essential for maintaining efficiency, streamlining operations, preventing stock shortages, and ensuring a seamless customer experience. With the aspirations of new locations opening in the St. Louis area, implementing this system before expansion is a top priority.

Currently, Mocha Point relies on separate software solutions, leading to inefficiencies in tracking inventory and replenishment. To address these challenges, we seek a comprehensive inventory management system that integrates seamlessly with our existing platforms, automates order processing, and improves real-time stock visibility.

This request for proposal outlines our current operational challenges, system requirements, and objectives. We invite qualified vendors to submit proposals for a solution that will enhance our inventory control, supply chain coordination, and reporting capabilities.

3. Request For Proposal

3.1 Statement of Purpose

The purpose of this RFP is to solicit proposals for an inventory management system that will nearly automate and optimize Mocha Point's inventory processes. The new system must

integrate seamlessly with existing software, such as Clover, and include features like realtime tracking, automatic notifications, and comprehensive reporting.

3.2 Point of Contact

For any inquiries regarding this RFP, please contact:

Name: Ahmad Othman

Title: Owner

Address: 343 N Main St, St. Charles, MO 63301

Phone: (314) 917-7777

Email: info@mochapointcoffee.com

4. Current System

4.1 Business Operations Summary

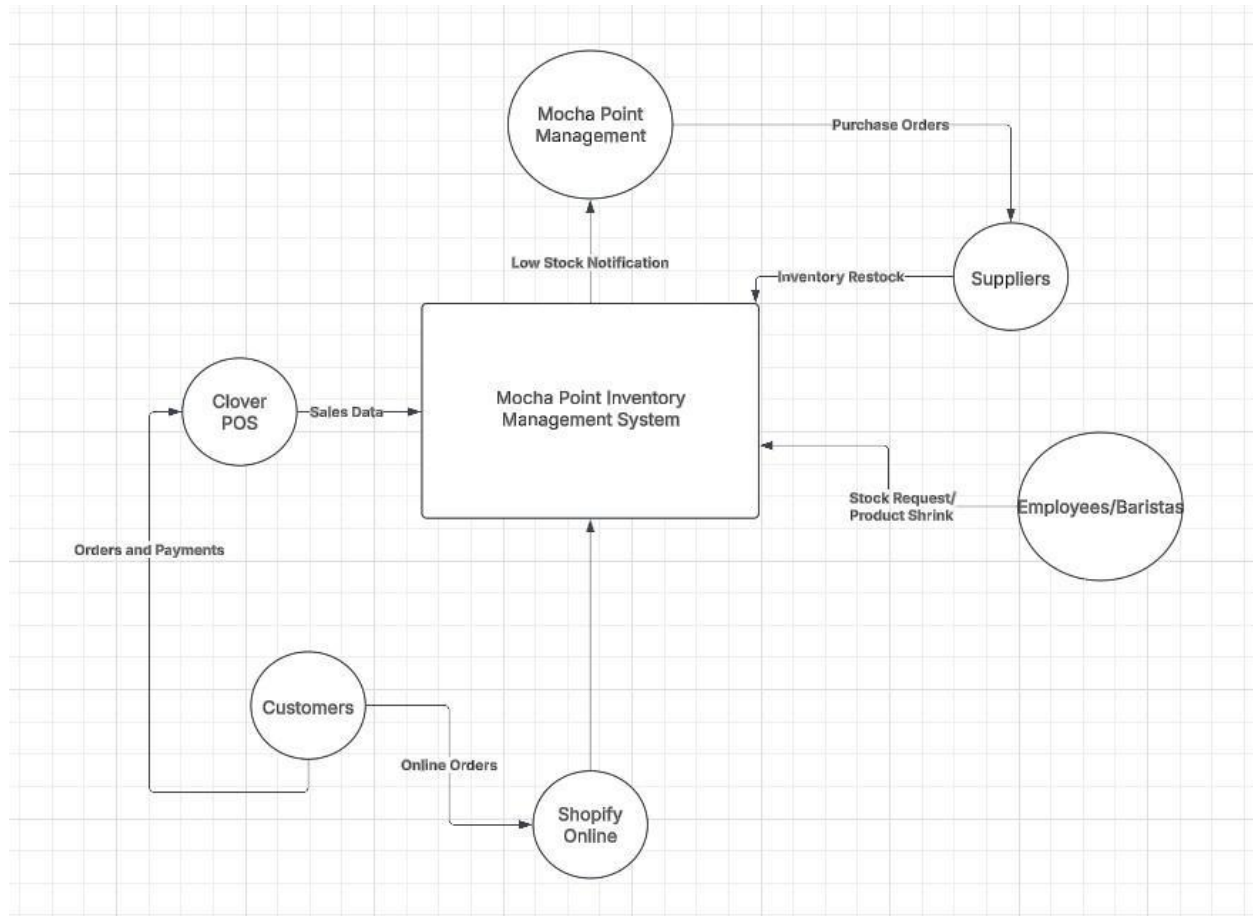
- Mocha Point currently relies on a mix of software solutions for daily operations:
- **Clover** – Clover is an Android-based POS system built primarily for restaurants and other small businesses. It does have development kits for software integration and also comes with cloud services. Mocha Point utilizes it as the primary POS system, also used for HR, invoicing, and mobile connectivity.
- **Shopify** – Shopify is another Saas that enables us to partake in ecommerce for our coffee bags. Handles online purchases and retail sales.
- **Thrive** – In the process of being implemented for inventory management but has not been able to be successfully implemented yet.

4.2 Business Deficiencies

Several challenges have been identified in the current system, including:

- **Lack of Integration:** Clover and the inventory system do not communicate effectively, leading to data discrepancies. The disjointed systems create inefficiencies in reporting, making it difficult to track sales trends, monitor stock levels, and assess financial performance in real time.
- **Manual Inventory Tracking:** Inventory is not updated in real-time, causing stock shortages and over-ordering. The inconsistent stock data leads to difficulty in anticipating demand and preventing losses.
- **Inefficient Restocking Process:** The delay in order fulfillment could impact our customer satisfaction and increase the risk of running out of high demand items.

4.3 Context Diagram



5. Proposed System

The new inventory management system will serve as a centralized platform to track stock levels, notify store management when it is appropriate to refill stock, and improve overall inventory visibility and accuracy. The system will integrate solely with Clover POS to enhance inventory tracking and management.

The system will be developed for Windows devices, allowing management to easily access inventory information from the store's office PC. The program will have a user-friendly interface designed to assist in the operations of the coffee shop.

5.1 System Objectives

- **Simple Integration:** Ensure Clover POS and the new inventory system work together smoothly to reduce data discrepancies and inefficiencies.
- **Operational Efficiency:** Improve workflows by minimizing manual tracking and reducing delays in restocking.
- **Scalability for Expansion:** Support growth by allowing additional store locations to be easily integrated into the system.
- **Real-Time Inventory Tracking:** The system will continuously update stock levels as sales occur, preventing manual data entry errors and reducing discrepancies between physical inventory and system records.
- **Reporting and Analytics:** Business owners will have access to reports on stock movement, purchase history, and sales trends, assisting in decision-making for future purchases and business expansion.
- **User-Friendly Interface:** Designed with coffee shop employees in mind, the interface will be simple and require minimal training to use effectively. It will include intuitive menus for tracking inventory and reordering items.
- **Stock Alerts and Notifications:** The system will send push notifications to Windows devices when inventory levels are low or when stock is nearing expiration.

5.2 System Requirements

The developed inventory system will need to function on Windows devices and integrate exclusively with Clover POS, as it is the primary platform for retail operations. The system must feature a user-friendly interface that coffee shop employees can easily navigate with minimal training. Additionally, comprehensive technical documentation should be provided to assist employees in troubleshooting any issues. To prevent stock shortages, the system should also send push notifications to Windows devices when inventory levels are low, ensuring timely reordering and efficient inventory management.

6. Conclusion

We hope that we have painted a clear picture of what is required for Mocha Point to continue to grow in the future. We appreciate the time taken to read our proposal and hope that you consider our request and that we can work together going forward. As we continue to expand, the implementation of an inventory system with more standards and automation will play a vital role in our continued success.

To return to our mentioned mission statement, our calling is to create a space where customers can savor the unique flavors and aromas of Yemeni coffee. If our staff is stuck in a loop of trying to manage stock instead of tending to store patrons, we will never be able to make this vision a reality. If left unchecked, the current inventory system will lead to wasted time on the coffee shop floor and inefficient operations. Our proposed solutions will address the needs of the company and be scalable enough to integrate with our existing tools to provide insights on

inventory levels that we can act on. We would like to have this new system developed by the time new stores are opened in the St. Louis area for a smoother grand opening.