**ACE Requirement Specifications**

**Note: The portal has to be on the PAAS system\***

**The focus of Phase 2 is to upgrade the administrative functions, make it more flexible and set up the framework for Phase 3 to bring other SEA countries onboard**.

The selected vendor will need to propose the mechanics and prepare the portal for Phase 3 such as including country filters for reports, country specific redemption pages, FAQs and contact us page as well as giving master and country specific admin access.   
  
E*.g. Singapore staff should only see Singapore redemption page with the local gift items; Malaysia admin can only download their country’s reports while Master Admins (Jayne & Ning) could download data of all the SEA countries; each country should have their own redemption page, FAQ, contact us page, etc. and users should see the different pages based on their location.*

Take note that there will be cross border transactions of tokens so people in SEA will be able to exchange tokens with each other eventually in Phase 3.

**The quotation should include a 3-months warranty and a 1-year maintenance contract**.

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| **Phase 2 (Mainly upgrades for Admin functions)**  The ACE portal phase 2 upgrade shall include but not limited to the following: | | |
| **Admin end** | **User access**   * Download the entire user access summary into an xls sheet * To include country filter (in preparation for phase 3) in the report (It should show a column indicating “Singapore”     **Master admin & country specific admin access (In preparation for phase 3)**   * Master admins should be able to make changes and download the reports for all the countries that come aboard in phase 3 * Country specific admins should only be able to make changes to country specific pages and reports   Currently, we only have the option to give full admin access as shown in the image. To discuss with the new vendor on how to give country specific access. |  |
| **User tokens**   * To be able to give and remove “Recognise Others” tokens. * To let us download a User Profile Summary Report to see how many tokens each users has and show its expiry date. Currently only the users can track and see their own monthly summary. * Tokens don’t have to be given in denominations of 5 anymore, just minimum 5 tokens but continue to keep the existing token limits |  |
| **Banner management (Homepage carousel and redeem page)**   * To include country filter (in preparation for phase 3) | Master Admin – allowed to edit every countries banner  Country specific admin – allowed to edit their country’s banner  For a start, perhaps we could create a “Singapore” folder for the banners and set permissions for the folder for country specific admins. |
| **FAQ** | Master Admin – Allowed to edit every countries FAQ  Country specific admin – allowed to edit their own FAQ  (As tax laws might be different and collection points are different) |
| **Reports**   * Let Master Admin filter by country and date before downloading the reports      * To include country filter (in preparation for phase 3) * Include the country in the xls sheet as well (In preparation for phase 3)   **Current reports available:**   * System to user * User to user * ACE e-Store redemption report * Admin logs   **User profile summary report requested above should also have the country filter**.  **For all the reports, to allow us to filter by different countries (E.g. Filter by date range and country before downloading the report) while Ning and I can download all reports** | Master admin – allowed to download all reports  Country specific admin – allowed to download their country’s report |
| **ACE e-store**   * Include an inventory report xls download * To include country filter (Perhaps folders for each country and to host the different country specific redeem pages in the folders) * Start with the Singapore folder to see how it will work | Master admin – allowed to see and edit the different folders all the redemption pages  Country specific admin – allowed to see and edit their country’s redemption page |
| **Posts on Appreciation Wall**   * Allowing admins to remove and edit inappropriate content on the ACE Appreciation Wall immediately * Admins should be able to decide if they want to delete/retain the badges & tokens of the recipients |  |
| **Content management system**   * Content management system to allow amendments to all the text on the portal (eg. FAQ) and creating new tabs or pages for special campaigns such as seasonal promotions. |  |
| **EDMs**   * Allow us to preview and send a test EDM to view the updated template before we publish the changes * Adding images and amending the text, if necessary. Include a built-in system similar to MailChimp for sending the EDMs where we have the flexibility to edit the template of the mailers. * To allow admin to see the logs so we can see what the system is sending out to users and track if our Welcome EDMs are triggered automatically | Master Admin – Control over all the EDMs  Country specific admin – Control over their country’s EDM to update boiler plates if necessary |
| **Blocked Dates**   * Allow us to update and open up other dates for collection of items * Currently, we can only select Fridays and we need to discuss how to allow the different countries to block their PH as they will have a different PHs from Singapore | Standard dates (PH)  Country specific PH? To think about the mechanics for other countries |
| **Different Personal Growth Achievement tiers**   * Automate the giving of additional tokens to staff moving up the different tiers (E.g. Rising Star to Shining Star, Shooting Star, Superstar and Megastar). **Example:**  |  |  | | --- | --- | | **Tier** | **Additional “My Rewards” tokens to encourage users to move up the different tiers** | | **Rising Star to Shining Star** | **10** | | **Shining Star to Shooting Star** | **20** | | **Shooting Star to Superstar** | **30** | | **Superstar to Megastar** | **40** |   **Trigger EDM**  *Note: To update FAQ content once this is automated (for discussion)* | Requirement – admin to see the tiers |
| **Analytics *(optional)*** | **Analytics for reports (optional)**   * Analytics of the full reports, pulling out relationships between the data for deeper analysis   Example: Those gaming the system – Send the same person the maximum number of tokens the maximum number of times   To find if there is a way to track these transactions.  **Example of conditions:**   * If career level of giver & recipient is the same and appears twice a month exchanging maximum tokens – to flag out and download a report? * E.g. Career level 4 gives another employee at Career level 4 more than x amount of tokens a month or in the quarter – system to flag out potential misuse of the portal   We can discuss on the rules in detail | Please quote this as a separate item (optional) |
| **Front-end *(optional)*** | **Revamp visuals of the portal (optional)**   * Improve the look and feel of the portal such as the images of the badges and the Personal Growth Achievement badges (E.g. Rising Star, etc.) to make it more attractive and interactive. * E.g. Make our FAQ page more appealing with a better user interface/look & feel   For further discussion if vendor has any suggestion. | Please quote this as a separate item (optional) |
| **For vendor to take note while working on the above requirement specifications to prepare the system for the next phase with the following in mind:**  **(Please propose the mechanics based on what we need. The upgrades in Phase 2 should support the roll-out in SEA).** | | |
| **Item** | **Elaboration** | **Notes for phase 3** |
| **Home page  (Appreciation Wall)** |  | Proposing to add the country filter on the ACE Appreciation Wall in phase 3. So someone in Malaysia should see their own country’s wall by default and also his department which is more relevant to the user.  Each country will have their own homepage that they will automatically be directed to upon logging in. The country filter will appear at the Appreciation Wall like the department filter.  Users should be able to filter both Country & department at the same time. |
| **Redemption page** |  | Each country will have their own redemption page and be automatically directed there |
| **FAQ** | Content management system to edit the FAQ | Each country will have their own FAQ page and be automatically directed there |
| **Contact us** |  | Each country will have their own FAQ page and the **Contact Us** section will be automatically routed to the country specific mailbox |
| **Tokens** |  | To keep the same quarterly top-up and expiry dates of tokens for consistency |