

## Requirement Document – SORS Climate Plus

SORS Climate Plus LLC specializes in innovative climate control solutions designed for the UAE's extreme weather. Their range includes high-performance air conditioners, misting systems, heaters, air purifiers, and customizable cooling and heating systems for indoor and outdoor comfort. They also provide rental services for portable ACs and misting fans, ideal for events and workplaces. With a focus on efficiency, reliability, and tailored services, SORS ensures year-round comfort and customer satisfaction

<b>PROJECT NAME</b>	Job Management Software		
<b>JOB LOCATION</b>	Al Quoz		
<b>EST. START DATE:</b>		<b>EST. FINISH DATE:</b>	
<b>INQUIRY NUMBER:</b>	C3P-INQ-2024-11-210	<b>LAST UPDATED DATE:</b>	10/12/2024
<b>CUSTOMER NAME:</b>	Mr. Arifuddin Mohammed	<b>SALES CONTACT:</b>	Reeba Mathew
<b>CUSTOMER CONTACT:</b>	<a href="mailto:accounts@sors.ae">accounts@sors.ae</a> +971564085408	<b>TECHNICAL CONTACT:</b>	Mr. Nataraj M
<b>SCOPE:</b>	1. Operations Module	<b>DEVELOPMENT STATUS:</b>	
<b>REVISION:</b>	00	<b>INQUIRY RECEIVED DATE:</b>	22/11/2024

1	Modules required	1. Operations Module
2	Special requirements in above modules, if any?	
3	Number of users in data entry and top management	
4	Total employees	
5	Current existing software	
6	When this company started?	
7	No: of branches in UAE?	
8	No: of branches outside UAE?	
9	Expected date and timeline for this project?	
10	Project Coordinator – Name, Designation, E- mail id and Phone Number	Mr. Arifuddin Mohammed Manager, SORS Climate Plus +971564085408 <a href="mailto:accounts@sors.ae">accounts@sors.ae</a>

11	Decision maker – Name, Designation, E-mail id and Phone number	Same as above
12	Is this software installation will be done at customer server or C3P server?	Will discuss later

**Rev 00**

C3P received this inquiry in October 2024 when C3P's sales administrator contacted the Managing Director (MD) of Climate Plus to discuss updates regarding the inventory software provided to them. During the conversation, the MD of SORS Climate Plus expressed the need to reduce the number of documents generated when items are dispatched from their warehouse and to digitize the subsequent processes. He inquired if C3P could provide a solution for this. C3P confirmed that it was possible. In response to that conversation, C3P conducted some phone calls as well as a small demo on 15 November 2024, showcasing the Sales Module and its related activities. During the demo, they informed us that they were already using an existing software and requested C3P to focus on the remaining processes, specifically after the issuance of the Delivery Note.

**Next Plan**

To provide a trial demonstration of the processes following the issuance of the Delivery Note, C3P will present a trial demo on 22 November 2024

**Rev 01 (22-Nov-2024)**

**Time: 2.45pm to 3.30pm**

**ATTENDEES**

1. **Mr. Amer(MD-SORS Climate Plus)**
2. **Mr.Arifuddin Mohammed(Manager,SORS climate Plus)**
3. **Mr.Joby K.Varghese(Chief Consultant,C3P)**
4. **Ms. Harsha (Software Developer- C3P)**
5. **Ms. Reeba Mathew (Sales and Marketing Admin- C3P)**

In this meeting, C3P presented a trial demo of the Job Management Software, which includes the operations module. Within this module, there is a "Jobs" feature that allows customers to assign tasks to employees and upload related documents. When an employee logs in, they can view a list of jobs assigned to them. Clicking on a specific job provides all relevant details, including the location. The module also enables employees to update the status of their assigned jobs. Once a job is completed, the employee can mark it as "Completed," upload a photo of the finished work, and attach a signed document from the customer directly into the software. Additionally, managers in the operations department can download an engineering service report for each job from the system.

In this meeting, the MD of Climate Plus expressed his appreciation for the demo presented by C3P. He mentioned that the manager would coordinate with C3P to discuss the next steps.

**Next Plan**

C3P will arrange a meeting with Manager of SORS Climate Plus on 23 November 2024 to discuss the steps to initiate the project.

**Rev 02 (23-Nov-2024)**

**Time: 11.00am to 11.30am**

1. **Mr.Arifuddin Mohammed(Manager,SORS climate Plus)**
2. **Mr.Joby K.Varghese(Chief Consultant,C3P)**
3. **Ms. Reeba Mathew (Sales and Marketing Admin- C3P)**

To discuss the next steps for initiating the project, a meeting was held between the General Manager (GM) of SORS Climate Plus and the Chief Consultant of C3P. During this meeting, the GM outlined four specific steps they required in the software, as detailed in below table. C3P had already prepared a proposal and presented it to the GM, who requested the inclusion of the four I steps in the proposal along with a revised quote.

Scope	Job Management Software	Additional Requirements
Module-1	Operations Module	
Sub-Headings	<ol style="list-style-type: none"> <li>1. <b>Order Entry:</b> Office Administrators will perform daily executive tasks based on input provided by the sales team. This includes entering the details of orders to be delivered and collected including rentals, into the system. They will also upload the Proforma Invoice (PI) and other relevant documents from their existing software into the system, along with the delivery location details. Based on this information, a daily schedule will be prepared and forwarded to the Accounts Department.</li> <li>2. <b>Payment Terms:</b> The Accounts Department will update the payment terms for each order by marking it as Paid, Not Paid, or Deliver by Cheque. This information will then be forwarded to the Operations Manager.</li> <li>3. <b>Task Assignment:</b> The Operations Manager will assign each delivery order to the respective operations team members. The Operations team will handle the deliveries, and delivery personnel must record the following: <ul style="list-style-type: none"> <li>• A photo of the installed instrument.</li> <li>• The start time and delivery completion time to track the time spent on-site.</li> </ul> <p>Additionally, the team can optionally send customer-signed documents to the customer via email or WhatsApp.</p> </li> <li>4. <b>Reporting:</b> The following day, the Accounts Department must receive a report summarizing the delivery activities, including the payment status.</li> </ol>	

	<p>Please note that the WhatsApp integration is not included within the scope of this proposal. It will be additional cost since it involves third party. All electronic devices required for this project will be supplied exclusively by SORS Climate Plus. Additionally, the second phase of this project, which involves the Vehicle Management System, is also excluded and will consider later</p>	
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On the same day, C3P submitted a revised proposal with updated pricing and a timeline. The GM emphasized the need to complete the project by January, as their peak season begins in February. According to the timeline, the project was scheduled to start on 26 November 2024 (Week 48), upon receipt of payment. On 28 November the GM confirmed that the MD had approved C3P's revised proposal.

### Next Plan

C3P will collect the advance payment from climate Plus and will start the work by 30 December 2024.

### Rev 03 (6-December-2024)

Due to some inconveniences on the part of SORS Climate Plus, C3P received a copy of the advance payment cheque only on 6 December 2024. As mutually agreed, work on the new requirements for Climate Plus will officially commence on 6 December 2024.

### The revised timeline as per 6 December 2024 is shown below.

Concepts360 Plus		<b>SORS Climate Plus LLC</b>						Form No:C3P-SAM-011
								Date:6-December-2024
Customer Name:	SORS Climate Plus LLC	2024-2025						
Project Name:	Job Mangement Software					Jan		
Inquiry Number:	C3P-INQ-2024-11-210	49	50	51	52	1	2	
		6 Dec-8 Dec	9 Dec-15 Dec	16 Dec-22 Dec	23 Dec-29 Dec	30 Dec-5 Jan	6 Jan-16 Jan	
<b>PROJECT ACTIVITIES</b>		<b>RESPONSIBILITIES</b>						<b>Remarks</b>
Requirement Analysis	C3P/CP							
Designing	C3P							
Coding and Integration	C3P							
First Demo	C3P/CP							
Changes required if any after the completion of basic development	C3P							
Testing and delivery	C3P/CP							
Second Demo	C3P							
Implementation & Training	C3P/CP							
	Completed As per Plan							
	Completed With delay							
	Not Started							
								Total Weeks Expected :6
		Saif Office No:Q1-09-056 Sharjah, UAE, PO BOX No - 46310						
		<a href="http://www.concepts360plus.com">www.concepts360plus.com</a>						
Prepared by:	Reeba Mathew							

### **Next Plan**

1. C3P will present the initial demo on 13 December 2024.
2. Climate Plus need to provide the Whatsapp details to C3P before 13 December 2024.
3. Climate Plus needs to review this document up to Revision 03, sign it, and return it to C3P by 11 December 2024.

For SORS,

**Mr. Arifuddin Mohammed**

Manager, SORS Climate Plus

Phone: +971564085408

Email: [accounts@sors.ae](mailto:accounts@sors.ae)

With Best Regards,

Prepared By,

**Reeba Mathew**

**Sales and Marketing Administrator**

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