Maybank eSignature Project

Technical & Commercial Proposal

Date	**09 April 2020**
Proposal No	**111/IDS/PRS/IV/2020 - PKW**
Doc Version	**1.0**

COVER LETTER

Maybank Indonesia

Dear Ms. Melie Rosita,

PT IDStar Cipta Teknologi is pleased to submit this eSignature Project proposal for Maybank Indonesia. We would like to thank you for the opportunity to propose our services to you for this project. We look forward to working with you. Should you have any questions about our proposal, please feel free to contact me at mobile **+62 81287929669** or email **kalyana.wimaladevi @idstar.group**

Sincerely,

Putu Kalyana Wimaladevi

IDstar
service with quality

ABOUT US

IDstar Group Overview
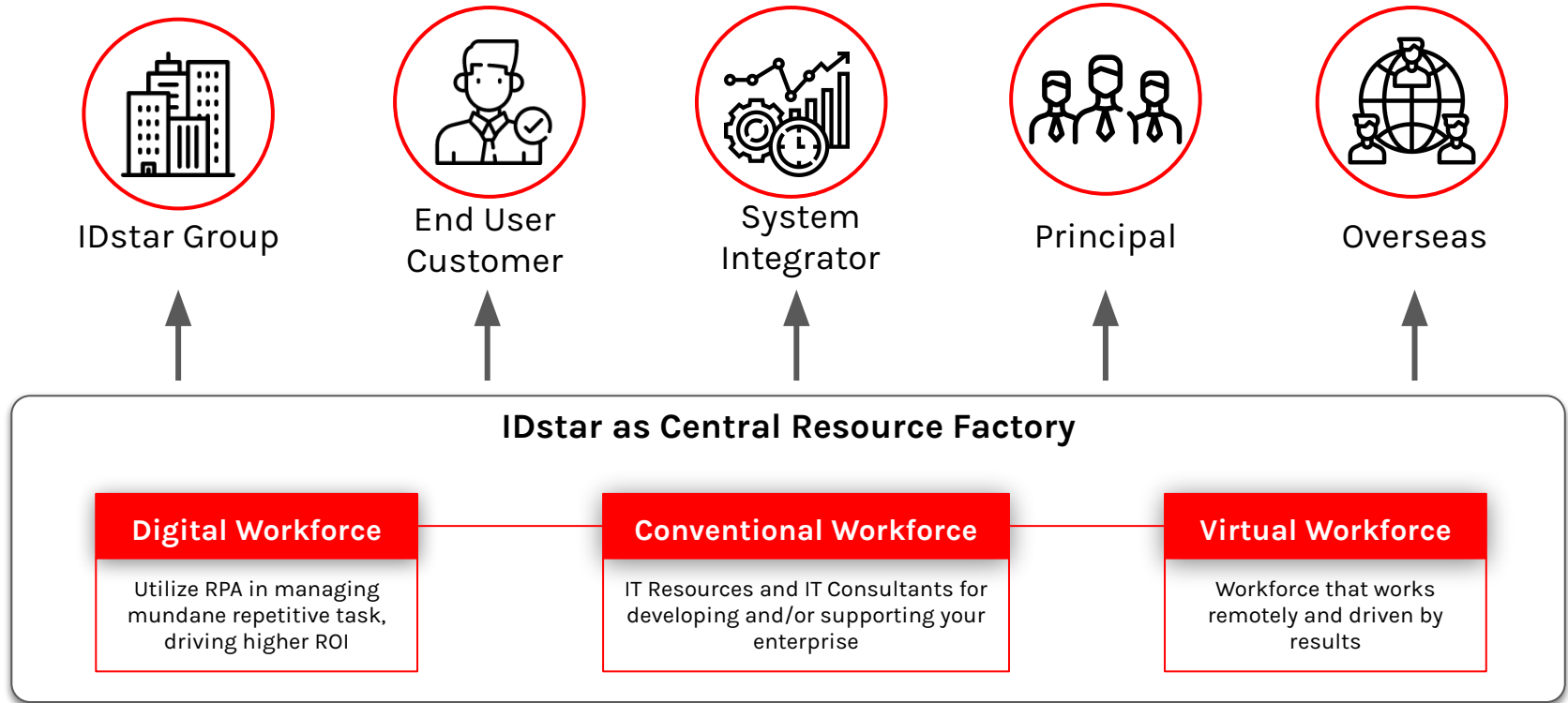
IDStar Group of Companies & Our Business Partner
synergizes on a mission to *educate, deliver service, digital transformation, marketplace and venture capital* of brands and people with appropriate tools & strategies.

IDstar Services

IDstar Group

End User Customer

System Integrator

Principal

Overseas

IDstar as Central Resource Factory

Digital Workforce

Utilize RPA in managing mundane repetitive task, driving higher ROI

Conventional Workforce

IT Resources and IT Consultants for developing and/or supporting your enterprise

Virtual Workforce

Workforce that works remotely and driven by results

IDstar
service with quality

IT Consultant Roles

DEVELOPER

| Front End | Back End | Devops | Database Admin |

| Database Admin | Mobile & Developer | RPA |

QUALITY ASSURANCE

| Automated Testing | Manual Testing |

| IT Support | Infrastructure |

PROJECT MANAGEMENT

Product Owner

Scrum Master

ANALYST & DESIGNER

| UI Designer | UX Designer |

Business / System Analyst

ENTERPRISE ARCHITECT

Solution Architect

Technical Architect

IDstar
service with quality

Our Notable Clients

PROJECT BACKGROUND & OBJECTIVES

PROJECT BACKGROUND

Due to the current pandemic in Covid-19, Maybank Indonesia has come up with an idea to go digital.

By putting this forward, Maybank aims to conduct activation digitally to enable their branches to continue to serve customers with the best experience.

Along with this document, we would like to propose our strategy in order to achieve our mutual target, that is by providing support in providing team. We are positive our support in this project will transform the ideas to reality. In addition, we firmly believe the eSignature project will brings great benefits to many customers as well as improving Maybank's competitiveness.

IDstar
service with quality

PROJECT OBJECTIVES

Providing digital environment system to support the operation of Relationship Managers.

IDstar
service with quality

PROPOSED SOLUTIONS

eSignature Project

Based on our understanding, we are pleased to propose a support by providing a Team to deliver this eSignature Project.

Our Team will be assigned exclusively to oversee the project so that everything will be completed within the Maybank's timeframe, as it is currently the right momentum to go digital.

IDstar
service with quality

UI/UX

To ensure the App is usable by all, considering the variety of tech-savviness, it is important to make the app as simple and intuitive as possible (good UX), while maintaining the fun side (good UI).

We will be using the UI provided by Maybank's team.

SOFTWARE SPECIFICATIONS

Website Responsive & Backend

- Java SDK 1.8
- PostgreSQL 9.4 or higher
- Apache Tomcat 9 or higher

IDstar
service with quality

INFRASTRUCTURE

Relationship Manager

Customer

Back Office

Device	SmartPhone / Laptop	SmartPhone	Desktop / Laptop
Tools	Mobile Responsive Web	M2U ID App	Desktop Web
User ID	Active Directory	M2U User ID	Active Directory

PROJECT SCOPE

ORGANIZATION

IN SCOPE

The implementation will be used by Maybank
User   : Maybank Indonesia
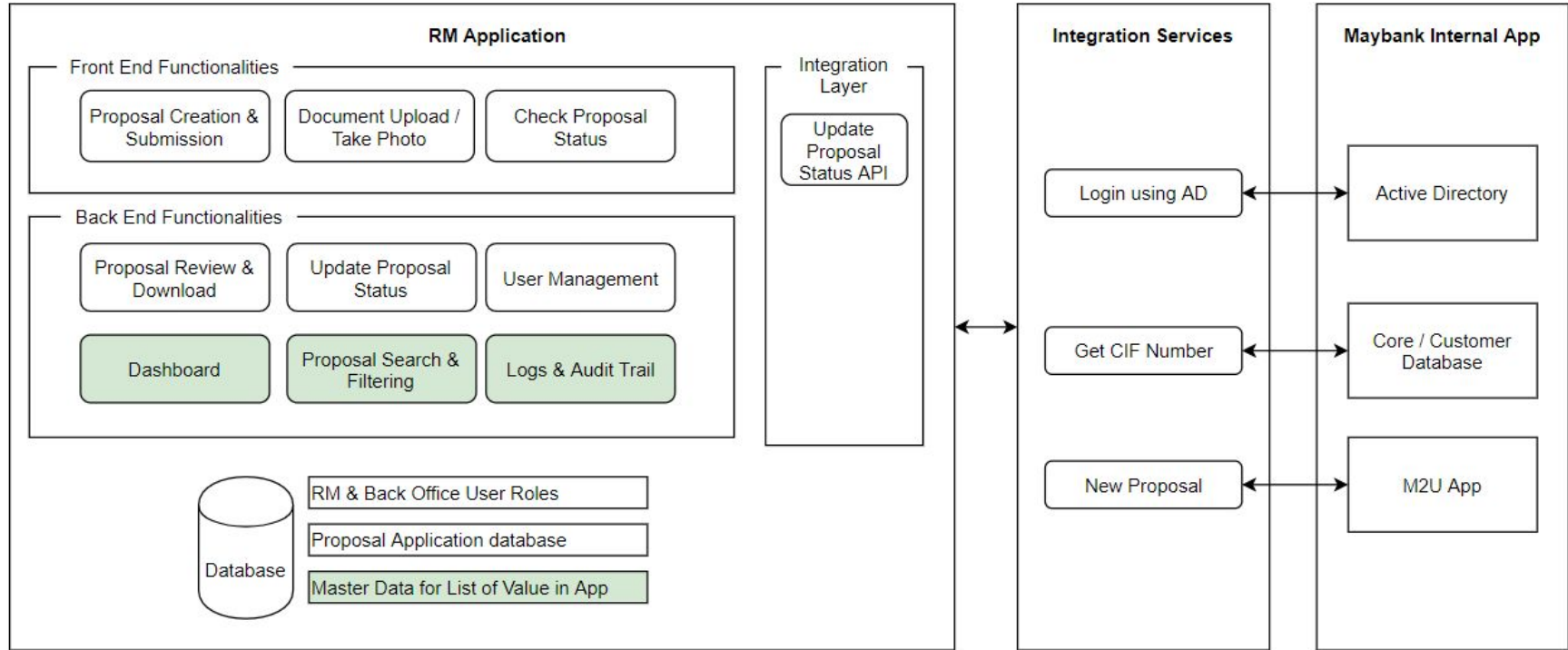Project Location   : IDStar's Head Office.

OUT OF SCOPE

Organizations or operating units other than the above.

ASSUMPTION

- The assigned project team counterparts understand the company's business requirements, demonstrate ownership of the business processes relevant to their project roles and responsibilities, and possess general computer skills

- There will be a commitment and involvement from the key project stakeholders such as the leaders of the organizational units for decision making process.

IDstar
service with quality

SYSTEM ARCHITECTURE

RM Application

Front End Functionalities
- Proposal Creation & Submission
- Document Upload / Take Photo
- Check Proposal Status

Back End Functionalities
- Proposal Review & Download
- Update Proposal Status
- User Management
- Dashboard
- Proposal Search & Filtering
- Logs & Audit Trail

Database
- RM & Back Office User Roles
- Proposal Application database
- Master Data for List of Value in App

Integration Layer
- Update Proposal Status API

Integration Services
- Login using AD
- Get CIF Number
- New Proposal

Maybank Internal App
- Active Directory
- Core / Customer Database
- M2U App

IDstar scope is shown in the RM application section. The box with colour as shown above is to be delivered in the sprint 2. Please refer to the detailed scope in the next page of the proposal.

RELATIONSHIP MANAGER

In Scope for 1st Sprint:

- **Login**
  - Active Directory - RM User
  - Check Mapping User
  - Session Timeout
- **Buat Pengajuan Baru**
  - **Data**
    - Tipe Produk - LOV from Master Product & Activity
    - Aplikasi - LOV from Master Product & Activity
    - Keterangan - Free text
    - Document
      - Form Name
      - Multi from files (.jpg) and,
      - Single file (.pdf)
    - Application ID
      - Unique application ID,
      - TAG Web/Android/iOS for future use)

- CIF - Call CIF Service
- Customer name - Call CIF Service
- RM User - from user login
- Timestamp - Server date time
- Status
  - **Function/Rules**
    - Document
      - Add,
      - Remove,
      - PDF conversion is done at server side - .jpg is not saved,
      - Size Limit,
      - No checking document content.
    - Submission
      - Confirmation page,
      - Call req approval M2U,
      - Only Customer with M2U app able to apply)
- **Cek Status Pengajuan**
  - Data (Application ID, CIF/Name, Status)
- **Logout**

IDstar
service with quality

BACK OFFICE (1st Sprint)

In Scope for 1st Sprint:

- **Login**
  - Active Directory - Back Office User
  - Check Mapping User
  - Session Timeout
- **Digital Signatures**
  - **List Application**
    - Data
      - No - Seq No.
      - Produk
      - AppID
      - Tanggal Pengajuan Aplikasi
      - Nama Nasabah
      - User RM
      - Status
      - View Detail - Button to view detail
    - Download Report - Download filtered list application in Excel
  - **View Application Details**
    - Data
      - Application ID
      - Tanggal aplikasi
      - Produk
      - Activity
      - Keterangan
      - CIF
      - Nama Nasabah
      - Approval ID - M2U call eSignature approval API
      - Tanggal Approval - M2U call eSignature approval AP
      - Dokumen
        - List dokumen application
          - Click link each document -
          - Open new tab based on browser default behavior (Open at browser/Download document)
  - **Button**
    - Update Status - Click will save New Status & Keterangan

- **Logout**

IDstar
service with quality

BACK OFFICE (2nd Sprint)

In Scope for 2nd Sprint:

- **Dashboard**
  - **Last Access Info:**
    Data
    - Last login Date & Time
    - Last login IP address
    - Last login computer name
  - **Current User Info:**
    Data
    - Current login Date & Time
    - Current login IP address
    - Current login computer name
  - **Profile User Info:**
    Data
    - User ID - from AD
    - Username - user backoffice
    - Office No - from AD
    - Mobile No - from AD
    - Email - from AD
    - User status - from mapping
    - Created by - from mapping
    - Updated by - from mapping
    - Creation date - from mapping
    - Updated date - from mapping
- **Digital Signatures**
  - **List Application:**
  - Function
    - Filter
      - User RM - Free text
      - Status - Master status
      - Nama nasabah - Free text
      - App ID - Free text
      - Period - From date/to date
      - Produk - Master produk
    - Sort
      - App ID,
      - Tanggal
      - Nama Nasabah
      - User RM
      - Status
    - Pagination
- **View Application Details**
  - **Button:**
  - Download all docs - Download list documents - .zip

ADMIN (1st Sprint)

In Scope for 1st Sprint:

- **Design Database & Managed via Database**
- **Mapping User**
  - Add
  - Delete (soft delete)
  - RM Users

    Data:
    - Username
    - Status (Active/Inactive)
    - Creation Date - server date time during creation
    - Created by - admin username
    - Update date - server date time during update
    - Updated by - admin username

- Back Office Users & Cabang
  - Add
  - Edit (Add/remove Cabang)
  - Delete (soft delete)

  Data:
  - Username
  - Cabang - From master cabang
  - Status (Active/Inactive)
  - Creation Date - server date time during creation
  - Created by - admin username
  - Update date - server date time during update
  - Updated by - admin username

IDstar
service with quality

ADMIN (2nd Sprint)

In Scope for 2nd Sprint:

- **Master Product & Activity Management**
  - Insert (Product/Activity)
  - Edit - Rename Label
  - Delete - Soft delete
  - Product Data
    - ID
    - Product Name
    - Status (Active/Inactive)
  - Activity
    - ID
    - Product ID
    - Activity Name
    - Status (Active/Inactive)
- **Master Cabang**
  - Insert - Nama cabang
  - Edit - Rename Nama cabang
  - Delete - Soft delete
  - Data
    - ID
    - Nama Cabang
    - Status (Active/Inactive)
- **Master Status**
  - No Add & Delete
  - Edit - Rename Label
  - Data
    - Code
    - Label
      - In Progress
      - Approved
      - Rejected
      - Rejected by BO
      - Complete
- **Activity Log**
  - No Add, Edit & Delete
  - Data
    - Username
    - Timestamp
    - Activity
      - Login
      - Logout
      - Proposal submission
      - Change status by BO

IDstar
service with quality

PROJECT SCOPE

INTEGRATION

IN SCOPE

1. eSignature (After customer approve - call by M2U application approval API)
2. Active Directory
   a. Login Authentication (RM & Back Office)
3. CIF
4. M2U - Request approval based on CIF

OUT OF SCOPE

1. Integration outside M2U, RM App and Back Office

KEY USER MANUAL

In Scope :

▸ 1 Set key user manual

Out of Scope :

▸ Modification of existing client user guides is outside the scope of this proposal.
▸ Translation of User Guide for specific modules tailored to client 's business operations is considered out of scope.

KEY USER TRAINING

In Scope :

- ▸ Functional and Operation Key User Training
- ▸ 1x online training at the end of project

Out of Scope :

- ▸ End User Training

IDstar
service with quality

POST IMPLEMENTATION SUPPORT

Incident Reports

- ▸ Email Subject (Problem Summary)
- ▸ Detail Problems (Document - .Docs)
- ▸ Problem Summary
- ▸ Problem Description (Sequence steps taken to produce Negative result)
- ▸ Problem Category (Modules – Sub Menu)
- ▸ User ID
- ▸ Actual incident Date
- ▸ Priority / SLA

AGREEMENT SERVICE

Severity	Definition	Response Time	Resolution Time
High	The system is down or cannot be used, as a result of a critical system problem. This problem has an impact on Maybank operations where the solution is temporary and does not change operational functions that are important in Maybank's operational processes.	**Response Time to Contact (Call/Message/Email) :** - **Minimum : 20 minutes** - **Maximum : 1 hours**	**Maximum 1 day (Same Day)**
Medium	Problems that have a large impact, where the operational process is ongoing and significantly disrupted, Time is sensitive in the operational process, Maybank because it is not allowed to stop the process that is running suddenly.	**Response Time to Contact (Call/Message/Email) :** - **Minimum : 1 hours** - **Maximum : 4 hours**	**2 - 5 days**
Low	An important issue that does not have a significant operational impact for Maybank.	**Response Time to Contact (Call/Message/Email) :** - **Minimum : 4 hours** - **Maximum : 8 hours**	**1 Week - 4 Weeks**

Note:
- **Applicable during post implementation support (1 month)**
- **Support : Off-Site**
- **Operational Hours: Monday - Friday, 08:30 AM - 17:30 PM**

IDstar
service with quality

PROJECT SCOPE

PROJECT METHODOLOGY

PROJECT METHODOLOGY

The Agile - Scrum Framework
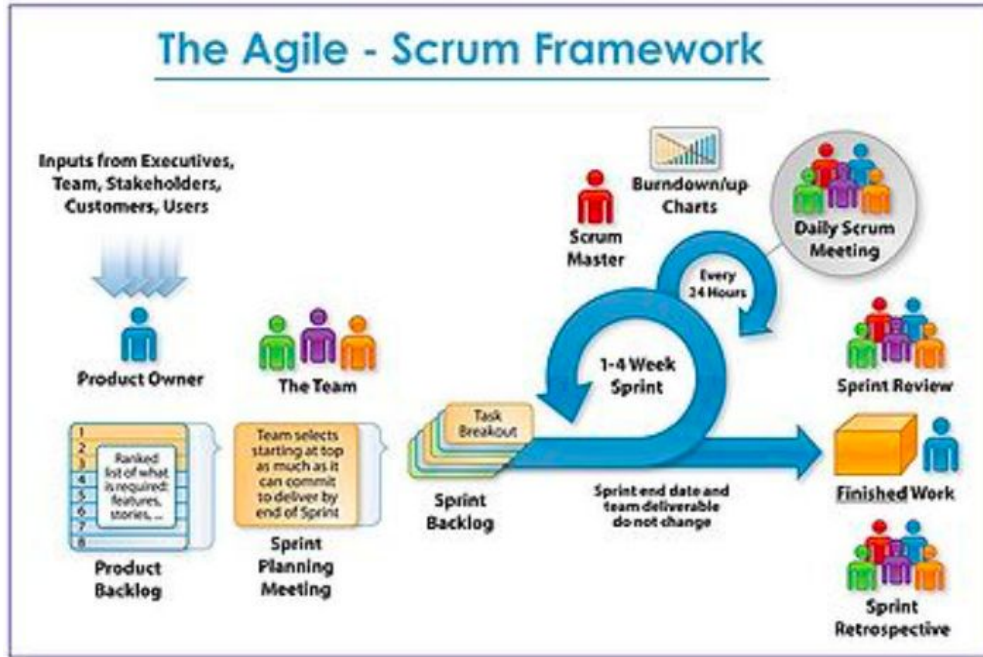
Event Scrum	Definition
Sprint Planning	is an event in the Scrum framework where the team determines the product backlog items they will work on during that sprint and discusses their initial plan for completing those product backlog items.
Daily Scrum	the **Daily Scrum** is a 15-minute time-boxed event for the Development Team to synchronize activities and create a plan for the next 24 hours
Sprint Review	is an informal meeting which the development team, the scrum master, the product owner and the stakeholders will attend. The team gives a demo on the product and will determine what are finished and what aren't.

IDstar
service with quality

Estimated Product Backlog Timeline
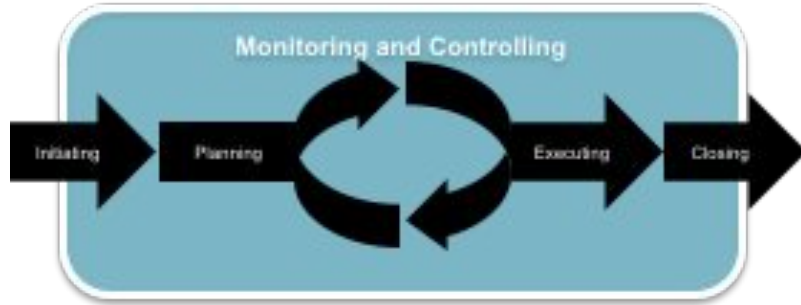
Product Backlog eSignature :

1. **Relationship Manager**
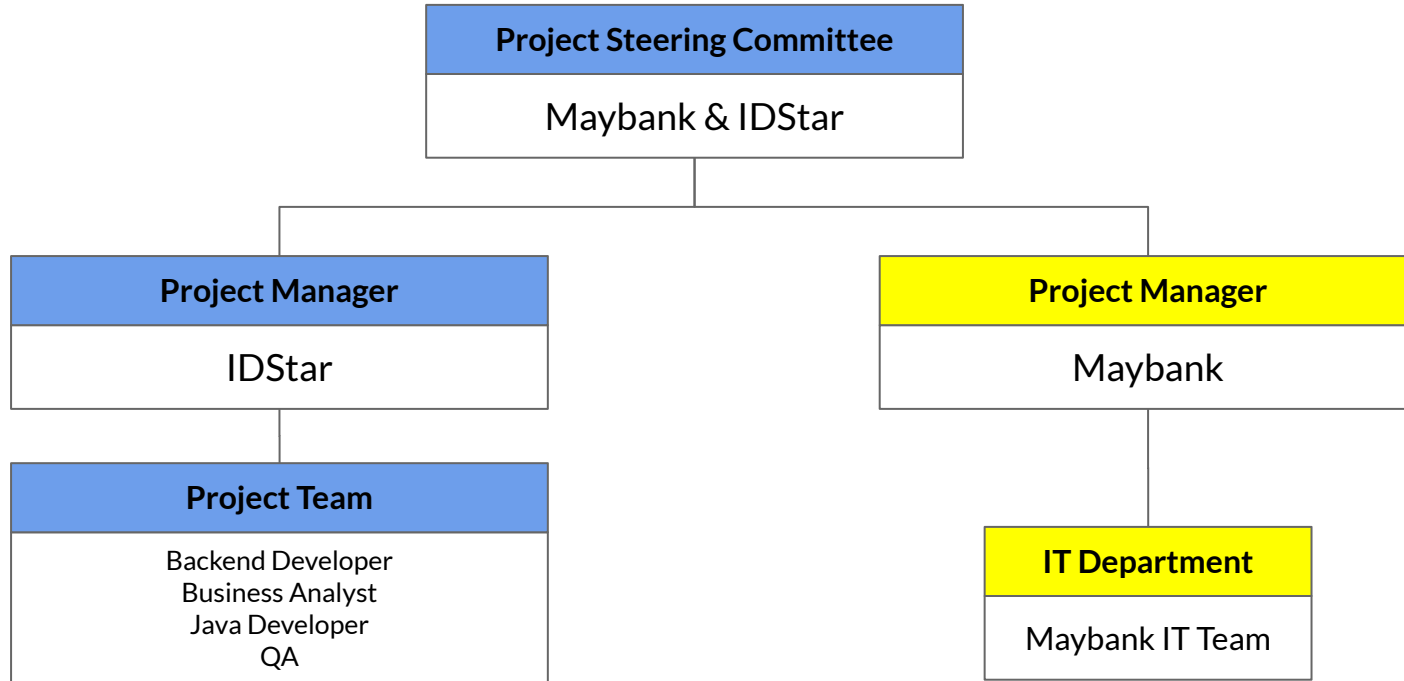2. **Back office**
3. **Admin**
4. **Integration**

Sprint-1 :

1. **Relationship Manager**
   Login
   Buat Pengajuan Baru
   Cek Status Pengajuan
   Logout

2. **Back office**
   Login
   Digital signature (exclude function)
   Logout

3. **Admin**
   Design DB & Managed via DB
   Mapping user

4. **Integration**
   CIF
   AD
   M2U

2nd Sprint:

1. **Back office**
   Dashboard
   Function
   Download

2. **Admin**
   Master Cabang
   Master Status
   Activity Log

3. **Integration**
   eSignature

PROJECT ORGANIZATION & TIMELINE

PROJECT ORGANIZATION

Project Steering Committee
Maybank & IDStar

Project Manager		Project Manager
IDStar		Maybank

Project Team
Backend Developer
Business Analyst
Java Developer
QA

IT Department
Maybank IT Team

IDstar
service with quality

PROJECT TIMELINE

Sprint-1 GOAL :

1. Gath req task sprint-1
2. Develop task sprint-1
3. Internal testing
4. UAT
5. Deployment

Prerequisite :

1. Environment dev & prod ready
2. Data dummy for testing
3. Support communication for integration testing process
4. Dedicated PIC to support
5. PIC user ready to support UAT process

No	Duration	Event	Description	Predecessor
		Sprint-1 Event (Plan)		
1.	2 Day	Gathering Requirement & checklist scope	1. Clarification meeting with user related scope sprint-1 2. Create list scope as guideline sprint-1	
2.	6 Days	Development, internal testing and create UAT script task sprint-1	**Relationship Manager** Login Buat Pengajuan Baru Cek Status Pengajuan Logout **Back office** Login Digital signature (exclude function) Logout **Admin** Design DB & Managed via DB Mapping user **Integration** CIF AD M2U	SS-1 (Star to Start)
3.	3 Days	User Acceptance Test	UAT with user all task sprint-1 & Fix bugs	FS-2 (Finish to Start)
4.	1 Day	Deployment	Deployment	FS-3 (Finish to Start)

IDstar
service with quality

PROJECT TIMELINE

Sprint-2 GOAL :

1. Gath req task sprint-2
2. Develop task sprint-2
3. Internal testing
4. UAT
5. Deployment

Prerequisite :

1. Environment dev & prod ready
2. Data dummy (AD) for testing
3. Support communication for integration testing process
4. Dedicated PIC to support
5. PIC user ready to support UAT process

No	Duration	Event	Description	Predecessor
		Sprint-2 Event (Plan)		
1.	2 Day	Gathering Requirement & checklist scope	1. Clarification meeting with user related scope sprint-2 2. Create list scope as guideline sprint-2	
2.	6 Days	Development, internal testing and create UAT script task sprint-1	**Back office** Dashboard Function Download **Admin** Master Cabang Master Status Activity Log **Integration** eSignature	SS-1 (Star to Start)
3.	3 Days	User Acceptance Test	UAT with user all task sprint-2 & Fix bugs	FS-2 (Finish to Start)
4.	1 Day	Deployment	Deployment	FS-3 (Finish to Start)

IDstar
service with quality

COMMERCIAL

COMMERCIAL

Based on our understanding on your requirement, we propose the investment to be as follow:

No	Item	Qty	Metric	Unit Price (IDR)	Total (IDR)
1	eSignature Project	1	Lot	546,000,000	546,000,000
				Total	**546,000,000**
				Value Added Tax (10%)	**54,600,000**
				Total after Tax	**600,600,000**

IDstar
service with quality

TERMS AND CONDITIONS

TERM OF PAYMENT FOR

eSignature Project

40% upon PO
30% upon UAT Sign Off (Sprint 1)
30% upon UAT Sign Off (Sprint 2)

Out-of-Pocket Expenses
Any Out-of-Pocket expenses which consist of accommodation, airfare, transportation and per diem allowance for any activities performed outside Jabodetabek (Jakarta, Bogor, Depok, Tangerang, Bekasi) and will be charged as follows:

- Accommodation
- Airfare/Train/Bus per weekly
- Per Diem Allowance: IDR 300,000/day

Validity of this proposal is 1 month from the proposal date

Validity of this proposal is 1 month from the proposal date

IDstar
service with quality

THANK YOU

Ready to get started? Contact us today to begin your project.

You can find us at:
brenda.hansen@idstar.group
kalyana.wimaladevi@idstar.group

IDstar
service with quality