Request for Proposal

for

BAKERY SYSTEM MANAGEMENT

Prepared by Group 4

Summer 2024

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Revision History

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| **Name** | **Date** | **Reason for Changes** | **Version** |
|  |  | initial draft | 1.0 draft 1 |
|  |  |  |  |

This Request for Proposal (RFP) contains confidential and proprietary information that is the property of the Bakery Management System project team, which is provided for the sole purpose of permitting the recipient to respond to the RFP. The recipient agrees to maintain such information in confidence and not to copy nor disclose this information to any person outside the group directly responsible for responding to its contents. The contents of this document may not be used for any purpose other than preparation of a response to this RFP. Should the respondent not be chosen for the engagement described in this RFP, the respondent must return all copies of this RFP to the Bakery Management System project team at FPT University immediately upon notification that the respondent was not selected.

# Statement of Confidentiality

This Request for Proposal (RFP) contains confidential and proprietary information that is the property of acquirer, which is provided for the sole purpose of permitting the recipient to respond to the RFP. The recipient agrees to maintain such information in confidence and not to copy nor disclose this information to any person outside the group directly responsible for responding to its contents. The contents of this document may not be used for any purpose other than preparation of a response to this RFP. Should supplier not be chosen for the engagement described in this RFP, supplier must return all copies of this RFP to acquirer contact person at acquirer address immediately upon notification that supplier was not selected.

# Abbreviations, Acronyms, and Definitions

To this RFP, the following abbreviations, acronyms, and definitions shall apply:

* **BMS**: Bakery Management System
* **RFP**: Request for Proposal
* **ERP**: Enterprise Resource Planning
* **POS**: Point of Sale
* **SaaS**: Software as a Service
* **Bakery Management System Project Team**: The organization issuing the RFP
* **Respondent**: The organization responding to the RFP
* **Proposal**: The respondent's response to the RFP, detailing the solution and pricing
* **User**: Any person who interacts with the Bakery Management System
* **Vendor**: The company providing the Bakery Management System

# Introduction

## About Our System

Bakery Store is a leading bakery chain known for its wide array of high-quality baked goods and exceptional customer service. With number locations across regions, we offer a diverse product line that includes artisanal breads, pastries, cakes, and specialty items. We prioritize using the finest ingredients and traditional baking methods to deliver delightful experiences to our customers. The Bakery Management System (BMS) will be integral in enhancing our operational efficiency, inventory management, and customer service, ensuring we maintain our high standards.

## About this Request for Proposal

Bakery Store is issuing this RFP for systems and software development services for the Bakery Management System project. Your company is invited to respond to this RFP. Bakery Store will compare the competitive advantages that your proposal offers with those from other responding companies. Proposals will be evaluated in terms of satisfaction of the technical requirements set forth in this RFP, quality, delivery schedule, price, project management, and risk management. Bakery Store intends to identify a shortlist of qualified respondents and, ultimately, to select a supplier for this project.

This RFP is not an offer to contract. Issuance of this RFP and the receipt of responses by Bakery Store do not commit Bakery Store to award a contract to any bidder.

## Submitting Proposals

Please acknowledge receipt of this RFP and reply indicating whether your company intends to submit a proposal by contacting Customer via e-mail at E-mail Address no later than dd/mm/yyyy. If your company does intend to submit a proposal, please provide the name, mailing address, e-mail address, telephone number, and fax number of the representative from your company who will serve as the single point of contact for all communications regarding this RFP. If your company chooses not to submit a proposal, please return all copies of this RFP immediately to Acquirer Contact Person at Acquirer Address.

The costs of preparing a proposal are the sole responsibility of your company. All proposals and supporting documentation submitted with the proposal become the property of Bach Ngoc.

Proposals must be prepared according to the description in section 4, Proposal Preparation Guidelines.

Submit questions regarding this RFP in writing to Contact Person, E-mail Address, Fax Number. Bakery Store will provide copies of all questions and their answers to all bidders who received this RFP.

Submit your proposal in hard copy form to Acquirer Contact Person at Acquirer Address. All proposals must be received in the required format by Date and Time. Proposals received after this time will be returned to the supplier without being considered.

## Accepting Proposals

Bakery Store will evaluate submitted proposals according to the criteria summarized in section 12, Proposal Evaluation Criteria. Bakery Store may accept or reject any proposal, whether or not it satisfies the requirements stated in this RFP. Bakery Store reserves the right to negotiate further with bidding suppliers.

Your response to this RFP constitutes an offer by you to do business with Bakery Store on the terms stated in your response. Should your company be selected, Bakery Store may incorporate any portions of your response into negotiated agreements.

In the event that Bakery Store decides not to accept your proposal, you will be so notified. Bakery Store reserves the right not to communicate the basis upon which its decision was made.

## Contracting Schedule

|  |  |  |  |
| --- | --- | --- | --- |
| **Milestone** | **Date Due** | **Deliverables** | **Responsibility** |
| Issue RFP to suppliers | July 1, 2024 | RFP | Staff |
| Intent to bid or withdraw | July 10, 2024 | E-mail notification | Supplier |
| Written proposals submitted | July 31, 2024 | Proposals in hardcopy | Suppliers |
| Site visits or surveys | August 10, 2024 | none | Staff |
| Supplier selected | August 20, 2024 | Written notification | Staff |
| Negotiations completed | August 31, 2024 | Final statement of work | Staff |
| Contract executed and purchase order issued | September 5, 2024 | Contract, purchase order | Staff, Suppliers |

# Proposal Preparation Guidelines

Proposals should be comprehensive yet concise, ensuring all requested information is included. The following guidelines outline the expected contents, organization, and formatting of the proposal. A standardized proposal format will facilitate easier comparison of submissions from different suppliers.

## Proposal Contents

#### 1. Cover Letter

* Legal name and address of the supplier
* Name and contact information of the individual authorized to respond to issues raised by the acquirer
* Name and contact information of the individual authorized to conduct negotiations and execute a contract

#### 2. Executive Summary

* Brief description of the proposed project development approach

#### 3. Corporate History and Information

* Overview of the company
* Financial details

#### 4. Qualifications

* Previous acquirers for whom the supplier has done work, with contact information for references
* Cost, schedule, and quality performance data (actual versus estimates) on previous projects

#### 5. Certifications and Standards

* CMMI maturity level
* ISO 9000 registrations
* Other software process qualifications
* Conformance to IEEE or other established standards
* Status of software process improvement activities

#### 6. Development Process and Software Development Life Cycle

* Detailed description of the development process and software development life cycle to be used

#### 7. Process Management

* Requirements management
* Configuration management
* Testing
* Quality assurance

#### 8. Statement of Work (SOW)

* Incorporate the SOW included in this RFP with any appropriate modifications or additions
* Full description of the supplier’s proposed statement of work for the project

#### 9. Project Plan

* Major project milestones and deliverables
* Proposed team and their qualifications; evidence of technical skills, technical staff, and available resources
* Proposed schedule and how it was derived, including contingency buffers
* Assumptions made by the supplier
* Dependencies on external factors, third parties, or acquirer-supplied materials
* Analysis of significant project risks
* Supplier’s proposed tradeoffs between functionality, quality, schedule, and cost

#### 10. Estimated Project Costs and Payment Details

* Detailed breakdown of costs including:
  + Software development
  + Any needed hardware
  + System software
  + Third-party components that must be licensed
  + Consumables
  + Installation and checkout
  + Maintenance and support
  + Training
  + Documentation
  + Travel expenses
  + Any other costs not specifically requested by the acquirer
* Payment milestones and the amount due at each

#### 11. Terms and Conditions

* Any other terms and conditions the supplier wishes to impose on the contract or project

#### 12. Evaluation Criteria

* How the supplier intends to satisfy the stated evaluation criteria

#### 13. Supplier’s Section

* Any additional information the supplier feels is relevant or useful for the project but not requested elsewhere in the RFP

# Project Overview

**Vision Statement**

The Bakery Management System (BMS) aims to revolutionize the way bakeries operate by providing a comprehensive, user-friendly software solution that streamlines daily operations, enhances customer experience, and boosts overall efficiency. This system is designed to cater to the unique needs of bakery businesses, offering robust functionalities for inventory management, order processing, sales tracking, customer relationship management, and reporting.

**Context and Origin**

In response to the growing demand for efficient and integrated bakery management solutions, we are developing the BMS to address the challenges faced by bakery owners and managers. The project originated from extensive market research and feedback from bakery operators who highlighted the need for a specialized system that could seamlessly integrate all aspects of their operations into a single platform.

**Intended Purpose**

The primary purpose of the Bakery Management System is to automate and optimize bakery operations, thereby allowing bakery staff to focus more on product quality and customer satisfaction. The system aims to reduce manual workload, minimize errors, and provide real-time insights into business performance, which will help bakery owners make informed decisions.

**Scope**

The Bakery Management System will include the following features:

* **Inventory Management**: Real-time tracking of ingredients and supplies, automated reordering, and inventory reporting.
* **Order Processing**: Efficient handling of in-store, online, and phone orders, including custom orders and special requests.
* **Sales Tracking**: Comprehensive sales reporting, daily transaction records, and revenue analysis.
* **Customer Relationship Management (CRM)**: Customer database management, loyalty programs, and personalized marketing campaigns.
* **Reporting and Analytics**: Detailed reports on sales, inventory, and customer behavior, with customizable dashboards.
* **User Management**: Role-based access control for staff, ensuring secure and appropriate access to system functionalities.

**Limitations**

The Bakery Management System will not include:

* **Third-Party Integrations**: Integrations with external systems or platforms (e.g., third-party delivery services, accounting software) beyond the initial project scope.
* **Advanced Customizations**: Highly specific customizations that fall outside the standard features and functionalities.
* **Hardware Provision**: Provision of physical hardware components such as point-of-sale (POS) terminals, barcode scanners, or printers.
* **Mobile Application**: A dedicated mobile application for customers or staff; the system will be accessible via web browsers on mobile devices.

**Primary Business Objectives**

The key business objectives of the Bakery Management System project are:

1. **Operational Efficiency**: Enhance operational efficiency by automating routine tasks and reducing manual errors.
2. **Customer Satisfaction**: Improve customer satisfaction through faster service, accurate order fulfillment, and personalized interactions.
3. **Data-Driven Decisions**: Enable bakery owners to make data-driven decisions with real-time insights and comprehensive reporting.
4. **Revenue Growth**: Support revenue growth by optimizing sales processes, managing inventory effectively, and implementing targeted marketing strategies.
5. **Scalability**: Develop a scalable system that can grow with the bakery business, accommodating future expansion and additional functionalities.

By achieving these objectives, the Bakery Management System will not only streamline bakery operations but also contribute significantly to the overall growth and success of the bakery business.

# Statement of Work

The statement of work (SOW) outlines the management requirements for the Bakery Management System project. It details the acquirer’s expectations from the supplier and specifies the collaboration methods between the acquirer and the supplier.

**6.1 Project Organization**

The project organization section identifies key personnel involved in the project and describes their roles and responsibilities.

**6.1.1 Project Manager**

**Role:** The Project Manager is responsible for overseeing the entire project, ensuring that it meets the requirements and is completed on time and within budget. They will serve as the primary point of contact between the acquirer and the supplier, managing communication and coordination among all stakeholders.

**6.1.2 Supplier’s Subcontract Manager**

**Role:** The Supplier’s Subcontract Manager is the primary point of contact for the supplier. They are responsible for managing the subcontracted work, ensuring that the supplier meets all deliverables, and coordinating with the acquirer’s Project Manager.

**6.1.3 Subject Matter Experts (SMEs)**

**Role:** Subject Matter Experts provide specialized knowledge and expertise in bakery operations, management systems, and industry best practices. They will contribute to defining requirements, advising on design, and validating the system's functionality.

**6.1.4 Technical Coordinators**

**Role:** Technical Coordinators are responsible for the technical aspects of the project. They ensure that the system’s architecture, design, and implementation align with the project requirements. They also facilitate technical communication between the development team and other stakeholders.

**6.1.5 Verification Engineers**

**Role:** Verification Engineers are responsible for validating that the system meets the specified requirements. They design and execute tests, document results, and work with the development team to resolve any issues.

**6.1.6 Testing and Quality Assurance Staff**

**Role:** The Testing and Quality Assurance staff are responsible for ensuring the system’s quality and reliability. They perform various types of testing (e.g., functional, integration, performance) to identify and resolve defects. They also ensure that the system adheres to quality standards and best practices.

**6.1.7 Other Key Personnel**

**Role:** Other key personnel may include business analysts, UX/UI designers, data analysts, and support staff. Their roles and responsibilities will be defined as needed, contributing to areas such as requirement gathering, user interface design, data management, and system support.

The above personnel will work collaboratively to ensure the successful delivery of the Bakery Management System. The acquirer and supplier will maintain regular communication through meetings, progress reports, and other agreed-upon methods to facilitate collaboration and address any issues promptly.

## 6.2 Communication

Effective communication is crucial for the success of the Bakery Management System project. This section outlines how communications will be conducted and managed between the acquirer and the supplier.

### 6.2.1 Communication Management

* **Primary Points of Contact:**
  + The acquirer’s Project Manager will communicate directly with the supplier’s Subcontract Manager to ensure alignment on project objectives and deliverables.

### 6.2.2 Communication Methods

* **Face-to-Face Meetings:**
  + **Frequency:** Bi-weekly meetings are recommended during the project kickoff and critical phases.
  + **Participants:** Acquirer’s Project Manager, Supplier’s Subcontract Manager, Subject Matter Experts, and Technical Coordinators.
  + **Location:** Meetings will be held at the acquirer’s office or a mutually agreed location.
  + **Travel Costs:** The acquirer will cover travel costs for their team, while the supplier will cover their own.
* **Teleconferences:**
  + Regular teleconferences will be scheduled as needed to discuss project updates, address issues, and facilitate real-time collaboration.
  + All key personnel from both the acquirer and supplier sides are encouraged to participate.
* **Document Collaboration:**
  + Collaboration on project documentation will be conducted using tools like Microsoft Word for comments and markup. Both teams will have access to shared documents for transparency.
  + Revision tracking will be enabled to maintain a clear history of changes and feedback.

### 6.2.3 Technical Interactions

* **Technical Discussions:**
  + Technical interactions between key personnel (e.g., SMEs, Technical Coordinators, Verification Engineers) will occur via dedicated technical meetings, both in-person and online.
  + Ad-hoc discussions may be arranged for urgent technical matters.

### 6.2.4 Key Decision Makers

* **Acquirer’s Key Decision Makers:**
  + [Name], Project Manager
  + [Name], Product Owner
  + [Name], IT Director

**6.3 Dependencies and Constraints**

**Dependencies**

1. **External Project Dependencies:**
   * Integration with existing systems such as inventory management and point-of-sale systems.
   * Availability of third-party APIs for payment processing and reporting.
2. **Internal Project Dependencies:**
   * The completion of user requirement documentation is necessary before the design phase can begin.
   * The development of core modules must be completed before implementing user interface features.

**Constraints**

1. **Corporate Policies:**
   * Adherence to the acquirer’s data privacy and security policies, ensuring all sensitive information is protected during the development process.
2. **Industry Standards:**
   * Compliance with relevant food safety regulations and standards applicable to bakery management systems.
3. **Government Regulations:**
   * The system must meet local regulations regarding food tracking and inventory management.
4. **Business Rules:**
   * Implementation of specific business rules defined by the acquirer regarding pricing, discounts, and promotions.

**6.4 Design, Development, and Implementation Methods**

**Technical Methods**

1. **Development Tools and Environments:**
   * Programming Languages: [e.g., JavaScript, Python]
   * Frameworks: [e.g., React, Node.js]
   * Database: [e.g., PostgreSQL, MongoDB]
   * Development Environment: [e.g., Visual Studio Code, GitHub]
2. **Design Modeling Conventions:**
   * UML diagrams for system design and architecture.
   * Wireframes and mockups created using [e.g., Figma, Adobe XD] for user interface design.

**Source Code Control Procedures**

* Use of Git for version control, with repositories hosted on [e.g., GitHub, GitLab].
* Branching strategy: Feature branches for new features and a main branch for production-ready code.

**Quality Assurance and Testing Procedures**

* Implementation of unit testing, integration testing, and user acceptance testing (UAT).
* Continuous Integration/Continuous Deployment (CI/CD) pipelines to automate testing and deployment processes.

**Backup and Recovery Procedures**

* Regular automated backups of the database and source code.
* Recovery plan to restore system functionality in case of failure, including testing the recovery process periodically.

**Intellectual Property Ownership**

* The acquirer will retain ownership of all design documentation and intellectual property produced during the project, including source code and design assets.

**Design Review Process**

* Design reviews will be conducted at key milestones, with participation from the acquirer’s technical staff to ensure alignment with project requirements and expectations.
* Reviews will include presentations of design models and prototypes, followed by feedback sessions to address any concerns and finalize designs.

**6.5 Evaluation and Monitoring**

To ensure the successful execution of the Bakery Management System project, the acquirer and supplier will collaborate closely to track and measure progress throughout the project. The following outlines the evaluation and monitoring processes.

**Status Reporting**

* **Frequency:** Status reports will be delivered bi-weekly.
* **Format:** Reports will include a summary of completed tasks, upcoming activities, challenges faced, and action items.
* **Mechanisms:** Reports will be shared via email and discussed in scheduled meetings.
* **Contents:** Each report will cover:
  + Progress against the project plan
  + Issues and risks identified
  + Adjustments to timelines or resources, if necessary

**Tracking Progress**

* Actual results will be tracked against the initial project plans and estimates using project management software (e.g., Jira, Trello).
* Key performance indicators (KPIs) will be defined to measure milestones and deliverables.

**Quality Checkpoints and Joint Reviews**

* **Joint Reviews:** Quality checkpoints will occur at major milestones (e.g., end of each development phase).
* **Participants:** Key supplier team members will include:
  + Project Manager
  + Subject Matter Experts
  + Technical Coordinators
  + Verification Engineers
* **Review Schedule:** Reviews will be scheduled at the following phases:
  + Design Review: [Date]
  + Development Review: [Date]
  + UAT Review: [Date]

**Status Documents**

* The acquirer will review the following documents at defined checkpoints:
  + Status reports
  + Design documentation
  + Test plans and results
  + Risk management logs

**Replanning**

* If necessary, replanning will be conducted through collaborative meetings, involving key personnel from both teams to address changes in scope, timelines, or resources.

**Testing Progress and Defect Tracking**

* Testing progress will be tracked using testing management tools (e.g., TestRail).
* Defect statistics will be documented and reviewed in bi-weekly status meetings, ensuring that all identified defects are assigned, prioritized, and addressed promptly.

**Issue Management**

* Issues requiring corrective action will be:
  + **Raised:** Through a shared issue tracking system (e.g., Jira).
  + **Documented:** In an issues log that includes descriptions, impact assessments, and assigned responsibilities.
  + **Communicated:** During regular status meetings and via email.
  + **Escalated:** To the respective Project Managers if unresolved within defined timelines.
  + **Resolved:** Through coordinated efforts between the acquirer and supplier teams.

**Handling Delivery Failures**

* If either party fails to produce an expected deliverable on schedule, a meeting will be convened to assess the situation, identify the cause, and develop a corrective action plan. The responsible party will communicate revised timelines and resources needed.

**Risk Management**

* Project risks will be managed through a shared risk log, updated regularly.
* The supplier will provide the acquirer with a current risk list and status of risk management actions on a monthly basis.
* Risks will be assessed based on their potential impact and likelihood, and mitigation strategies will be developed collaboratively.

**Post-Project Evaluation**

Upon project completion, the acquirer will conduct evaluations that include:

* **Cost Performance:** Comparison of actual costs against budgeted estimates.
* **Schedule Performance:** Analysis of actual timelines versus planned schedules.
* **Product Quality:** Assessment of system functionality, user satisfaction, and compliance with requirements.

**6.6 Change Management**

Effective change management is essential to accommodate necessary adjustments while minimizing disruption to the Bakery Management System project. The following outlines the process for managing changes in scope, requirements, technology, and the contract.

**Change Proposal Process**

1. **Initiation:**
   * Any stakeholder (acquirer or supplier) can propose a change in scope, requirements, or technology through a Change Request Form.
2. **Documentation:**
   * The Change Request Form must include a detailed description of the proposed change, rationale, and potential impacts on the project.

**Evaluation of Changes**

1. **Impact Assessment:**
   * The supplier will conduct an impact assessment of the proposed change, analyzing effects on:
     + **Schedule:** Estimated time to implement the change.
     + **Cost:** Additional resources or budget adjustments required.
     + **Quality:** Potential impact on system functionality or user experience.
2. **Review Committee:**
   * A joint review committee, consisting of representatives from both the acquirer and supplier, will evaluate the proposed change and its impact.

**Resolution and Communication**

1. **Decision Making:**
   * The review committee will either approve, reject, or request modifications to the proposed change.
   * Decisions will be communicated to all stakeholders via email and documented in the project management system.
2. **Implementation:**
   * Approved changes will be integrated into the project plan, and necessary adjustments will be made to schedules, budgets, and quality metrics.

**Handling Impacts on Schedule, Cost, or Quality**

* If a proposed change impacts the project schedule, cost, or quality, the project plan will be updated to reflect these changes, and all stakeholders will be informed.
* Any additional costs incurred due to approved changes will be covered by the acquirer unless otherwise specified.

**Responsibility for Information Changes**

* If information not originally provided by either the acquirer or supplier significantly affects cost or schedule estimates:
  + **Acquirer’s Responsibility:** If the change results from a lack of information provided by the acquirer, they will bear the costs associated with the adjustments.
  + **Supplier’s Responsibility:** If the change stems from incomplete information from the supplier, they will cover the costs for corrections.

**6.7 Product Acceptance**

The product acceptance process for the Bakery Management System will ensure that both interim and final deliverables meet the defined standards and requirements. This section outlines the evaluation criteria and procedures for assessing acceptability.

**Evaluation of Deliverables**

1. **Interim Deliverables:**
   * Interim deliverables will be evaluated at key milestones throughout the project.
   * Criteria for evaluation include functionality, defect density, and alignment with project requirements.
2. **Final Deliverables:**
   * The final product will undergo a comprehensive acceptance process, evaluating both executables and non-executables.

**Customer Acceptance Criteria**

Prior to project completion, the acquirer will provide detailed acceptance criteria covering the following categories:

* **Functional Testing:**
  + Evaluation of functionality through comprehensive test cases.
  + Ensure that all top-priority features operate correctly in the intended environment.
* **Defect Data:**
  + Review of defect information with a goal of achieving at least 97% defect removal effectiveness.
  + Verification of the product’s operation for critical features identified by the acquirer.
* **Product Reproducibility:**
  + Assessment of the ability to rebuild the software accurately.
  + Conduct a configuration audit to ensure package contents meet expectations.
* **Install Testing:**
  + Verification of the installation and uninstallation procedures in the target environment.
  + Documentation of installation procedures, aiming for automation where possible.
* **Customer Documentation:**
  + Provision of user manuals and maintenance documentation in hard copy or online format.
  + Evaluation of documentation for accuracy and consistency with product operations.
* **Compatibility Testing:**
  + Testing the product’s functionality in conjunction with existing systems or components.
  + Verification of data sharing, binary sharing, and backward compatibility with previous versions.
* **Legal or Regulatory Compliance:**
  + Evaluation of compliance with pertinent legal and regulatory requirements (e.g., FDA, Underwriters Laboratory).
  + Review of documentation confirming required validation.
* **Continuous Operation:**
  + Assessment of the product’s performance over an extended period to detect time-dependent defects.
* **Performance Measurement:**
  + Evaluation of key performance attributes against defined performance goals.
* **Standards Compliance:**
  + Verification that the product complies with applicable industry standards.

**Acceptance Procedures**

1. **Time Limit:**
   * Acceptance procedures will be conducted within 14 days following the delivery of final products.
2. **Notification of Results:**
   * The acquirer will inform the supplier of the acceptance procedure results via email, detailing any issues identified during evaluation.
3. **Tracking and Resolving Issues:**
   * All issues will be documented in an issue tracking system (e.g., Jira) with assigned responsibilities for resolution.
   * A joint review will be held to discuss critical issues, with both teams collaborating on corrective actions

**6.8 Support and Maintenance**

The ongoing support and maintenance of the Bakery Management System are crucial for ensuring its reliability and effectiveness. This section outlines the expected level of support from the supplier, structured as a service-level agreement (SLA).

**Support Levels**

1. **Response Times for Reported Defects:**
   * **Critical Defects:** Response within 2 hours; resolution target within 24 hours.
   * **High-Priority Defects:** Response within 4 hours; resolution target within 48 hours.
   * **Medium-Priority Defects:** Response within 1 business day; resolution target within 5 business days.
   * **Low-Priority Defects:** Response within 3 business days; resolution target within 10 business days.
2. **Technical Assistance:**
   * The supplier will provide technical support during regular business hours (9 AM - 5 PM, local time) and offer emergency support outside of these hours for critical issues.
   * Support will include troubleshooting, guidance on system use, and resolution of operational problems.

**Transfer of Skills and Knowledge**

* The supplier will conduct training sessions for acquirer staff, covering system functionalities, maintenance procedures, and troubleshooting techniques.
* Training will be provided during the initial implementation phase and will include:
  + Hands-on workshops
  + User manuals and documentation
  + Access to online training resources

**Delivery of New Releases**

* The supplier will deliver updates and new releases of the Bakery Management System as needed, including:
  + Security patches
  + Bug fixes
  + Feature enhancements
* Notifications regarding upcoming releases will be communicated at least two weeks in advance, allowing the acquirer to prepare for updates.

**Future Enhancements**

* The supplier will work collaboratively with the acquirer to identify and implement future enhancements based on user feedback and evolving business needs.
* A roadmap for enhancements will be developed and reviewed quarterly, prioritizing features based on impact and feasibility.

# 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.

# 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.

# Deliverables

**Interim Deliverables**

## -Supplier-Written Requirements Specifications

Media/Form: PDF document, delivered via email and project management system.

## -Design Descriptions and Database Definitions

Media/Form: PDF document and ER diagrams, delivered via email and project management system.

## -User Interface Prototypes

Media/Form: Interactive wireframes (e.g., Figma or Adobe XD), delivered via project management system.

## -Supplier’s Software Development Plan and Any Revisions Made to It

Media/Form: PDF document, delivered via email and project management system.

## -Work Breakdown Structure

Media/Form: PDF and project management tool (e.g., Microsoft Project), delivered via email and project management system.

## -Status, Schedule, and Cost Reports and Metrics

Media/Form: PDF and Excel spreadsheets, delivered via email and project management system.

## Final Deliverables

**-Source Code for APIs, DLLs, and Executables**

Media/Form: Source code files, delivered via Git repository.

**-Test Plans, Cases, Procedures, and Reports**

Media/Form: PDF documents and test management tool (e.g., JIRA), delivered via email and project management system.

**-Help Screens and Other User Documentation**

Media/Form: HTML files, PDF manuals, delivered via email and project management system.

**-Change Request Reports and Metrics**

Media/Form: PDF and Excel spreadsheets, delivered via email and project management system.

**-Defect Tracking Reports and Metrics**

Media/Form: PDF and Excel spreadsheets, delivered via email and project management system.

**-Performance Metrics**

Media/Form: PDF and Excel spreadsheets, delivered via email and project management system.

**User Documentation**

**-Help Screens**

Media/Form: HTML files, integrated within the application.

**-Reference Manuals**

Media/Form: PDF documents, delivered via email and project management system.

**-Tutorials**

Media/Form: Video tutorials and PDF documents, delivered via email and project management system.

# Cost and Schedule Estimates

**Development Timeline**

Project Kickoff and Requirements Gathering

Start Date: May 15, 2024

End Date: June 6, 2024

Design Phase

Start Date: June 7, 2024

End Date: July 6, 2024

Development Phase

Start Date: July 7, 2024

End Date: August 15, 2024

Testing Phase

Start Date: August 16, 2024

End Date: September 31, 2024

User Training and Documentation

Start Date: September 1, 2024

End Date: September 28, 2024

Final Delivery and Deployment

Delivery Date: October 5, 2024

**Cost Estimates**

Project Management and Planning

Estimated Cost: 2000000vnđ - 4500000vnđ

Requirements Gathering and Analysis

Estimated Cost: 3000000vnđ- 5000000vnđ

Design Phase

Estimated Cost: 5000000vnđ - 8000000vnđ

Development Phase

Estimated Cost: 10000000vnđ- 15000000vnđ

Testing Phase

Estimated Cost: 4000000vnđ - 6000000vnđ

User Training and Documentation

Estimated Cost: 1000000vnđ - 4000000vnđ

Deployment and Support

Estimated Cost: 3000000vnđ - 4500000vnđ

Total Estimated Cost: 28000000vnđ - 47000000vnđ

# Contracts and Licenses

This section outlines the various contracts and licenses required for the successful implementation and operation of the Bakery Management System. The following subsections detail the specific agreements and conditions that will govern our partnership.

## Purchase Agreement

The purchase agreement will detail the terms under which the Bakery Management System will be acquired. This includes the total cost, payment schedule, delivery timeline, and conditions for acceptance. The agreement will ensure that all financial and delivery expectations are clearly understood and agreed upon by both parties.

## Licensing Agreements

The licensing agreement will specify the terms of software usage, including the duration of the license, renewal conditions, and any limitations on the number of users or installations. This agreement will ensure that the bakery has the necessary rights to use the software as intended, while also protecting the intellectual property rights of the software provider.

## Intellectual Property Ownership

Intellectual property ownership will be clearly defined in the agreement, stating whether the bakery or the supplier retains ownership of any customizations, modifications, or new developments made as part of the project. This section will also cover the use of any proprietary tools or software provided by the supplier.

## Supplier Warranties

Supplier warranties will outline the assurances provided by the supplier regarding the performance and reliability of the Bakery Management System. This includes warranty periods, coverage for defects or malfunctions, and the process for claiming warranty services. The warranties ensure that the bakery receives a high-quality product that meets the specified requirements.

## Performance Bonds, Late-Delivery Penalties, and Early-Delivery Bonuses

To ensure timely delivery and performance, the agreement may include provisions for performance bonds, penalties for late delivery, and bonuses for early completion. Performance bonds will act as a financial guarantee that the supplier will fulfill their contractual obligations. Late-delivery penalties will incentivize timely completion, while early-delivery bonuses will reward the supplier for completing the project ahead of schedule.

## Maintenance Contract

The maintenance contract will specify the terms of ongoing support and maintenance for the Bakery Management System. This includes the scope of support services, response times for issue resolution, regular updates or upgrades, and the duration of the maintenance agreement. The contract will ensure that the bakery has access to necessary technical support and system updates post-implementation.

## Supplier-Supplied Training

To ensure effective use of the Bakery Management System, the supplier will provide comprehensive training to bakery staff. The training agreement will detail the content covered, training methods (e.g., in-person, online), duration of training sessions, and any training materials provided. This ensures that the bakery staff are well-equipped to utilize the system efficiently.

## Nondisclosure Agreements

Nondisclosure agreements (NDAs) will be put in place to protect sensitive and confidential information exchanged during the project. The NDAs will outline the types of information considered confidential, the obligations of both parties to protect this information, and the consequences of any breaches. This ensures that proprietary and sensitive information is safeguarded throughout the partnership.

# Proposal Evaluation Criteria

### 1. Technical Competence and Approach (30%)

* **Understanding of Requirements**: Demonstrated understanding of the bakery's needs and project objectives.
* **Solution Design**: Clarity, feasibility, and innovation in the proposed technical solution. This includes system architecture, user interface design, and integration capabilities.
* **Technology Stack**: Appropriateness and modernity of the proposed technologies and tools. Preference for scalable, secure, and easily maintainable technologies.
* **Implementation Methodology**: Clear and realistic plan for system development, testing, deployment, and training. Agile or iterative methodologies are preferred.

### 2. Experience and Expertise (20%)

* **Company Experience**: Proven track record of similar projects, particularly in the food and retail industry.
* **Team Expertise**: Qualifications and relevant experience of the project team members.
* **Case Studies and References**: Positive feedback from previous clients and successful case studies.

### 3. Project Management (20%)

* **Project Plan**: Comprehensive project plan with clear timelines, milestones, and deliverables.
* **Risk Management**: Identification of potential risks and mitigation strategies.
* **Communication Plan**: Effective communication strategies, including regular updates and stakeholder engagement.

### 4. Cost and Value (20%)

* **Budget Proposal**: Detailed cost breakdown, including development, licensing, maintenance, and support costs.
* **Value for Money**: Assessment of the cost relative to the quality and comprehensiveness of the proposed solution.
* **Scalability and Future Costs**: Consideration of future scalability and associated costs.

### 5. Support and Maintenance (10%)

* **Support Services**: Availability and quality of post-implementation support and maintenance services.
* **Service Level Agreements (SLAs)**: Clearly defined SLAs for system uptime, response times, and issue resolution.
* **Training and Documentation**: Provision of user training and comprehensive system documentation.