Proposal:

TAP Innovations is honored to present a proposal for the design, development, hosting, and ongoing support of a custom application specifically tailored to the unique needs of The Tax Company of Sandra Tapia. Our intent is to streamline your client interactions, optimize document management, and elevate the overall efficiency of your tax service operations.
Our commitment, as outlined in this proposal, includes:

1. Design & Development:

   - Crafting a secure and user-friendly client portal with features such as personal dashboards, project status metrics, and an efficient document upload mechanism.
   - Implementing a comprehensive document management system ensuring version control, structured storage, and hassle-free retrieval.
   - Building a responsive notification and support framework to enhance client communication.
   - Integrating seamlessly with Karbon and Quickbooks, aligning with your existing operational framework.

2. Hosting Services:

   - Provision of a robust, scalable, and secure hosting environment, ensuring high availability and optimal performance of the application.
   - Regular backup services, ensuring data integrity and availability.

3. Ongoing Support:

   - 24/7 technical support to address any issues or queries.
   - Regular updates and maintenance to ensure the application remains at the forefront of industry standards and client expectations.

Project Plan:

- <u>Scope:</u>

Following are the key scope items for this Custom Application:

Phase 1: MVP

Client-Facing Portal

1. Project Tile

   - Purpose: To provide a concise summary of a client's current project status.
   - Features:
     - Visual Status Indicator: A color-coded or symbolic representation showing whether the project is in progress, completed, or pending.

- Service Description: A brief descriptor of the services purchased by the client.
- Progress Bar: A visual bar indicating the percentage of project completion.
- Data fields to collect client data.

2. Document Management / Client Forms

- Purpose: A dedicated space for clients to handle all document-related needs.
- Features:
    - Upload Facility: Clients can easily upload necessary documents.
    - File Directory: Organized listing of documents based on type, date of upload, or custom categories.
    - Document Status: Indicators showing if a document has been reviewed, approved, or requires changes.
    - Version Control: Ensures only the latest version of a document is available, while archiving older versions.
    - Client forms for capturing specific form data. (6 forms to be leveraged)

3. Contact Update

- Purpose: Seamless integration between the client portal and Karbon/Quickbooks.
- Features:
    - Bi-directional Sync: Ensures that data between the portal and Karbon/Quickbooks is always current. When a client's contact is updated in one platform, it's reflected in the other.
    - Loop Checks: Regular checks to ensure data consistency and to detect and correct any sync errors.
    - Data Fields: At a minimum, data fields include Name, Phone Number, and Email. Each field should have validation checks to ensure data integrity.
    - Notification System: Both clients and staff should be notified of successful updates or if any issues arise.

4. Client - To-Do List

- Purpose: A structured list to guide clients on tasks and actions required from their side.
- Features:
    - Task Creation: Staff can create and assign tasks to clients.
    - Task Status: Shows whether a task is pending, in-progress, or completed.
    - Priority Tagging: Ability to mark tasks based on their urgency.
    - Notification Alerts: Clients receive notifications when a new task is assigned or when a deadline is approaching.
    - Task History: Clients can view completed tasks, or any feedback associated with them.

Related Phase 1 Screens:

1. Login / Registration Screen

- User input for username/password.
- Option for new users to register.
- Forgotten password and recovery options.

2. Dashboard

The main landing page after logging in, which provides a holistic view of the client's account and quick access to primary features.

- Project Tile: Overview of active projects.
- Document Management: Access to the document repository and recent uploads.
- To-Do List: Quick view of immediate tasks.
- Contact Details: Summary of the client's contact information.

3. Project Management Screen

- Progress bar or similar visual representation.
- Descriptions of different project phases or milestones.
- Service details and relevant timelines.
- Display details of team members assigned to the client's projects.

4. Document Management Screen

- Option to upload new documents.
- Directory or list view of existing documents.
- Filters to sort and search for specific documents.
- Preview option for selected documents.
- Version history for each document.

5. Contact Update Screen

- Input fields for Name, Phone Number, Email, and potentially other fields.
- Status indicators showing if data is synced with Karbon and Quickbooks.
- Option to manually sync data if automatic sync fails.

6. To-Do List Screen

- List view of all tasks assigned to the client.
- Option to mark tasks as completed.
- Filters to view tasks based on status or priority.
- Access to archived or completed tasks.
- Notification center to view alerts related to tasks.

7. Profile / Settings Screen

- Client's personal details and account settings.

- Option to change password.
- Privacy settings or preferences for notifications.

8. Notifications Screen

- A chronological list of notifications received.
- Filters to sort notifications based on type (e.g., task-related, document updates, etc.).

9. Logout / Session End Screen

- Confirmation of a successful logout.
- Prompts or recommendations for next steps upon next login (optional).

Phase 2:

Enhanced Integration and Functionality

1. Pro Series Integration – ***Requires additional feasibility with vendor and the client***

- Tax Return Workflow Integration: Streamline the process from assignment to tax preparation.
    - Work item assignment in Pro Series.
    - Admin document handling.
    - Tax preparation within Pro Series.
    - Feed tax return into Pro Series, accommodating peculiar mapping scenarios.
- Client Information Worksheet Auto-fill: Auto populate the client information worksheet in Pro Series.
    - Override ability for specific fields.
    - Accommodate fields for legal entity name, DBA, etc.
    - Conditional triggers for document uploads based on client input.
- Import/Export Functionality:
    - Capability to import previous years' data.
    - Set conditions on which data to import or update.

2. Extended Portal Tiles

- Tile for Invoices: Display invoices due with a link to the history (from
- books Online).
- Tile for Future Needs: Integration with Karbon for displaying future work items.
- Login Information Tile: Allow clients to securely upload and manage their login credentials for various platforms.

3. Employee Portal Enhancements

- Onboarding Module: Streamlined onboarding process for tax clients.
    - Capture essential information.
    - Define services.
    - Assign responsibility.

- Task Management: Integrate deeper with Karbon for task management from an employee's perspective.

4. Booking & Invoicing

- Improve the booking process with Karbon.
    - Accommodate different service categories and their respective invoicing needs.

Phase 2 Screens:

1. Dashboard (Modification)

    - Introduce new tiles for "Logins" (to access stored login credentials securely) and "Future Work Items."

2. Contact Update Screen (Modification)

    - Enhance the section dedicated to syncing status to also reflect the last synced time and date.

3. Help / Support Screen (New)

    - Frequently Asked Questions (FAQs) segmented based on portal features (e.g., Document Management FAQs, Integration FAQs).
    - A link to video tutorials or webinars.
    - Direct chat support or a bot for immediate assistance.

4. Future Work Items Screen (New)

    - A forecasted list of upcoming projects or tasks.
    - Estimated timelines and involved team members.

5. Invoices Screen

    - All invoices associated with the authenticated user.
    - Status of the invoices

- <u>Requirements:</u>
    a. *Access to the required systems.*
    b. *Determine and finalize data mapping logic between systems.*
    c. *Determine if static or dynamic TAP tables are needed for mapping and needed business logic. If dynamic tables are needed, determine how they will be managed.*
    d. *Determine, review, and finalize all needed business logic for data transformation.*
    e. *Attendance from all parties in weekly meetings or project may be delayed.*