eCommunity App

Requirement specifications

Annex 1 – Functional Requirements

1 System and Functional requirements

1.1 Sales (New project)

The sales module consists of 2 sub-modules which are: prospect and sale.

Prospect – pre-sale

Project Prospect registry (pre-sale)

This is where all the details of the project will be input such as: name, location, developers, existing FM/OA companies, etc.

Contacts and addresses

This is where all the contacts and addresses relevant to the project are recorded.

Prospect follow up (event calendar)

Once the project is in progress, there should be an event calendar that will notify the relevant parties about upcoming deadlines, inspections, follow-up meetings, etc.

Proposal preparation / Proposal revision

This is where the budget, resources, technical details of the project, and financial proposal as per the RFP (Modules for both financial and operational proposal have to be implemented on the system).

Terms and conditions

This is where the rules and regulations of the buildings and from the government will be recorded.

Sale – post-contract signing

Sales workflow: Proposal -> contract

Once a project proposal is approved, the system should automatically transfer the details from the prospect to a contract.

details

Additional documents such as Building Trade License, Insurance Documents, etc., should be uploaded, and the system should automatically complete the contract details.

RERA NOC

When we have been assigned to manage a building, RERA will issue an NOC that has to be attached with the contract details.

Master Data

There should be a document containing all the information of the building such as:

- Communities
- Units
- Owners
- Tenants
- Services
- Vendors
- Service Fulfillment
- In addition to other information

1.2 Tendering (Service Providers [SPs])

Contract Tendering (For PPM services for the community over a year)

Open/close Tendering

The OAM company has the flexibility to open/close a tender at any time. In addition, they should be able to manage the number of applicants per tender.

Service provider registration

The SP must register by uploading his documents (elaborated below), the SP should be able to pay any applicable registration fees.

Uploading of documents and inputting expiry dates

The SP must upload any mandatory documents and input their expiry dates.

e.g., trade license copy, trade license expiry date.

If the expiry is not valid, the system should provide an error.

Document verification

All uploaded documents should be reviewed and verified for validity.

Direct payment method

The applicable registration fees must be paid via the software.

Tender details

The SPs should be able to have access to the details of the tender such as:

- Building details
- Minimum requires resources
- Terms and conditions
- In addition to other details

The SP should be able to upload their proposal via the system.

Short listing

The OAM company should get a short list of SPs which is generated by the system based on pre-set criteria.

Tender awarding

The selected SP will be awarded with the yearly PPM contract. Once the tender has been awarded to an SP, the system should automatically generate the related contract based on the service they have applied for.

Remark:

1. *1 SP for 1 service in 1 Building*
2. *1 SP for 1 service in multiple buildings*
3. *1 SP for multiple services in 1 building*
4. *1 SP for multiple services in multiple buildings.*

Reports

The system should generate a report per building highlighting the awarded SPs and their relevant services, prices, contract dates, etc.

Request for Quotation (RFQ)

Open/close RFQ

The OAM company has the flexibility to open/close an RFQ at any time. In addition, they should be able to manage the number of applicants per RFQ.

Service provider registration

Only registered SPs can apply for tendering. Otherwise, the SP must register by uploading his documents (elaborated below).

Uploading of documents and inputting expiry dates (Only for newly registered SPs)

The SP must upload any mandatory documents and input their expiry dates.

e.g., trade license copy, trade license expiry date.

If the expiry is not valid, the system should provide an error.

Document verification *(Only for newly registered SPs)*

All uploaded documents should be reviewed and verified for validity.

Direct payment method (Only if charges apply)

The applicable registration fees must be paid via the software.

Alert on expiring documents

The registered SPs and the OAM company should be alerted to any expiring SP documents.

RFQ details

The SPs should be able to have access to the details of the RFQ such as:

- Building details
- Minimum requires resources
- Terms and conditions
- In addition to other details

The SP should be able to upload their proposal via the system.

Short listing

The OAM company should get a short list of SPs which is generated by the system based on pre-set criteria.

RFQ awarding

Once the RFQ has been awarded to an SP, the system should request to generate a Local Purchase Order (LPO).

Reports

The system should generate a report per SP as to how many jobs they have been awarded within a certain time period (Along with other details).

1.3 Service desk / Help Desk

Basic Admin portal (web based)

Profile management

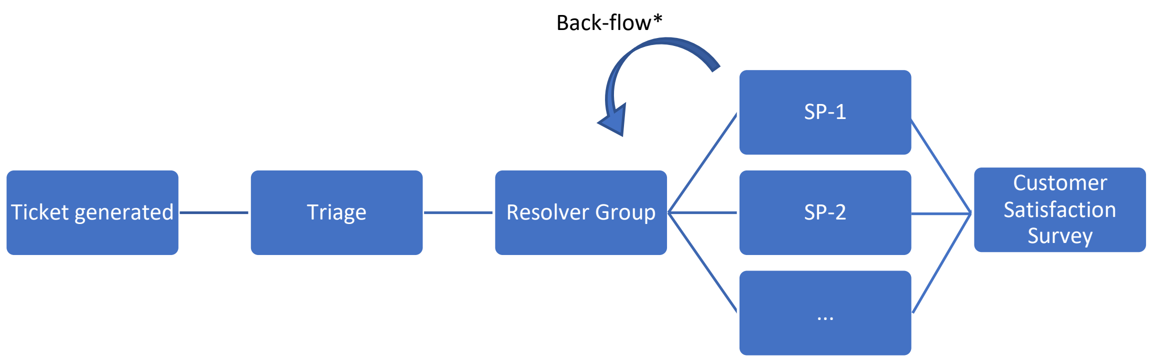
The admins should have the ability to access and edit the details of personas such as:

- Owners

- Caretakers
- Tenants
- In addition to other personas.

Ticket processing

Tickets can be generated by multiple users, and once the ticket is generated, it will be processed as per the following basic flow (this flow is malleable and might become a multi-level flow).



***** *At any stage, the ticket is free to be sent backwards within the flow.*

Each ticket will have a category and subcategory as-per the services involved, and the triage is responsible for correctly categorizing the ticket and assign it within the flow.

Types of tickets

Based on the services provided by the OAM company tickets can have types such as:

- Maintenance request
- Service request
- Complaints
- Financial request
- In addition to others.

Categorization of services

Every service will be assigned a category and a sub-category with a potential for a sub-sub-category, depending on the ticket type.

Ticket status

Reflects the status of the ticket (i.e., open, in progress, on hold, closed, etc.).

Urgency

Ticket should be assigned an urgency which will dictate the timeframe for processing and closing the ticket, depending on the ticket type and service category.

Urgency can split into various categories such as:

- Severity
- Lead-time
- Urgent
- Semi-urgent
- Highly urgent
- Among others.

The timeframe will govern whether the assigned KPI has been met.

Triage

Once a ticket is generated, it will be sorted based on the ticket type and service category and assigned to the appropriate user within the flow, along with a specific deadline (chosen by the user, or default to x days if not specified – *The x days default should be less than the overall ticket due date*).

> *Note that at any point within the flow, the ticket can be assigned backwards as well as forwards.*

e.g., of a flow path:

- *SP*
- *Service desk*
- *Asset managers*
- *Operation managers*
- *Among others*

Notes and remarks

Notes and remarks can be left by users amongst each other.

E.g., an SP can leave a note for an owner.

Notifications / Alerts

When a ticket is approaching its deadline in x number of days, the system should notify the user.

Ticket Tracker

Tickets should be listed to the user as either Green, Amber, or Red (Like a traffic light), depending on the number of days to the deadline. This should always be visible and easily accessible when the user is accessing the system, and the tickets should be accessible via the tracker.

Customer Satisfaction

Once a ticket is closed, the user who initiated the complaint shall receive a satisfaction survey to get feedback and measure the quality of the service.

User registration

New user registration, Role Based Access Control (RBAC), basic system admin, and user management.

Document management

Monitor and control the validity of documents such as:

- Tenancy agreements
- Title deeds
- Building documents
- Standard Operation Procedure
- And so on.

If a document is approaching expiry, or is expired, the system should generate an alert.

Update master data (bulk/individual upload/download)

Field Service Modules

These are tools for staff who are on-site such as:

- Inspection list (including support for picture upload and comments)
- Service Request by SPs
- SP Inspection report, Completion report, etc.
- So on.

These tools should be accessible, both on the web portal, and on any smart device.

Online Forms

- NOC
- Guest registration
- Move in/out
- Car parking
- Among others.

These forms should be accessible, both on the web portal, and on any smart device.

Guest management (Register/Sign in /Sign out/ History)

- Register
- Sign in/out
- History
- So on.

Should be accessible, both on the web portal, and on any smart device.

Unit allocation

Allocate the unit to the relevant owner and tenant.

Advertisements

Advertisement posting and push notifications.

Events posting

Calendar of events, and push notifications of upcoming events.

Community Social and bulletin boards

If owners/tenants want to create a bulletin (for an event such as a garage sale), the service desk will review the bulletin and approve/decline.

Basic Parking management (slot, vehicle id …)

The owner/tenant and the service desk should be able to see their allocated parking spots (with the related vehicle license plate) and request for an additional space. In addition he should be able to activate and disactivate his / her parking access card.

1.4 Operations:

Operation management

Raising a ticket

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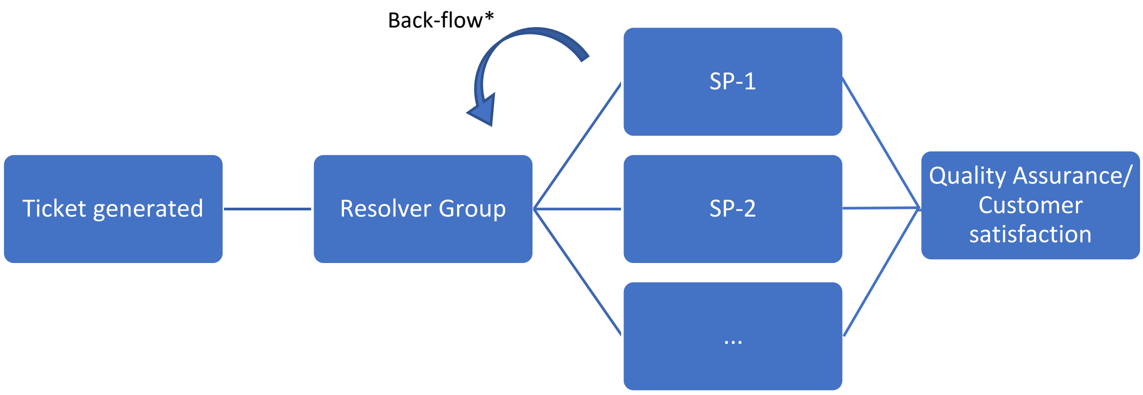

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These tools should be accessible, both on the web portal, and on any smart device.

Assigning of service provider

Assigning the ticket to an SP resolver group and specifying the deadline on the ticket.

Assigning of service provider staff

Assigning the ticket directly to the SP staff and specifying the deadline on the ticket.

Allocate service provider to buildings

Approval of quotations and proposals

Issuing of an LPO

Issuance of LPO to SPs.

LPO tracker

To monitor the open LPOs

Work initiation

Should highlight the status of work, whether it has been started or not, and it should notify the relevant users if it has not been started yet. It should also display the date the ticket was opened, when the work started, etc.

Completion of work

Once the work is completed, a Work Completion Report (WCR) should be attached to the ticket in order to close it.

Quality Assurance (QA)

Once a ticket is closed, the user who initiated the complaint shall receive a satisfaction survey to get feedback and measure the quality of the service. Alternatively, the quality assurance team will evaluate the work done to ensure that it has met the company's standards.

Closing of ticket

Once the Work, WCR, and QA are completed, the ticket can be closed.

Notes and remarks

Notes and remarks can be left by users amongst each other.

E.g., an SP can leave a note for an owner.

Notifications / Alerts

When a ticket is approaching its deadline in x number of days, the system should notify the user.

Task Management

Highlights the daily work per building.

Basic Project Management

To record the project details, milestones, and deadlines, and keep track of them. (Relevant users should be alerted of upcoming milestone/deadlines).

Risk Register

To record the risk related to a building and its impact – based on probability of occurrence and severity. All risks should have contingency and a mitigation plan (with deadlines).

Dashboard by building

General overview of the current operations related to a building, such as:

- Tickets (categorized by urgency)
- Performance (KPI monitoring)
- Risks
- Projects
- Among others

Reports

1. The system should generate frequent reports to highlight the work done within any building. These reports can be daily, monthly, semi-annually, etc.
2. KPI and performance reports
3. SP evaluation reports
4. Etc.

Planned Preventative Maintenance (PPM) schedule

Schedule for the PPM over the course of the year and keep track of progress and deadlines.

Vendor / Service Provider Management

To manage contracted SPs, number of jobs, KPIs, evaluation reports, etc.

Additional features:

Quality Assurance

Overview of all QA reports, client surveys, etc.

Site inspection with pictures

Allow for creating and viewing of Inspection reports (with functionality for attaching pictures and comments).
There should be an option to create a ticket/project/risk, etc.

Minutes of Meeting (MoM)

Module for recording MoM

MoM to task, project and/or ticket

The system should generate a task, project, and/or ticket from MoM

MoM dashboard by building

There should be a dashboard for keeping track of MoM, related tickets, projects, etc., organized by community.

MoM to be shared by email

SP staff allocated for the building (Attendance tracker)

Committee registration

When registering a new committee member, the relevant documents should be uploaded.

Integrated online forms & Surveys

All QA reports, CSM, and other forms should be completed in the system.

1.5 Vendors (Should share data with Tendering):

Vendors Registration

When registering a vendor, the appropriate documents and contracts – with the relevant expiry dates – should be uploaded.

Basic Vendor Onboarding and Management

This is where the Vendor registration will be verified by the system and approved.

Vendor Master file

List off all registered vendors along with the appropriate details and documents.

The system should sort the vendors approval status.

Documents management

Alerts for expiring documents

Adjust and upload expired documents

Provide Access via Web and Mobile app

Field Service Modules

The SP staff should have access to the field service modules via the web, or any smart device.

SLA / KPI Dashboards

Dashboard with the KPIs and SLAs of contracted SPs, along with alerts if an SP breaches an SLA.

Raising tickets

SP staff should be able to raise a ticket related to their contracted building.

Assign to their own staff

Assign back and forth within the flow

Remarks and attachments under the ticket

Upload inspection report

Upload quotation

The SP should be able to upload quotation on the system, and the client should be able to approve/disapprove online.

Receive LPO

The SP should be able to receive an LPO on the system.

Work progress monitoring

The system should keep track of the progress of an SPs work.

Evaluation on scope time and work

Payment tracking and Statement of Accounts (SOA)

SPs should submit their invoices online and track their SOA.

1.6 Accounts

Receivable and Collection

Cash Receipts

i. Cash Receipt
ii. Control
iii. Reporting

Cheque Receipts (Received at Office)

i. Cheque Receipt
ii. Control
iii. Reporting

Bank Transfers (Direct Deposits to Bank)

i. Bank Transfer
ii. Control
iii. Reporting

Noqodi

i. Noqodi Process
ii. Reporting

Collection

i. Process
ii. Reporting

Payable

Payable Process

Prerequisites for accepting invoices from service providers

Budget Vs Actuals (by community)

Reconciliation

Bank

i. *Bank Reconciliation (Escrow account, Cooling account)*

ii. *PDC Reconciliation*

iii. *Unidentified funds reconciliation*

Receivables

i. *Mollak*

ii. *Noqodi*

Payables

i. *Service Provider SOA*

ii. *Budget vs actual*

iii. *LPO reconciliation*

Online Payment Processing

Documents of Record

Reports

Collections reports

Payables reports

DEWA consumption Report

1.7 Basic server backend

Database (Master, Security & Setup, and transaction tables)

Server-side business logic

Basic Webservice

1.8 Portal/App

Bulletin Board

Announcements and notices

Push Alerts / notifications

Events and Photos

Calendar

Advertisement

Dashboards

Payment portal (links to payment gateways)

Suggestion Box / feedback (customer survey after closure of tickets)

Invoices and SOA for units (Owner side)

Invoices and SOA for SPs

Ticket creation functionality with pictures

Download forms (NOC, Move in…)

Upload forms

User Registration & basic Profile and Basic Security & RBAC

Parking management

Guest registration