

DoubleFast Inc.
(Group 1)



Request for Proposal

Version 1.0

ClassDASH - Mobile Food Ordering at UVic

September 23th, 2022

Document History

Version	When	Who	What
1.0	Sep 20	Pengfei Li	Initial first two parts
2.0	Sep 21	Zikai Hao, Shivani Ram	The 3 to 6 parts
3.0	Sep 23	Pengfei Li	Final check

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1. Problem Description / Expression of Need

During the first week of the fall term of 2022, the UVic campus food service department observed a massive daily population flow. The department received many complaints about the delay of campus food services facilities, including the University Center (Mystic Market) and The Student Union Building.

The department found that those delays happen only during the gap time of lectures and labs. To optimize UVic food services, staff and students need a mobile online system which allows people on campus to order food ahead of time. Then during the gap time, they can quickly get what they ordered.

2. Project Objectives

- The system has to be a mobile one. It can be a mobile website service, but a mobile application is an optimal solution.
- The system should be easy to access, and the ordering process should not be too complex.
- Users can see the real-time traffic of every food provider on campus. It will help them consider their choice flexibly.
- The interface of the system should be clean and clear. However, a context-only interface is not qualified, and images are necessary.
- The system allows people to cancel their order if their food is not under preparation.
- The system should save UVic students and staff time over the current system.
- The system should be integrated with UVic's ONECard payment system.

3. Current System(s)

Currently, UVic does not have a mobile ordering system. All food services require a patron to be physically present in order to place an order and pay for their meal.

Once a mobile ordering application such as ClassDASH is implemented, the system will give users the ability to place food and drink orders ahead of time, saving them time from waiting for their food or beverage to be made.

4. Intended Users of the System

Students - use the system to place and pay for food and beverage orders from a distance or ahead of time.

Staff - use the system to place and pay for food and beverage orders from a distance or ahead of time

Campus Food Services - use the system to receive and prepare food and beverage orders from staff and students. Fields in the application allow users to choose from menu items, input payment information and choose a pickup time slot which the food services follow.

Developers - to run and maintain the system

5. Known Interactions within or outside the Client Organization

- Uvic students can log into the system by using their Netlink ID.
- The system is integrated with UVic's payment system; students could pay by
 - OneCard
 - UVic's credit payment system (existing)
 - Credit or debit card

6. Known Constraints to the Solution

1. Time constraint: The project must be done before the due date time. Pushing the system during winter break is meaningless.
2. Cost constraint: The cost of the project should be considered, no more than (budget)
3. Integration of food providers: There are different food providers on campus with different ordering and payment methods. For example, the dining hall in the new building is primarily a buffet. Students need to get food independently, but they can order food in university centers, so it's hard to integrate ordering ways.

7. Project Schedule

27/09/2022 - 1st Client Meeting

05/10/2022 - Project Charter

12/10/2022 - Document with requirement section

19/10/2022 - Document with use cases section

25/10/2022 - 2nd Client Meeting (Analysts + Clients): Feedback on requirements

01/11/2022 - Document with domain model section

15/11/2022 - Document with UI model section

18/11/2022 - 3rd Client Meeting (Analysts + Clients): UI Prototypes

25/11/2022 - Final report

8. Project Team

Coby Lam (cobylam777@gmail.com) - Analyst

Coby is a 3rd-year Computer Science student who enjoys video games and cooking in their spare time.

Emile Keruzore (EmileK@uvic.ca) - Analyst

Emile is a 4th-year Health Information and Computer Science student.

Pengfei Li (lijasper@uvic.ca) - Client

Pengfei Li is a 4th-year computer science student who is aiming to dedicate himself to the communication and network field in the future.

Zikai Hao (zikaiofficial@gmail.com) - Client

A 4th-year Health Information Science student at UVic who likes outdoor sports and travelling.

Shivani Ram (shivaniram21@gmail.com) - Client

Shivani is a 3rd-year Health Information Science student at the University of Victoria. Her main interests include project management, end-user testing, and epidemiology. In her free time, Shivani enjoys swimming, baking, and listening to music.

9. Glossary of Terms

Integration	To form, join, or blend into a functional whole unit
Implementation	The process of putting a plan or decision into effect
Optimize	To make as perfect, effective, or functional as possible