



**ISYS 630 Project Management
Pie Pub Restaurant**

Request for Proposal

GROUP 3

TEAM MEMBERS

ABEER KATIYAL | ADITYA PURANDARE | SNEHA CHANDRASHEKARIAH

TABLE OF CONTENTS

- [1. SUMMARY AND BACKGROUND](#)
- [2. PROPOSAL GUIDELINES](#)
- [3. PROJECT PURPOSE AND DESCRIPTION](#)
- [4. PROJECT SCOPE](#)
- [5. REQUEST FOR PROPOSAL AND PROJECT TIMELINE](#)
- [6. BUDGET](#)
- [7. BIDDER QUALIFICATIONS](#)
- [8. PROPOSAL EVALUATION CRITERIA](#)

1. SUMMARY AND BACKGROUND

AgVentures Consulting is a technology consulting organization founded in January 2016 by Abeer Katiyal, Aditya Purandare & Sneha Chandrashekariah. We are based out of College Station, Texas. We believe in excellence, trust and learning.

AgVentures Consulting is currently working with Pie Pub restaurant chain to expand their operations to 25 restaurants and as part of the project, is accepting proposals for design, develop and launch of their point of sale and inventory management system. The effort is towards making the operations seamless through Wi-Fi connected inventory tracking and just in time restocking to enable cutting costs. This platform will enable customers to order via tablet computers and to provide high speed wireless access across the restaurant chain.

Request for proposals are being solicited from competing vendors across hardware, software and network domains, to conduct a fair and extensive evaluation of the contract based on the criteria listed in the following section of this document. AgVentures consulting wishes to pursue the contract with the candidate who best can represent the terms specified herewith and ranks the best in the bidder evaluation criteria below.

AgVentures consulting was founded in January 2016, but despite the recent establishment caters to huge client base, as the experienced leaders have work major contracts for Fortune 500 companies from around the world. The projects are focused around provide cloud based solutions to companies, who are looking to expand operations while cutting information technology costs towards staffing, developing and maintaining their own infrastructure.

AgVentures Consulting is consolidated in its headquarters in College Station, Texas with most consultants, who travel to and from client sites on a project by project basis. The document comprises of guidelines for the proposals, followed by the purpose of the project, eliciting bidding timeline, baseline cost for the procurement and finally the bidder evaluation criteria.

AgVentures Consulting services include the following:

- Project Management for the entire lifecycle.
- Automation and Improvement in business processes.
- Managing capital for human resources.
- Testing and training of the personnel for easy handover of operations.

2. PROPOSAL GUIDELINES

The Request for Proposal (RFP) issued by AgVentures Consulting for Pie Pub expansion project, represents the requirements for a fair and competitive process, open to vendors of all scales of operations. Proposals for the project will be accepted until 5pm CST, February 15, 2016. Any proposals received after the deadline mentioned will be returned back to vendors.

All proposals must be submitted before the deadline, signed by the authorized official or a representative from the company submitting the proposal.

In case the organization submitting a proposal requires outsource or contracting out, any work to meet the specifications prescribed in this document, the details of such an arrangement must be clearly stated as part of the proposal. In addition to this, all costs proposed in the bids must be all-inclusive with the inclusion of outsourced or contracted work, costs for change requests and operations outside of this must be included with details such as name and description of the organization being contracted. The costs must be itemized to include explanation of all fees and costs to company rates.

The contractual terms and conditions, as part of the proposal, are subject to review by legal advisors of AgVentures Consulting and will include scope, purpose, budget, timeline, and other items, which are necessary to the success of the project.

3. PROJECT PURPOSE AND DESCRIPTION

Pie Pub is a modern and trendy two branch restaurant chain which is looking to expand its business to at least 25 locations with state of the art technologically infrastructure. The current PoS and IMS systems at the locations are antiquated.

Expansion into multiple branches requires upgrade to a better system and softwares. Larger establishments prefer integrated suites, and integration requirements will be regulated in accordance with the establishment size. We propose to install a COTS solution for PoS from industry leading vendor to meet customer expectations. Implement the best in class cloud based technology solutions to reduce hardware and software at each PoS. Provide free wireless access to customers in addition to utilizing mobile devices to facilitate order taking and processing.

1. Business Objectives

The following issues need to be addressed to have a modern chain of restaurants:

- Replace antiquated Point of Sale (PoS) systems with scalable PoS solution
- Integrated inventory management system
- Wi-Fi access for software systems and customers
- Mobile table-management technology
- Staff/personnel training at all locations

2. Proposed Solution

Our recommended PoS solution provides access to reports, modify menus, allow customized login credentials, and real-time data updates. Hardware includes cabling, connectors, routers, modem, laptops, tablets, PoS terminal. Access is provided from anywhere and at any time, based on credentials.

- Requirements gathering and risk analysis on equipment, software, PoS and cloud
- Analysis and recommendation on the hardware and software implementation
- Customization on COTS PoS, wireless routers, cloud computing technology
- Equipment purchase, installation and unit testing at all locations
- Recommendation of web-based inventory management software
- Providing scalable infrastructure to 25 locations, and possible expansion
- Training to staff at all locations in 5 days and maximum 60 working hours
- Integrating data from all the locations and perform integration testing
- Provide testing, quality analysis and sustenance analysis
- Web-based inventory management and tracking system
- Provide precise and detailed documentation for all analysis and testing
- Define standards on documentation, reporting and processes
- Provide secure credit-card processing system

4. PROJECT SCOPE

The project description outlines the work and the requirements of the client. The proposed project is to expand the current business to a 25 franchise owned branches in different cities. The project scope is defined by its adherence to the budget that the client has prescribed and the time estimates for the business to begin on schedule.

The scope will be defined in the scope definition document and any change will be taken care of by the change requirement document, both of which will be approved by the client and the vendor.

5. REQUEST FOR PROPOSAL AND BIDDING TIMELINE

Key bidding milestones and due dates relative to project are as follows:

Table 1: Bidding timeline

Milestones	Due Date
Sent to potential vendors	02/01/2016
Proposals due	02/15/2016
Evaluating proposal from vendors	02/16/2016
Request for information	02/20/2016
Information about proposal specifications due	03/25/2016
Negotiating the contract	03/01/2016
Awarding the contract	03/05/2016

6. BUDGET

The project incurs heavy labor cost for both hardware installation and software development sectors. The total resources expenditure for both departments, inclusive is \$207,000. This also includes the consultants, analysts and the training staff. The project requires purchase of hardware equipment and software development takes care of the integration, mobile app and other aspects. Apart from the actual Point of Sale systems, routers and as such that needs to be purchased, we also need external connectors that needs to be purchased. The total budget for all sectors is combined to \$116,500. Exclusive of staff salary, the training imparted to the restaurant staff on how to use the system and its integration with the mobile devices has a budget of \$5000 for space renting and other utilities. Other costs which might not always be anticipated or deemed irrelevant costs will be charged to miscellaneous account which has a budget of \$14000. We have allocated 2% of our total budget as management reserve, and as a buffer resource.

Table 2: Itemized Budget allocation

Hardware Procurement	Rate	Quantity	Hardware Cost
PoS Terminal	180	50	9000
Routers	25	20	500
Cloud server	750	4	3000
Workstations	200	20	4000
Scanners	125	10	1250
Printers	50	10	500
Disk Storage	25	10	250
UPS	75	20	1500
Tablets	200	10	2000
Hardware total			22000
Software Procurement	Rate	Quantity	Cost
Cloud Hosting space	4500	100 GB	4500
Virtual Private Network license	5	100	500
Operating System	40	50	2000
Application software user license	100	40	4000
Google Apps for work	5	400	2000
Inventory Management subscription	450	1	450
Security Software	12	250	3000

Mobile App license	100	3	300
Integration software license	750	1	750
Software total			17500
External Connectors	Rate	Quantity	Cost
Switches	60	15	900
Ethernet Cables	4	200	800
Coaxial cable	10	30	300
External connector total			2000
Contingency resource	2250	-	2250
Miscellaneous total			2250
Management Reserve	1000		
Management Reserve	1000	-	1000
Reserve Total			1000

7. BIDDER QUALIFICATIONS

All vendors must provide the following items in their proposal for consideration:

- Description of experience in planning, deploying and maintaining Point of Sale systems
- List of full time and part time staff in your organization
- Examples of 3 or more Point of Sale systems implemented by your organization
- Testimonials from past clients on successful deployment and maintenance of POS systems
- Expected resources you will allocate to this project (total number, role, title, experience)
- Detailed cost division plan
- Schedule of the project
- Project management methodology

Failing to provide the above details in the proposal will result in disqualification from the bidding process. Changes to the proposal will not be allowed after the initial submission.

PROPOSAL EVALUATION CRITERIA

AgVentures consulting will evaluate each proposal based on five primary factors:

- 1) **Proposal suitability to project scope** - This includes overall compatibility of the proposal to the project scope and requirements.
- 2) **Past experience of organization in similar projects** - Vendors will be evaluated on their success in implementing projects having similar budgets and timelines.

- 3) **Domain expertise of organization** - The domain being referred here is technology solutions in retail industry. The vendor will be evaluated based on number of successful projects implemented in past 5 years, number of industry experts on board and seasoned campaigners in technical staff.
- 4) **Market reputation** - Vendor's current and past market rapport will be considered over a period of 5 years to get a comprehensive picture of the organization.
- 5) **Long term stability of the organization** - This is essential in order to judge the sustainability of vendor for long term support and service of the hardware and software.

In case of similar overall scores, other factors like vendor relations with AgVentures consulting, customer service and references will be considered. These secondary factors are internal to AgVentures consulting and may be subjected to change without prior notice to vendors.

For the Pie Pub expansion project, each bidder submitting the proposal must submit 2 copies to the address below by February 15, 2016 at 5pm CST:

AgVentures Consulting
503 Cherry Street
College Station, TX 77840