Request for Proposal

for

<Bakery Management System >

# 7.Supplier Requirements

7.1 **Staff Qualifications:**

* **Development Team:** Developers assigned to the project must have a minimum of 3 years of experience in developing retail management or restaurant management software. They should be proficient in programming languages like Python, JavaScript, or Java, and experienced with database management systems such as MySQL or PostgreSQL. They should also be familiar with cloud platforms like AWS or Azure if the system involves cloud-based solutions.
* **Project Management:** Project managers must have proven experience in handling bakery or retail software projects, with certifications such as PMP (Project Management Professional) or equivalent. They should be skilled in agile methodologies and have experience in coordinating with multiple stakeholders.
* **Quality Assurance:** Quality assurance (QA) professionals must have at least 2 years of experience in testing retail management systems, with proficiency in automated testing tools like Selenium or JUnit. They should be familiar with both functional and non-functional testing and have experience in writing test cases and performing regression testing.
* **Maintenance Team:** Maintenance personnel must have experience in maintaining and supporting large-scale software systems, with a track record of handling high-availability systems and resolving incidents promptly. They should be knowledgeable about incident management and have skills in monitoring and performance tuning.

7.2 **Records Retention Policy:**

* The supplier must align its records retention policy with the buyer’s corporate policy. This includes retaining all project-related documentation, code repositories, and communication logs for at least 5 years. These records must be securely stored and readily accessible for audits or reviews.

7.3 **Legal Software Use:**

* All development and testing activities must be performed using legally licensed versions of software tools and libraries. The supplier must provide proof of licensing and ensure compliance with software licensing agreements to avoid legal liabilities.

7.4 **Compliance with Standards:**

* The supplier must adhere to specific standards relevant to retail and financial software development, such as PCI DSS (Payment Card Industry Data Security Standard) for handling payment transactions. If the system includes sensitive data, compliance with data protection regulations such as GDPR or CCPA is mandatory.

7.5 **Inspection and Review Rights:**

* The buyer reserves the right to inspect the development premises and facilities of the supplier. The buyer may conduct project and technical reviews on-site, at a frequency of once per quarter or more frequently if necessary. These reviews will assess progress, adherence to requirements, and overall project quality.

# 8.Technical Requirements

8.1 **Track Ingredient Inventory:**

* **Mandatory:** The system must provide real-time tracking of ingredient inventory levels, with automated alerts for low stock levels. It should support automatic reordering from suppliers based on predefined thresholds and historical usage patterns.
* **Optional:** Integration with supplier systems for real-time inventory updates and alternative ingredient suggestions in case of shortages.

8.2 **Manage Orders and Deliveries:**

* **Mandatory:** The system must handle all aspects of order management, from order placement to delivery completion. This includes generating invoices, scheduling deliveries, and tracking delivery statuses. It must support both in-store and online orders.
* **Optional:** Integration with third-party logistics providers for enhanced delivery tracking and notifications to customers.

8.3 **Manage Recipes and Production Guidelines:**

* **Mandatory:** The system must store and manage detailed recipes and production guidelines, including ingredient lists, preparation steps, and production schedules. It should support scaling recipes based on production requirements.
* **Optional:** Capability to modify recipes dynamically based on customer preferences or seasonal ingredient availability.

8.4 **Track Sales and Revenue:**

* **Mandatory:** The system must generate comprehensive sales reports on a daily, weekly, and monthly basis. It should analyze revenue by product, time period, and sales channel. Integration with accounting systems for automated revenue posting is required.
* **Optional:** Advanced analytics for identifying sales trends and forecasting future sales.

8.5 **Point of Sale (POS) System:**

* **Mandatory:** The POS system must support various payment methods, including cash, credit cards, and digital payments. It should integrate with the inventory system to update stock levels in real time and generate receipts.
* **Optional:** Support for contactless payments and loyalty programs to enhance customer experience.

8.6 **Manage Staff and Work Shifts:**

* **Mandatory:** The system must facilitate staff scheduling, timekeeping, and payroll management. It should allow employees to view schedules, request time off, and swap shifts with approval.
* **Optional:** Automated shift scheduling based on sales forecasts and employee availability.

8.7 **Financial Reporting and Cost Analysis:**

* **Mandatory:** The system must provide detailed financial reports, including cost breakdowns for ingredients, labor, and overheads. It should support cost analysis to identify areas for cost reduction and profitability improvement.
* **Optional:** Tools for creating financial projections and budgeting based on historical data and market trends.

8.8 **Customer Support and Complaint Handling:**

* **Mandatory:** The system must record and track customer support requests and complaints. It should provide tools for resolving issues and monitoring the status of support tickets.
* **Optional:** Integration with CRM systems for tracking customer interactions and feedback history.

8.9 **Integration with Online Ordering Applications:**

* **Mandatory:** The system must integrate with popular online ordering platforms to synchronize orders and manage delivery schedules. It should support order tracking and customer notifications.
* **Optional:** Customizable API for integrating with niche online ordering systems or in-house applications.

8.10 **Sales Trend Analysis and Forecasting:**

* **Mandatory:** The system must offer tools for analyzing sales trends and forecasting future demand. It should use historical sales data and market insights to provide accurate forecasts.
* **Optional:** Advanced machine learning algorithms for predictive analytics and scenario-based forecasting.

8.11 **Manage Promotions and Discounts:**

* **Mandatory:** The system must support the creation and management of promotional campaigns and discount offers. It should track the performance of promotions and adjust pricing dynamically.
* **Optional:** Analytics for evaluating the effectiveness of promotions and recommendations for optimizing marketing strategies.

8.12 **Integration with E-Payment and Digital Wallets:**

* **Mandatory:** The system must support integration with various e-payment gateways and digital wallets for seamless transaction processing. It should comply with security standards for payment processing.
* **Optional:** Support for emerging payment methods and international payment gateways.