

Technical Requirements - Annex 2

Modules

GENERIC

The Solution is expected to behave in a consistent manner across the various functional components, these requirements are for across the entire solution and not part.

Requirements	Value
Provides tools to allow the company solve and create levels of user access, and able to monitor the performance of the system	Must have
Provides automation capabilities to help improve business processes	Must have
Provides Artificial intelligence capabilities	Nice to have
Provides a scalable solution that handles current and future needs of the organisations' members	Must have
Supports searchable audit trails for transactions and standing data	Must have
Allows all data in the system to be extracted (exported) to multiple formats (e.g., CSV, XLS), including functionality to filter and sort	Must have
Allows to import the current membership data into the system	Must have
Data input is controlled using drop down lists that present only allowed selections for generic categorised fields	Must have
Allow the control of Document Management, to store, manage and track electronic documents such as forms, surveys etc.	Must have
Supports GDPR requirements with functionality such as data deletion and search functionality	Nice to have
Provides help functionality that allows users be self sufficient	Nice to have
Supports multiple users – to access and update the system concurrently	Must have
Ability to create new controlled fields with customisable input screens	Must have
Ability to access the system from anywhere and anytime from any device (Mac, Windows, Android, iOS)	Must have
Supports responsive and adaptive multi device and compatible with all browsers	Must have
The system must be fully integrated and all transactions are updated in real time, all modules and application are seamlessly integrated for the user.	Must have
Ability to custom report with drill down capabilities	Must have
Able to present the generated report into a dashboard	Must have
Ability to print and export data into any format such as CSV, XLS, Word and PDF	Must have
Support a multi search functionality on all the data fields	Must have

Supports role-based access control	Must have
Ensures that a user profile cannot be logged in more than once at a time	Must have
Keeps logs of all logins and logs out timeout session automatically	Must have
All transactions and data change are traced, any changes must be traceable	Must have
Supports customised menus for individual users with permissions, the user must see the menus that have only access to	Must have
Supports workflow functionality for approval authorisations	Must have
Able to manage the calendar for multi-users	Must have
Unlimited memberships login	Must have
Ability to give members access to exclusive materials	Must have
Ability to give members to update any changes in the contact information	Must have
Ability to give members to trigger a ticket (a request)	Must have
Ability to check if member is still active to be able to change or create a ticket	Must have
Able to send notification of the tickets created online by the members	Must have
Minimum of 8 users with different roles and permission levels: Accounts 1 users CRM Membership full permission 3 users CRM Membership limited permission 8 users (including the Accounts user)	Must have
Ability to record the active time of the users, active time using the system, meeting time, able to input the call time and as well registering inactive time	Must have
Able to have a report or dashboard showing the time sheet by type and by user activity	Must have
Ability to have an attachment facility throughout all the modules	Must have
The system must include a replicated database for any disaster recovery requirement (back-up)	Must have
The solution must have the facility to download the data as a back-up on the current local server at any time	Must have
The System must be an on-Cloud solution	Must have
The System provided must include the implementation and support services	Must have
Ability to get access to the support team 8/5	Must have
The system offering must provide function support and bug fixing services without any extra costs	Must have
The System offering must include the following service packs; implementation; configuration; customisation of form, reports, workflows and dashboards; data import; training for employees prior the implementation	Must have
Any additional custom development must be clearly identified and quoted accordingly and included in the system offering	Must have

Any additional ad hoc integration must be clearly identified and quoted accordingly and included in the system offering	Must have
The system offering must include planned and agreed upgrades done seamlessly and free of charge. Any services at an additional costs must be clearly identified and included in the document estimate per upgrade requested.	Must have
The system offering must include updates done seamlessly and free of charge.	Must have
The addons custom developments and integrations must be designed not to interfere with any updates and upgrades of the solution, meaning that if any additional custom developments needed, these customisations will not be of any issue during any updates or any upgrades along the years	Must have
The addons custom developments and integrations updates and upgrades must be seamlessly	Must have
The System must handle seven-thousand-member (7,000) profiles (currently 10GB but planning to have an increase of 10% every year)	Must have
Able to handle an average of 2 to 3 mailshots per week of around 11K contacts, this will increase as we grow	Must have
Have the ability to have up five thousand 5,000 users as visitors per day to log-in their membership profile	Must have
Included in the system offering must have the 200 hours in assistance (as per technical specs) over and above the support provided during the go live.	Must have
Included in the system offering must have 40 hours training to cover the user training for the duration of the project	Must have
The marked Customisation/Development, Additional Applications and module and Integrations must be included in the Financial bid	Must have
The System offering must include the importation of the data as specified in Annex 2	Must have
The System should include visibility that adhere to the EU publicity requirements as per Regulation EU 1303/2013	Must have
The software applications used should be in line with Industry standard criteria for online accessibility.	Must have

FINANCE

The Financial solution support all the financial aspects, provides means of financial transactions with accurate reporting, including General Ledger, Debtors' Ledger, Creditors' Ledger, Invoicing and Cash Book.

Requirements	Value
The system must support all financial aspects with accepted accounting principle under the Malta Financial Authority legislation regulations	Must have
Support multiple companies (2);	Must have
Main Company (non-vatable)	Must have
Company Services (vatable)	Must have
Supports the auto updates in the GL from other modules, such as sales, crm, purchasing . . .	Must have
Supports charts of accounts groupings such as: 0010-1151 balance sheet, 1200-1352 bank, 2100-3220 profit and loss, 4000-4035 income accounts, 5010-5035 projects accounts, 7000-9999 expenditure.	Must have
Fiscal year setup supports	Must have
Main Company : January – December	Must have
Company Services : October	Must have
Euro currency only	Must have
Provides a journal entry function	Must have
Provides setup for intercompany postings	Must have
Provides enquiries of any ledger showing transactions in detail	Must have
Provides control for which accounts are open or closed for posting	Must have
Provides Cash Book that is integrated with GL, Debtors and Creditors	Must have
Supports multiple cash and bank accounts	Must have
Provides petty cash and expenses claims	Must have
Provides cash books and bank statements reconciliation	Must have
Supports VAT including VAT reporting for Company services ltd only	Must have
Supports combined debtors and creditors queries and reporting	Must have
Supports Debtors ledger transaction update by approval	Must have
Supports Creditors ledger transaction update by approval	Must have
Support credit management	Must have
Supports SEPA payment including creation of SEPA file	Must have
Able to provide invoices, receipts, payments, debit and credit notes and adjustments	Must have
Provides debt collection through aged analysis, debtor statements etc.	Must have
Supports the means of a follow up to debtors via email	Must have
Supports the means of a follow up to debtors via SMS / WhatsApp	Nice to have
Provides Fixed assets register	Must have

Able to receive notification of payment from multi-channel such as Website Payment gateway; Cash sale; cheque receipt; direct Bank transfer	Must have
Able to convert the sales order generated from CRM to an invoice	Must have
Support the ability to identify a generation of a quotation / sales order and will not allow if not in the correct company; such as member fees non-vatable and services vatable	Must have
When payment is received, the status of the member is updated in the CRM as an active paid member.	Must have
Supports the generation of invoices for the upcoming renewals by month	Must have
Able to identify the email of the accounts department to send the invoices	Must have
Support the generation of invoice to 3 rd party companies for the business referral for a particular type of service provided	Nice to have
Support the sending of the upcoming renewal invoices via email	Must have
Reports: supports the ability to issue all reports for any selected criteria such as: monthly; quarterly etc.	Must have
Provides standard reports covering Trial Balance, Profit and Loss, Balance sheet, Cash flow	Must have
Provides standard fixed assets reports	Must have
Provides standard debtors and creditors list reports, sales and purchase reports	Must have
Provides standard VAT reports	Must have
Supports the facility to issue Payment transactions for salaries and commissions	Must have

The Solution must provide a 360-degree view of the member starting from the prospect and the first point of contact as a member. Keep track of all point of communications, from lead to a confirmed member, the history, the issues (tickets/cases), queries, support, purchases and services requests. It is required to support the user interface membership portal.

Requirements	Value
CRM to provide a 360 degree view of all the activities starting from leads to members	Must have
Provide a unique membership number	Must have
Provide membership details such as Name & Surname, Business Name, Director ID, Director Date of Birth, additional contacts	Must have
Able to add a new field in the members profile	Must have
Able to hold multiple email for different department for a company member	Must have
Able to route an email according to the subject matter; such as invoices to accounts department email; invite to the main contact; surveys to the person concerned, identified by groups, mail shots	Must have
Provide membership company details such as Company Registration no., Contact No., Website, multiple emails and contact numbers	Must have
Provide membership company type such as established year, no. of outlets, customer relation, turnover, no. of employees, fee rates ; these are all drop down predefined groups	Must have
Provide the membership category such as groups	Must have
Provide Category tags and sub category tags, with multi tag function, such as having 5 level of category tiers.	Must have
Provide membership status such as pending, paid, refunded, cancelled, expired, resigned	Must have
Provide VAT No. entry field	Must have
Provide pre-defined Locality drop down list & Country	Must have
Provide pre-defined Street Name drop down list with option to override list manually according to the permission level.	Nice to have
Provide additional yes or no statements in the Form setup	Must have
Provide additional free text fields for additional information	Must have
Provide the category groupings of members to identify if the member is part of a committee/or multi committees (additional flag that form part of a particular group committee)	Must have
Able to check and identify any existing registered members upon requesting a new registration	Must have
Able to handle Group of Companies as a member and the correspondent companies listed under the Group of Companies as the main	Must have

Able to avoid double registrations even under the correspondent companies	Must have
Able to manage the renewals and payments	Must have
Able to have a full view of the payment membership history	Must have
Able to have a full view of the services provided, all the jobs invoiced in detail	Must have
Able to provide full view that covers communications such as email correspondence	Must have
Able to provide full view that covers all kind of contact, calls, SMSs etc.	Must have
Able to generate a quotation on the service provided and convert it in a sales order	Must have
Supports: pre-defined services such as 3 rd party offerings and be able to enter free text as a service in the quotation or sales order	Must have
Able to generate and send pro-forma invoices via email to the related member email (designated account contact)	Must have
Able to send emails with an invitation link to join WhatsApp group chat and events or any other	Nice to Have
Support seamless integration with the Finance module to provide a fiscal invoice of the service provided	Must have
Able to provide full view of any invoiced services provided	Must have
Able to provide full view of any purchase invoices	Must have
Member to be able to request support assistance via the case management	Must have
Able to generate tickets from an incoming email; chat bot; call and triggers notifications and reminders	Must have
Able to assign tickets	Must have
Able to allocate the assistance request to designated personnel	Must have
Able to keep the history of the request	Must have
Able to keep track of the request	Must have
Able to trigger a workflow rules and notifications	Must have
Able to keep track of all electronic communication, such as voip calls	Must have
Able to show the time frames of the tickets	Must have
Able to show the statuses of all the cases and generated tickets	Must have
Able to send automatic reminders for unpaid membership	Must have
Supports integration with calls, website, chat, emails, calendar and social media	Must have
Able to provide lead generation	Must have
Able to allocate the lead to an employee	Must have
Provides lead statuses	Must have
Supports the generation of selected lists for mailshots taking in consideration specific criteria and filters	Must have
Supports campaigns using various channels such as email, web forms, social media	Must have
Ability to have statistic measures of the campaigns	Must have

Ability to attach any Forms such as the membership Form; any bank payments; any scanned documents such as supplier invoices, scanned copy of any document related to the member	Must have
Able to generate a report by type of service provided such as the pre-defined services	Must have
Reporting: ability to create and save reports based on multi-criteria and filters such as; renewals due date by month; over dues; by sector; by category, by sub category; by tags; members; non-members; committee etc.	Must have
Supports reporting, dashboard and analytic functions on real-time data	Must have
Able to search and filter by any field	Must have
Able to setup pre-defined fields to consolidate the data information such as drop downs, standard categories, standard locality etc.	Must have
Able to create additional groups, tags, categories and the sub categories (the drop down lists)	Must have
Able to create a receipt/pro forma invoice for the service provided and send to the member	Must have
Permissions: Able to have different levels of permission	Must have
Able to create a report indicating the sales person, listing the membership fees paid for commission purposes	Must have
Able to create a report with generated sales from the website that are not allocated to a sales person, listing the membership fees paid	Must have
Support mass mailing, with the predefined targeted audience list from CRM members and leads (non-members)	Must have
Mass mailing solution provided must support mass mailing security features with no sending delays.	Must have
Able to send mass mailing of 20K emails at one go with a statistical result of the deliveries, following email security protocols. Currently using PHP list system, but can be replaced if part of the solution provided assuming that it will reach the same targets.	Must have
Supports the printing of labels with Member detail and address	Nice to have
Analytics: Able to have a full view of the activities, visibility of the type of services used giving full data of the interactions, able to filter and set criteria, per group, per type, per tag and as well for each member	Must have
Able to identify any inactive members for a specific period such as previous 3-6 months	Must have
Able to generate a report for the inactive members follow specific criteria and rules	Must have
The Solution must provide a Chatbot function	Must have
The Chatbot function to have AI capabilities	Nice to have

SURVEYS

The Survey module enables the feasibility to reach out more to the members and to non-members. Giving the facility to manage any data collection via Surveys.

Requirements	Value
Surveys: Support the creation of surveys	Must have
Able to brand and design the survey according to the organisations' specific needs.	Nice to have
Able to send surveys to the selected members eg. Specific sector	Must have
Able to send surveys to the correct designated email within the selected members	Must have
Support the ability to trace with a unique identifier; Able to trace the survey for statistical purposes, such as: to identify surveys replied and submitted, and cannot re-issue if already submitted (but still keeping participant anonymous)	Must have
Surveys must be active, with the function to recall the user activity, such as the ability to identify the stage and the completion of the form.	Must have
Able to collect the aggregation results	Must have
Ability to have a multi-level of data filter, having the visibility of the results on a particular question	Must have
Analytics: Able to have a full view of the stages and completion of the surveys, the replies and feedbacks. Able to generate the statistical reports	Must have
Analytics: Able to generate info-graphics (graphs) based on the responses received.	Nice to have

EVENTS

The Event module enables the feasibility to reach out more to the members and to non-members. Giving the facility to manage any type of Event and to manage the attendees.

Requirements	Value
Supports events generation such as conferences, seminars, workshops, meetings, webinars, learning sessions, fairs etc. and not limited to	Must have
Able to add different types of events; eg. the seminars, conferences, meeting etc.	Must have
Support the creation of a form at user level	Must have
Able to generate list with targeted audience using the filter and selection of criteria	Must have
Able to invite guests to the event	Must have
Able to identify the email of the main contact for an invitation	Must have
Able to send invitations via email to the selected audience	Must have
Support the online registration from any online form or application	Must have
Supports the update of registered attendees in CRM Members profile	Must have
Able to flag non-members during the registration	Must have
Able to trigger and direct them to the new registration member process if the registered member is not yet a member	Must have
Able to vet if an active member has no pending payments	Must have
Able to register attendance	Must have
Able to issue reports on registered attendees that attended or did not attend in either excel or csv file types	Must have
Able to organise events; upload the meeting documents; agenda; to the selected Exec. members; select specific members to send them documents via email	Must have
Ability to send feedback forms following any event	Must have
Physical events: Able to process physical attendees via mobile applications and update seamlessly in real-time	Nice to have
Able to organise calendars and manage speakers	Nice to have
Able to create / add sponsors to an event	Must have
Able to generate statistical reports on any filter or criteria of any type of event generated	Must have

PROCUREMENT

The Purchase module enables the sourcing of items and services the organisation is required.

Requirements	Value
Supports creation of manual requisition orders	Must have
Supports requisition orders for inventory and non-inventory items (services)	Must have
Provides support for multi-level approval workflow	Must have
Allows preparation of quotation requests to vendors	Nice to have
Provides for creation and set up of vendors - including payment terms	Must have
Provides the ability for partial/staggered payments	Nice to have
Processed invoices automatically update the creditors ledger	Must have
Ability to check on status of requisition orders, quotation requests and purchase orders	Must have
Ability to run year-to-date reports on vendors	Must have
Provides a list for payments due with bank details with approval process	Must have
Upon payment confirmation allows to post them and marked as paid	Must have
Able to upload the supplier invoice document	Must have

REGISTRATION and RENEWALS online

This section is to make sure that the system provides the means of integration with the front end of the website that uses MemberPress or any other Provided Membership solution for the registrations of the current, the new members and the renewals. That supports as well forms online and as well a payment gateway to process payments via current payment gateway (Trust Payments, Aquiring.com). This must be seamlessly integrated with the back end Solution to have an automation of processes and updates both ways.

Requirements	Value
Fully integrated with the MemberPress, if the solution provided does not provide the WordPress interface with its own Membership Solution	Must have
Supports life Chat integration (Chat bot)	Must have
Supports a seamless method to update any data changes from CRM Membership solution and MemberPress and vice versa, such as having the same data access irrelevant from which User interface they are accessing	Must have
CRM has to be able to have triggers or notifications for actions done from the Website or the Membership portal, having synchronised data throughout	Must have
CRM has to be able to receive notifications for any payment done through the payment Gateway currently in use - Trust Payments (Aquiring.com)	Must have
Able to update the online payment in CRM Membership profile and post the payment in the GL; sends a notification to accounts to generate the paid invoices	Must have
Able to update the member as paid member when payment is done in full online	Must have
Able to update any registrations done online as a non-paid member in CRM Membership and send a notification to the user to follow up for payment	Must have
Able to update the member as pending member when payment is done offline	Must have

INTEGRATIONS

The Solution is expected to have API available to be able to integrate with other applications, either with the existing applications that the organisation is using or other suggestable applications that may have more benefit of use.

Requirements	Value
Supports integration with Office 365	Must have
Supports integration with Office 365 Calendar	Must have
Supports integration with the website; WordPress	Must have
Supports integration with MemberPress, if the solution provided does not offer an alternative	Must have or Alternative Application
Supports integration with VOIP Telephony/soft phone (Asterisk)	Must have
Support integration with WhatsApp	Must have
To provide a chatbot feature	Must have
Support integration with TextMagic for generation of SMSs, or any other integrated SMS solution	Must have or Alternative Application