Request for Proposal

for

BAKERY SYSTEM MANAGEMENT

Prepared by Group 4

Summer 2024

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Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **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

[Your Company Name] 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

[Your Company Name] 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. [Your Company Name] 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. [Your Company Name] 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 [Your Company Name] do not commit [Your Company Name] 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 [Acquirer Contact Person] via e-mail at [E-mail Address] no later than [Date and Time]. 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]. [Your Company Name] 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

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

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

In the event that [Your Company Name] decides not to accept your proposal, you will be so notified. [Your Company Name] 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 | <acquirer> |
| 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 | <acquirer> |
| Supplier selected | August 20, 2024 | Written notification | <acquirer> |
| Negotiations completed | August 31, 2024 | Final statement of work | <acquirer> |
| Contract executed and purchase order issued | September 5, 2024 | Contract, purchase order | <acquirer>, supplier |

# Proposal Preparation Guidelines

*<Describe the contents, organization, and document layout and formatting (fonts, margins, sections, etc.) for the proposals. A standard proposal format will make it easier to compare proposals received from different suppliers. Suggested proposal contents include the following, but check to ensure that the items you request are both appropriate and necessary for a project of this nature and size. There’s no point in making the proposal process any more burdensome for the supplier than necessary, so make sure you know how you will use all of the information you request*

* *Cover letter that specifies the legal name and address of the supplier, the name and contact information of the individual who is authorized to respond to issues raised by <acquirer>, and the name and contact information of the individual who is authorized to conduct negotiations and execute a contract*
* *Executive summary containing a brief description of the proposed project development approach*
* *Corporate history and information, including financial details*
* *Qualifications, including previous acquirers for whom the supplier has done work with contact information (for references), and cost, schedule, and quality performance data (actual versus estimates) on previous projects*
* *CMMI maturity level, ISO 9000 registrations, other software process qualifications, conformance to IEEE or other established standards, status of software process improvement activities*
* *A description of the development process and software development life cycle to be used*
* *Processes to be used for requirements management, configuration management, testing, and quality assurance*
* *A statement of work that incorporates the SOW included in this RFP with any appropriate modifications or additions, leading to a full description of the supplier’s proposed statement of work for the project*
* *A project plan that includes:*

1. *the major project milestones and deliverables from each*
2. *the proposed team and the team members’ qualifications; evidence of technical skills, technical staff, and available resources*
3. *proposed schedule and how it was derived, including contingency buffers*
4. *assumptions the supplier made*
5. *dependencies on external factors, third parties, or acquirer-supplied materials*
6. *an analysis of significant project risks*
7. *the supplier’s proposed tradeoffs between functionality, quality, schedule, and cost*

* *Estimated project costs and payment details, 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, and any other costs not specifically requested by the acquirer*
* *Payment milestones and the amount due at each*
* *Any other terms and conditions that the Supplier wishes to impose on the contract or project*
* *How the supplier intends to satisfy the stated evaluation criteria*
* *A supplier’s section, to include information the supplier feels is relevant or useful for the project, but which is not required or requested elsewhere in the RFP>*

# Project Overview

*<Provide a concise vision statement that gives a high-level description of the product being developed, its context and origin, its intended purpose, scope (what will be included) and limitations (what will not be included), and your primary business objectives.>*

# Statement of Work

*<The statement of work states the management requirements for the project, describing the acquirer’s expectations from the supplier and the ways in which the acquirer and supplier will work together.>*

## Project Organization

*<Identify the project manager, supplier’s subcontract manager (primary point of contact for the supplier), subject matter experts, any technical coordinators, verification engineers, testing and quality assurance staff, and other key personnel. Describe their roles and responsibilities with respect to the subcontracted project.>*

## Communication

*<Describe how communications will be conducted and managed between the acquirer’s subcontract project manager and the primary point of contact at the supplier. Describe how technical interactions between other key members of the supplier and acquirer staffs will take place. Possibilities include face-to-face meetings, teleconferences, and commenting on documents through word processor revision markup and inserted annotations (such as Microsoft Word comments). Identify points at which face-to-face interactions will be needed and the expected participants. Indicate who will be responsible for travel costs for such meetings. Identify the key project decision makers on the acquirer side.>*

## Dependencies and Constraints

*<Identify any known dependencies that this project has upon external factors, such as other projects or products or components to be reused from previous projects, as well as key intraproject dependencies. Itemize any constraints within which the project must operate, including pertinent corporate policies, industry standards, government regulations, or other business rules.>*

## Design, Development, and Implementation Methods

*<Specify the technical methods and the development tools and environments to be used for building the product. Include design modeling conventions or tools, source code control procedures, quality assurance and testing procedures, backup and recovery procedures, and the like. Indicate who will be the intellectual property owner of the design documentation. Indicate how the design will be reviewed, with participation by the acquirer’s technical staff.>*

## Evaluation and Monitoring

*<Describe how the acquirer will work with the supplier to track and measure progress throughout the project, addressing the following points:*

* *Frequency, format, mechanisms, and contents of status reporting*
* *Tracking of actual results against the plans and estimates.*
* *Quality checkpoints and joint reviews of work products that will involve representatives from both the acquirer and the supplier. Indicate the supplier team members (by role) who will participate in the major reviews and the approximate review schedule.*
* *Status documents that the acquirer will review at defined checkpoints.*
* *How replanning will be conducted when necessary.*
* *How testing progress and defect statistics will be tracked.*
* *How issues requiring corrective action will be raised, documented, communicated, escalated, and resolved.*
* *How to handle situations in which the acquirer or supplier fails to produce an expected deliverable on schedule.*
* *How project risks are to be managed and how frequently the supplier will provide the acquirer with the current risk list and status of risk management actions.*
* *The measurements that the acquirer will perform after the project is completed, such as cost and schedule performance compared with estimates and product quality.>*

## Change Management

*<Indicate how changes in scope, requirements, technology, and the contract are to be proposed, evaluated, resolved, and communicated. Describe how the impact of changes on the project’s schedule, cost, or quality will be resolved. State who is responsible if information not originally provided by either the acquirer or the supplier turns out to significantly affect cost or schedule estimates, and who will pay for corrections that need to be made in information or materials provided by either party.>*

## Product Acceptance

*<Describe how the acquirer will evaluate both interim and final deliverables for acceptability, including both executables and nonexecutables. If you will provide more detailed customer acceptance criteria to the supplier prior to project completion, describe what you will deliver and when. Indicate the time limit for performing acceptance procedures, how the acquirer will inform the supplier of the acceptance procedure results and of issues that arrive, how issues will be tracked and resolved. Consider defining quantitative quality targets, such as performance goals, estimated residual defect densities, or defect removal effectiveness (e.g., 97% defect removal effectiveness means that the supplier removed 97% of all defects found during development acceptance, and the first three months of operation.*

*Consider defining acceptance criteria selected from the following categories:>*

|  |  |
| --- | --- |
| **Functional Testing** | Evaluation of the testing of product functionality to determine whether the testing is adequate for ensuring quality and fitness for use in the product’s intended operating environment. |
| **Defect Data** | Evaluation of product defect information. Verification of correct product operation for top-priority features. |
| **Product Reproducibility** | Evaluation of the ability to accurately and consistently rebuild the software product. Ensure the consistency of the product package contents with the expectations for the released product package (e.g., through a configuration audit). |
| **Install Testing** | Verification of correct product install and uninstall in target environment. The installation procedure must be fully documented and automated as much as possible. |
| **Customer Documentation** | Contracted user manual and maintenance documentation must be provided in either hard copy or online format. Evaluate product user documentation for accuracy and consistency with product operation. |
| **Compatibility Testing** | Evaluation of the product to perform its required functions while sharing the same environment with other systems or components. This includes binary sharing, data sharing, hardware and operating system environments, and backward compatibility. |
| **Legal or Regulatory Compliance** | Evaluation of product compliance with pertinent legal and regulatory requirements, such as Underwriters Laboratory. Evaluation of documentation confirming required validation to satisfy regulatory agencies, such as FDA. Verification that product’s development process would pass any pertinent compliance audit, such as FDA. |
| **Continuous Operation** | Evaluation of the product’s operation over a period of time to detect time-dependent defects such as memory leaks, race conditions, and other factors that reduce reliability. |
| **Performance Measurement** | Evaluation of the key performance attributes of the product to determine whether performance goals are met. |
| **Standards Compliance** | Evaluation of product compliance with product standards or other industry standards. |

## Support and Maintenance

*<Describe the expected level of ongoing support and product maintenance that the supplier is expected to provide. This section could be written as a service-level agreement, addressing the expected response times to reported defects, technical assistance with maintenance, transfer of skills and knowledge to acquirer staff, delivery of new releases of commercial components, and future enhancements.>*

# 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: Augest 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

*<Describe the contract and other legal documents to be executed, including the following items. The supplier’s proposal will provide the details of some these elements. Consider attaching a sample of the purchase contract that will be used to the RFP, inviting suppliers to review the attached contract and list in their proposal any potential issues. The contents of this section and of the contract itself should use the acquirer’s standard corporate legal language.>*

## Purchase Agreement

*<List the elements that will go into the purchasing agreement and any standard terms.>*

## Licensing Agreements

*<These agreements will identify the terms and the initial and recurring costs of any licenses that the acquirer must procure for this project, either from the supplier or from third parties. Licenses might be necessary for package or reused components or that will be integrated into the developed product.>*

## Intellectual Property Ownership

*<State the intellectual property ownership rights that the acquirer and the supplier shall have with respect to products developed by the supplier, existing supplier components that are integrated into or reused in the product, and third-party components that are integrated into the product. State who owns uncompleted work products if the contract is terminated prior to final delivery.>*

## Supplier Warranties

*<State the warranties that the supplier is to provide for the various system components, including any to be provided by third parties.>*

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

*<Describe any performance bonds, escrow funds, letters of credit, or the like that the supplier will be requested to post. These items help protect the acquirer against supplier nonperformance. Performance bonds are not required. If you decide to use them, work with your company’s legal counsel to define the specifics of such bonds.*

*Define cost penalties that the acquirer will apply for missed milestones or late delivery of the contracted product. Examples: 5% penalty for each month that supplier-tested code is late; 5% penalty for each additional 0.5 defects/KLOC discovered in system test over 2.0 defects/KLOC 5% penalty for each additional 0.2 defects/KLOC discovered after delivery to customers over 0.2 defects/KLOC. Contractual penalties are not required. If you use them, select appropriate numbers for the nature of your project.*

*Describe the financial bonuses that the acquirer will pay if the supplier delivers a product of acceptable quality and functionality ahead of schedule or if the supplier delivers a product with exceptionally few defects. Bonuses could include a monetary bonus for exceeding schedule and quality requirements, or an equity stake or shared IP ownership of the product. Examples: 5% bonus if supplier-tested code is available 1 month before the contracted date; 10% bonus if the number of defects discovered in system test is between 1.0-1.5/KLOC, with a higher bonus for a lower defect density. Contractual bonuses are not required. If you use them, select appropriate numbers for the nature of your project.>*

## Maintenance Contract

*<If a specific maintenance contract is to be executed, identify the elements of the maintenance and support contract or service-level agreement that is to be executed, including the duration, costs, services covered and not covered, communication mechanisms to be used between supplier and acquirer. Include categories for software defect correction, adaptive maintenance, training, hotline or help desk, and enhancements and extensions. Do not duplicate information from section 6.8 Support and Maintenance here.>*

## Supplier-Supplied Training

*<The supplier is expected to list, by course, the hours and total cost of training services that supplier personnel will provide to acquirer staff.>*

## Nondisclosure Agreements

*<State the nondisclosure and confidentiality agreements that the supplier or individual supplier employees will be asked to execute.>*

# 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.