

**Request for Information**

Request for Information (RFI) for: Cucina di Paisano

Issue Date: January 28th , 2019

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# Disclaimer

This Request for Information does not create any representation nor implies, that:

* any procurement process will proceed; or
* if a procurement process does proceed, the participant’s tender will be given special consideration.

Participants are still required to follow any tender or procurement process that may take place.

This Request for Information does not indicate a commitment to any particular course of action.

# Introduction

## Background

DAREK Consulting and Technology consist of five individuals, currently in fourth year at Ryerson University, pursing a major in Business Technology Management. As student this is a great opportunity for us to apply our knowledge, skills and experiences to provide a company with detail analysis and advise about their current business. Cucina di Paisano is an Italian restaurant located at York Mills and Don Mills. The restaurant has been open for over 50 years and is continuing to expand their business with their loyal customers and newcomers. As a team, DAREK Consulting and Technology will be assisting Cucina Di Paisano in the advancement of technology that can be utilize throughout their operation.

## Purpose

DAREK Consulting and Technology will be responsible for a comprehensive examination of the client’s business strategy and key goals in the business. DAREK Technology and Consulting is seeking to implement a system that will assist in quicker and easier communication amongst the waiters and cooking team at the back of the restaurant as well as the company wants to be able to have access to a digital daily cash revenue that is made from each waiter/waitress. This Request for Information is an information gathering process in which DAREK Technology and Consulting is seeking to collect information and opinions from possible vendors. This Request for Information and the responses provided may be used a precursor to a procurement process.

## Confidential

DAREK Technology and Consulting will treat all responses confidentially.

## Contact Person

The Contact Person for this Request for Information is:

Company: DAREK Technology and Consulting

Name: Ragavi Ravindran

Title: Project Manager

Address: 72 Gillingham Ave

Markham, ON

L3S 3Y3

Telephone: 647 824 7284

Email: ragavi.ravindran@ryerson.ca

## Address

Please return completed responses by February 28th 2019 at the latest.

Earlier responses are welcomed.

Please submit responses to:

ragavi.ravindran@ryerson.ca

It is important for potential vendors to have the following displayed on their response in order to create the search process effective. The following requirements are:

1. RFI appears in the subject line of the email.
2. Your submission is zipped and virus checked prior to submission.

# Scope

In a collaboration between DAREK Technology and Consulting and Cucina di Paisano, we have a key scope for this project. We are trying to simplify and shorten the order process for the front-line and back-line. We will try to introduce an electronic device to offer a signal when orders are placed, and of the arrival of their customer’s meal. In order to do so, we are seeking a display screen that has everything the kitchen staff needs in order to prepare the meals on time, done all strictly electronically. This screen must be able to display the time order placed, and how long the customer is waiting. We are also attempting to automate the process of calculating the front-line staff tips and also the food order totals. Cucina di Paisano is requesting to have a program which helps calculate all totals automatically in order to avoid errors.

# System requirements

## Functional Requirement

At the high level, we want a system that is easy to use and allows for free communication for all departments operating in the restaurant. The first system must meet the specific target of simplifying the daily operations of the front-line workers, kitchen staff and customers through processes such as television monitor communication with current and future orders and also table availability. The other system must meet the specific target of simplifying the tip and cash totals calculated at the end of the day and having them all done strictly electronically. The functional requirements for the implementation of these systems include communication, system creation, order creation and processing and transactional data.

Communication: The first system would have the functionality of efficient communication between all different departments operating within the restaurant, eliminating the old and outdated current operation. It would facilitate communication between the front-line staff such as waiters and the kitchen staff, where the kitchen staff will have all current and future orders that need to be fulfilled displayed digitally through a monitor. It would facilitate communication between the front-line staff and the customers by an electronic device displaying the current wait time for a table and what table numbers would need to be cleaned and serviced before the next set of customers sit down. The system will allow for the front-line staff to confirm when a table is vacated and when a table is taken over and they would consistently update the system to improve the communication with the customers.

System and Order Creation: The electronic system would have the functionality of having the front-line staff consistently update the kitchen staff with what needs to be cooked with all specific attributes for a certain order. The electronic system will also allow the kitchen staff to update with what food needs to be ordered to prepare meals for that business day and what ingredients need to be restocked.

Transactional Data: All payments throughout the day for the meal and also the server tips would be generated through an end of day electronic report that has all the dollar totals for each specific server and how much they generated in tips.

## Non-Functional Requirement

When looking at non-functional requirements, we must consider any restrictions or limitation that should be looked at when designing the system. Ensuring that the system operates effectively and efficiently is one of the main concerns with the new system we are implementing. Priority would be one of the main issues that the system is required to operate and the system must detect which order has been delayed. The non- functional requirements we will be considering is hardware, capacity, operating system and usability.

Hardware: The hardware that will be required for our implementations is a POS system where all transactions will be processed and that links with a monitor in the kitchen. This monitor will be responsible for displaying all incoming orders in the order of priority. This will allow the kitchen staff to know what needs to be done and when.

Capacity: The capacity of the system should have the ability to display all orders placed throughout the restaurant. This includes anything from dine-in orders, takeout orders and online orders. This would allow for the staff to know whether to prepare the meal for a take-out or dine-in. The system should also have the capability to store high volumes of orders as often times there are large group bookings that take place. The storage capabilities should allow for users to go back and look at a history/log of orders for any verification purposes.

Operating System: The operating system should have the ability to update via Wi-Fi. This means that if there are any future updates to the system that need to be made, it can be done so through the internet. For example, if there are any issues that arise with the system, having the ability to update a patch will better the system. Moreover, the operating system utilized throughout the restaurant should have the ability to allow user to run other applications as well such as balancing cash at the end of the day, a clock in software that allows employees to punch in for their shift.

Usability: The system is going to be used by most of the staff members. Therefore, the system should have the capabilities of representing what the orders are, and the method they were ordered from. The information represented should be simple to read and display all the necessary information regarding to the order. To understand how the system operates, the company will conduct proper training for all staff members.

# Response Schedule

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| --- | --- | --- |
| Milestone | Description | Due Date |
| Issue of RFI | DAREK Technology and Consulting formulate and issue the RFI document to selected vendors | January 28nd, 2019 |
| Vendor Response | Potential vendor proposes requests information based on requirements provided by DAREK Technology and Consulting | February 28st, 2019 |
| Potential Client follow up with Vendor | DAREK Technology and Consulting will evaluate all proposals | March 26th , 2019 to April 26th 2019 |