

30th January 2024

INVITATION FOR SUBMISSION OF TECHNICAL AND COMMERCIAL PROPOSAL: MEF SYSTEM DEVELOPMENT

Dear Sir/Madam,

Reference is made to the above subject.

2. The Malaysian Employers Federation (MEF) invites potential vendors to submit proposals for the above-mentioned work based on the Request for Proposal (RFP) attached. The proposal must be submitted in an envelope containing two sealed envelopes as follows:

- (a) Technical Proposal
- (b) Commercial Proposal

3. In addition to the above, MEF also invites you to propose a new Accounting Module that can be fully integrated with the proposed MEF system (to replace the existing accounting module - SQL).

4. The proposal is to be submitted **not later than 13th February 2024 (5 pm)** to the MEF headquarters at the address below:

Malaysian Employers Federation (MEF)
3A06-3A07, Block A, Pusat Dagangan Phileo Damansara II
No. 15, Jalan 16/11, Seksyen 16
46350 Petaling Jaya, Selangor
Tel : 603 - 7498 7200
Attn: Puan Siti Sarah Binti Khazalle

5. You are also invited to attend an online briefing on the above project on **1 February 2024 at 2:30 pm** via MS Teams at: <https://shorturl.at/bfFG1> or scan QR below.



Any queries regarding the submission of the proposal are to be referred to Dr Dzuzalani Eden at dzuzalani@mef.org.my or 082-405200/405201 or Puan Siti Sarah Binti Khazalle at sarah@mef.org.my or 0374987200.

Best Regards,



Datuk Hj. Shamsuddin Bardan
Executive Director



**MALAYSIAN EMPLOYERS FEDERATION
REQUEST FOR PROPOSAL (RFP)**

Software Requirements Specification

30 January 2024

MEF Digitalisation & Integration (MEFDI)

PERSEKUTUAN MAJIKAN-MAJIKAN MALAYSIA
MALAYSIAN EMPLOYERS FEDERATION
(Reg. No: 1357-SELANGOR)

MEF headquarters
3A06 – 3A07, Block A,
Pusat Dagangan Phileo Damansara II, No. 15,
Jalan 16/11, Seksyen 16, 46350 Petaling Jaya,
Selangor, Malaysia

Tel: 603-7498 7200

1. Introduction

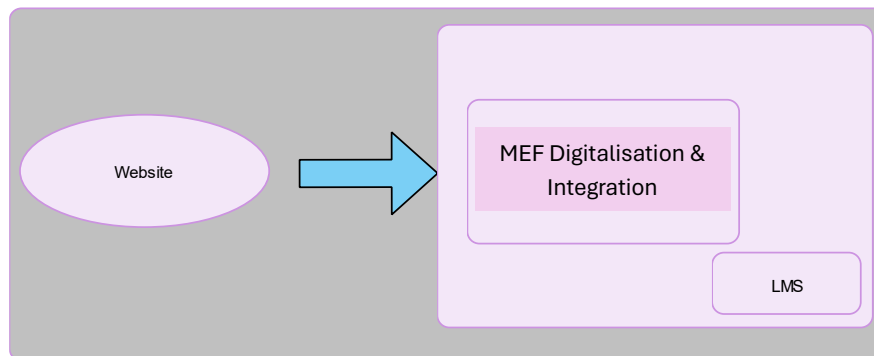
The purpose of this RFP is to invite vendors and solution providers to submit their proposals for the **MEF Digitalisation & Integration** project.

The main objectives of the project are to:

- create a seamlessly integrated database that allow the transformation of data into information to make better decision,
- enforce a set of systematic workflows for business operations,
- reduce duplicated and mistakes from manual processes,
- reduce operational cost,
- increase and promote paperless work environment, and
- provide user friendly and high-quality services to members.

2. System Architecture

Overall, the RFP involves development of 2 main components: Websites and **MEF Digitalisation & Integration project (MEFDI)**. The development of LMS is not included in the current phase but integration at a later stage may be required.



(a) Websites

MEF websites will serve as the landing page for MEFDI. Currently MEF owns 2 websites:

- www.mef.org.my (main)
- www.cape-emp.org

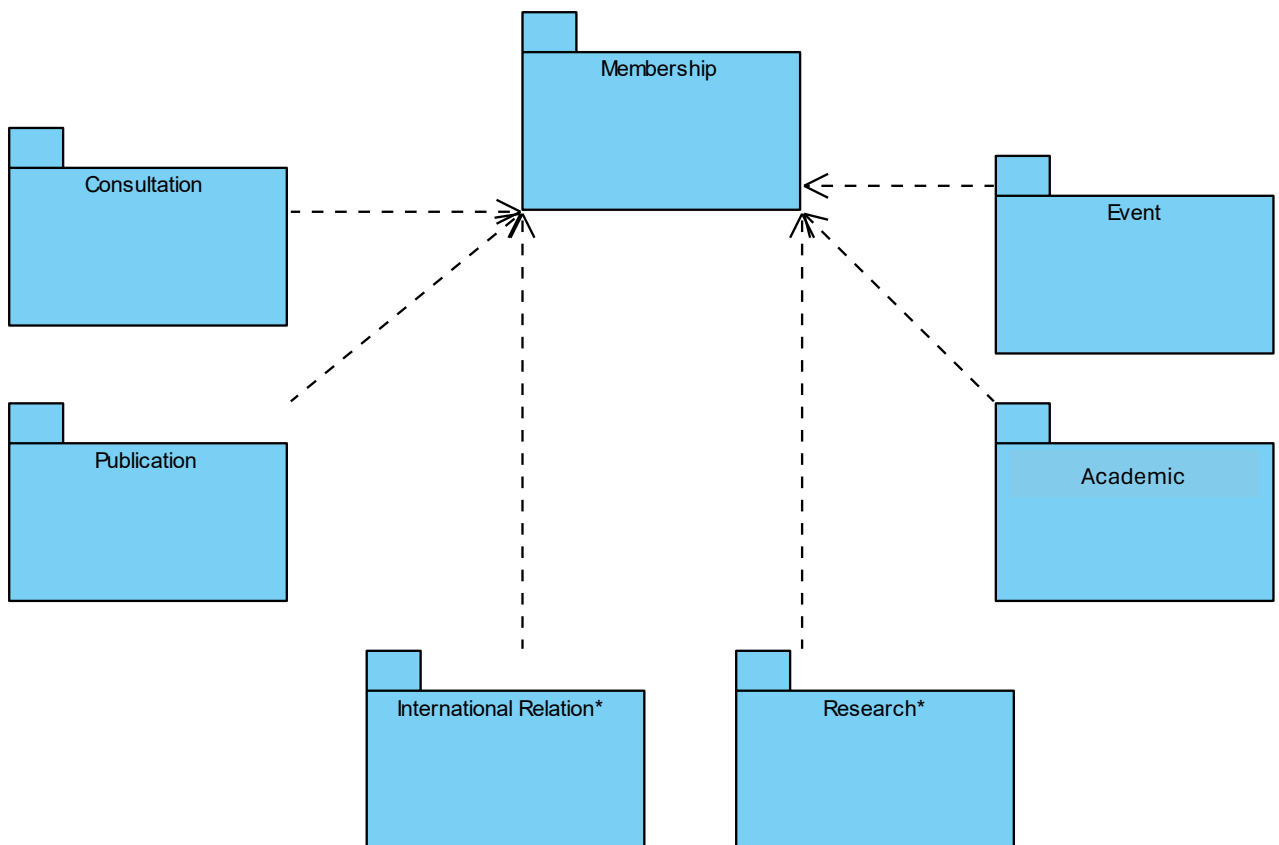
The main purposes of the websites are to provide information for the public/users/members and as the front end of MEFDI.

The vendor is required to suggest modern theme and design for the 2 websites. The websites must be built on a content management platform (CMS) where staff are able to manage the content if necessary.

In addition, the sub site, www.mef.org.my/mefacademy is required to be promoted to **academy.mef.org.my** with its own content platform (also use CMS). For example, all the events created in MEFDI will seamlessly being displayed on the dedicated event page on the main website.

(b) MEF Digitalisation & Integration project (MEFDI)

MEFDI is generally divided into 7 different modules where the membership module serves as a core data repository for other modules so that the data can be facilitated for business operations. For example, registering for new training program allows the already login member not to key in company data as it has been captured in the membership repository, likewise for other services.



The following table provides a short description for each of the module above. For each module detail, please refer to their corresponding use cases and business process.

| Module | Description |
|------------------------|---|
| Membership | It is a user/member database module, which allow user registration and to be used to pay for membership online. |
| Event | A module allows staff to create and manage seminar, workshop, in-house and public training etc (event in general). It allows user or member to join and register for events. It also allows user/member to perform evaluation after the event and download e-cert. |
| Consultation | The module allows user/member to request special services and each service will be charged accordingly. A ticketing system will be used to provide advisory to members. An intelligent chatbot will be deployed to response to frequently asked questions where the answers are harvested from the forum. A forum will be used for public user/member communication. The engaged study facilitates a survey tool to collect data. |
| Publication | A “Shopee” like platform to sell publications (physical and e-resources) which allow user/member to make purchase online. |
| Academic Program | This is used to offer and manage long term program. Each program consists of multiple courses. Example program like Diploma, Degree, Master and TVET certification etc. |
| International Relation | This module is used to nominate committee to attend international meetings, workshops, seminars etc. The module involves decision making and is also used to archive all relevant documents for future reference. |
| Research | Research is used to propose, approve, and manage research project. It allows both parties to track the progress of research. Outcomes of the research like data, publication, media can be archived here. |

MEFDI is expected to have 7 types of roles:

| Roles | Description |
|--------------------|---|
| Admin | An administrative authority who manages, creates users and assign role. |
| Head of Modules | Supervisors who response to approve a consultation request and aware of every process that happened. |
| Staff (by modules) | A user who able to perform business operation, e.g., create new training programs, print reports. |
| Registered User | Public who created login account with MEF. |
| Member | Registered users who have paid a fee for a period of time to enjoy privilege. Member entitles the privilege within the period. Member entitles services with discount and also allow to access advisory ticket. |
| Committee | A user who can access certain sections of the module to view report and summary but doesn't have the permission to perform business use cases. But they allow to vote on the membership of registered users. |

The roles are not mutually exclusive, and it is possible for a person to have multiple roles.

3. Functional Requirements

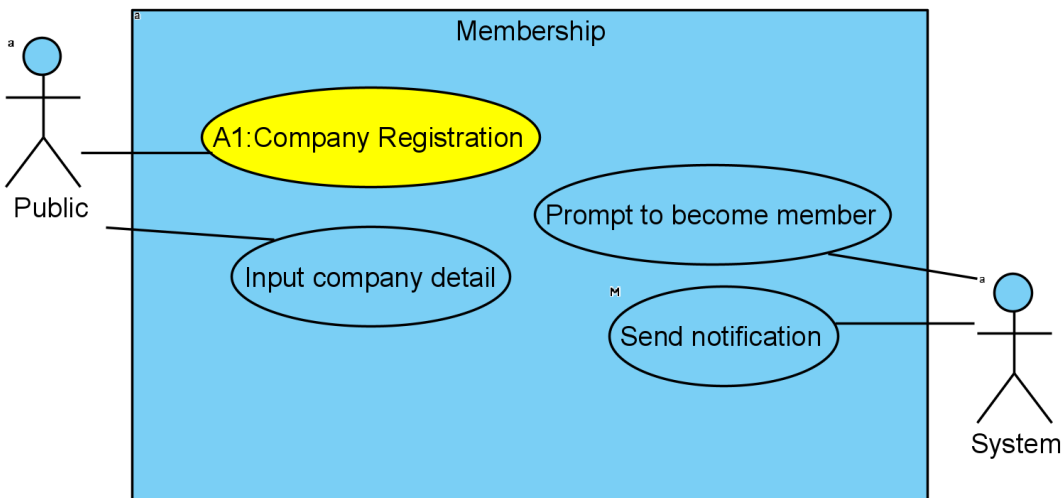
The following list down all the use cases according to the modules. However, they are as comprehensive as when the requirements were done, it is recommended that the vendor performs further requirement analysis as it deemed necessary.

***Note that not all use cases and business processes are accompanied with use cases descriptions. The vendor is advised to refer to the functions in each of the use case diagram or MEF personnels for further detail. Some of functions are rather intuitive.**

(a) Account Registration

| | |
|--------------------|--|
| Use Case: | A0: Register an Account |
| Brief Description: | Public can register an account through MEF portal before they can participate in some of the events offered by MEF as well as to apply to be a member. |
| Reference: | Refer to business process A0 |

(b) Membership Registration



| | |
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| Use Case: | A1: Member Registration (Association/Company) |
| Brief Description: | Association/Company personal can register as a user of the MEF portal and then apply as member of MEF. The application process will involve Membership, Council members and Finance. |
| Reference: | Refer to business process A1 |

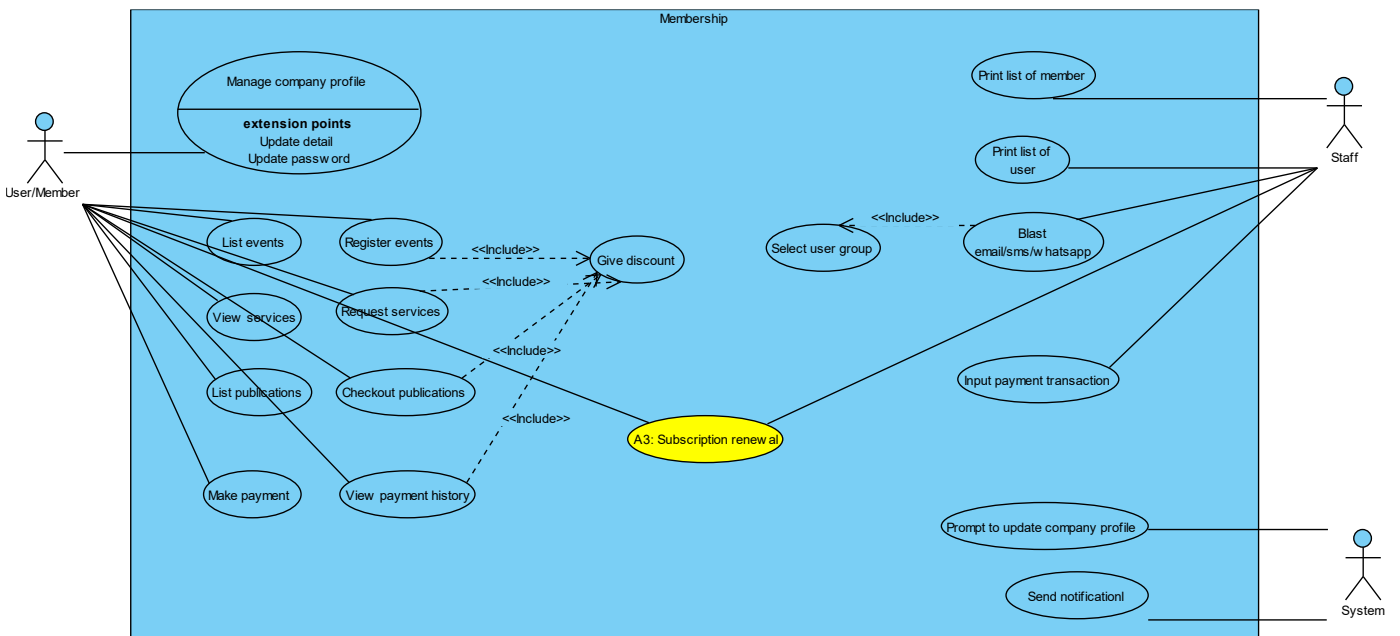
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| Use Case: | Prompt to become member |
| Brief Description: | The portal should actively prompt existing registered user to become a member and promote the benefits of becoming a member. |
| Reference: | Refer to business process A1 |

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| Use Case: | Input Detail of Association/Company |
| Brief Description: | Applicant is required to input the Association/Company details according to the input requirement specified. |
| Reference: | Please refers to the input fields requirement and forms. |

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| Use Case: | Send Notification |
| Brief Description: | The system can send notifications to members or registered users through their registered email. The notification notify on the status of the application, payment update, and membership information. |
| Reference: | Business process A1 highlight the different notifications |

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| Use Case: | Export transaction |
| Brief Description: | All payment transaction must be able to be exported into SQL Accounting for finance purpose. |
| Reference: | N/A |

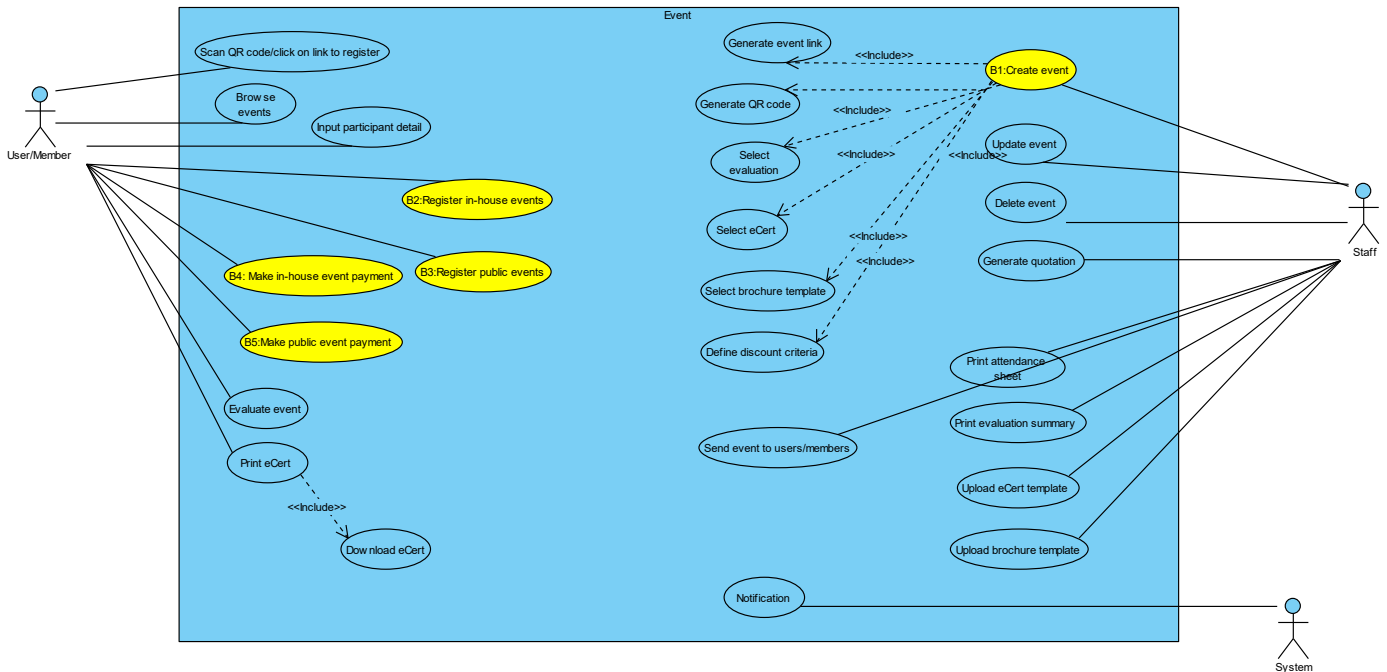
(c) Membership Renewal



| | |
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| Use Case: | A3: Subscription renewal |
| Brief Description: | Members will be prompted to renew their subscription according to pre-defined scheduled (e.g. how many months before expiring). Members can proceed or cease subscription. A grace period of 3 months is given before the membership is suspended. Upon renewal, member has a choice to update their organization's profile. |
| Reference: | Refer to business process A2. |

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| Use Case: | Export transaction |
| Brief Description: | All payment transaction must be able to be exported into SQL Accounting for finance purpose (integration). |
| Reference: | N/A |

(d)Event Use Case



| | |
|--------------------|--|
| Use Case: | B1: Create events |
| Brief Description: | The staff create a new program. The program refers to (public program, in-house program, seminar, conference, workshop, etc) |
| Reference: | Refer to business process B1. |

| | |
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| Use Case: | B2: Register in-house event |
| Brief Description: | User/Member register to an in-house event. This use case is triggered by a link or scanning QR code |
| Reference: | Refer to business process B2. |

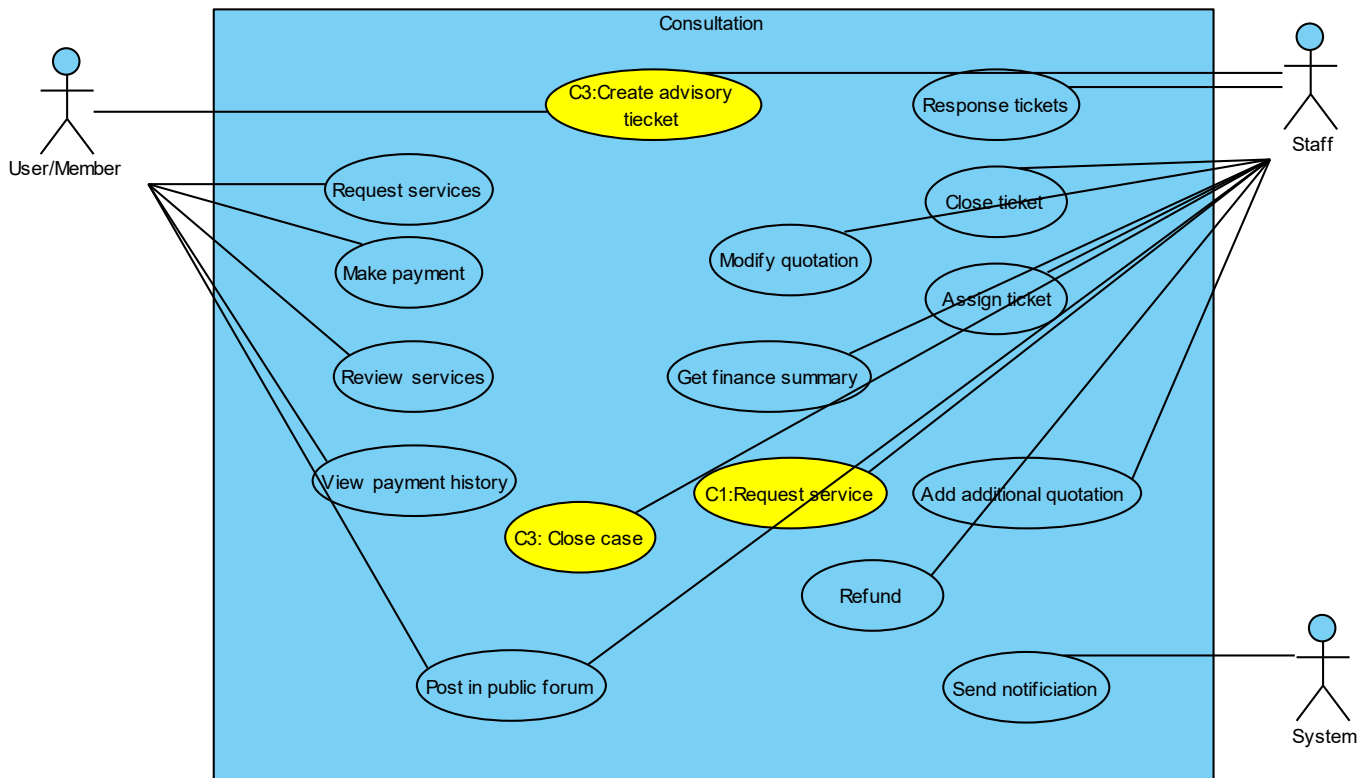
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| Use Case: | B3: Register public event |
| Brief Description: | User/Member register to a public event. This use case is triggered by a link or scanning QR code |
| Reference: | Refer to business process B3. |

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| Use Case: | B4: Evaluate event |
| Brief Description: | The participants of an event are required to fill in the evaluation form as a supporting document for HRDC claim and gather event quality. The evaluation form link will be created using online form and save it in the system for sharing with event participants. |
| Reference: | See evaluation form. |

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| Use Case: | B5: Make event payment |
| Brief Description: | Public participants can make payment in two modes. a) pay by individual/company; b) through HRDC claim. Payment by a) can be performed online or through bank check. While for b), Staff will generate necessary documents and submit to HRDC to claim for the trainee payment. |
| Reference: | Refer to business process B5. |

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| Use Case: | Export transaction |
| Brief Description: | All payment transaction must be able to be exported into SQL Accounting for finance purpose (integration). |
| Reference: | N/A |

(e) Consultation



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| Use Case: | C1: Request Service (Court Case Representation) |
| Brief Description: | Members and non-members can request services from the MEF consultants. The services include acting as a representative at the conciliation, counsel for court hearing (Labour & Industrial Court), adviser/panel at the collective agreement negotiation, restructuring exercises, domestic inquiry, HR audit/due diligence, review/develop policy, OSH, academic & professional, research etc. These are chargeable services based on an agreeable quotation by MEF. Members and non-members have different charges. For services relating to conciliation and being the counsel for court hearing (Labour & Industrial Court) as well as Collective Bargaining, there are an initial payment that needs to be made and during execution of the case, client will be required to top up the balance according to the progress of the balance (lower than a certain amount). |
| Reference: | Refer to business process C1. |

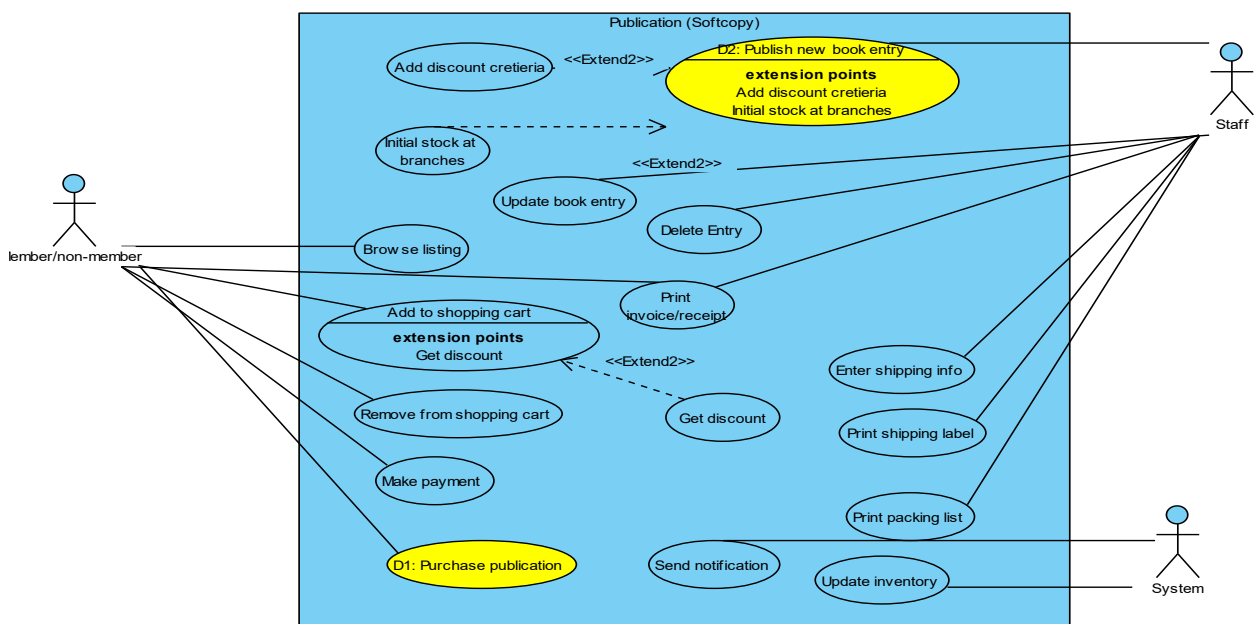
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| Use Case: | C2: Close case |
| Brief Description: | Once a consultation service is fulfilled (final report), a staff member will close the case according to the type of services. For services relating to conciliation and being the counsel for court hearing (Labour & Industrial Court), the balance in the client's account will be refunded by the finance department. Once the refund is done, the case will be closed. |
| Reference: | Refer to business process C2. |

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| Use Case: | C3: Create an advisory ticket |
| Brief Description: | The ticket advisory service request is only available to MEF members, where they can open a service ticket to ask relevant questions. The service request will be assigned to a consultant by the person in charge. The consultant assigned will reply to the question through the system. Member can respond to the answer by the consultant. A follow-up question may be provided if necessary. |
| Reference: | Refer to business process C3. |

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| Use Case: | Rate the service |
| Brief Description: | User/Members are able to rate provided services in the scale of 3. |
| Reference: | N/A |

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| Use Case: | Export transaction |
| Brief Description: | All payment transaction must be able to be exported into SQL Accounting for finance purpose (integration). |
| Reference: | N/A |

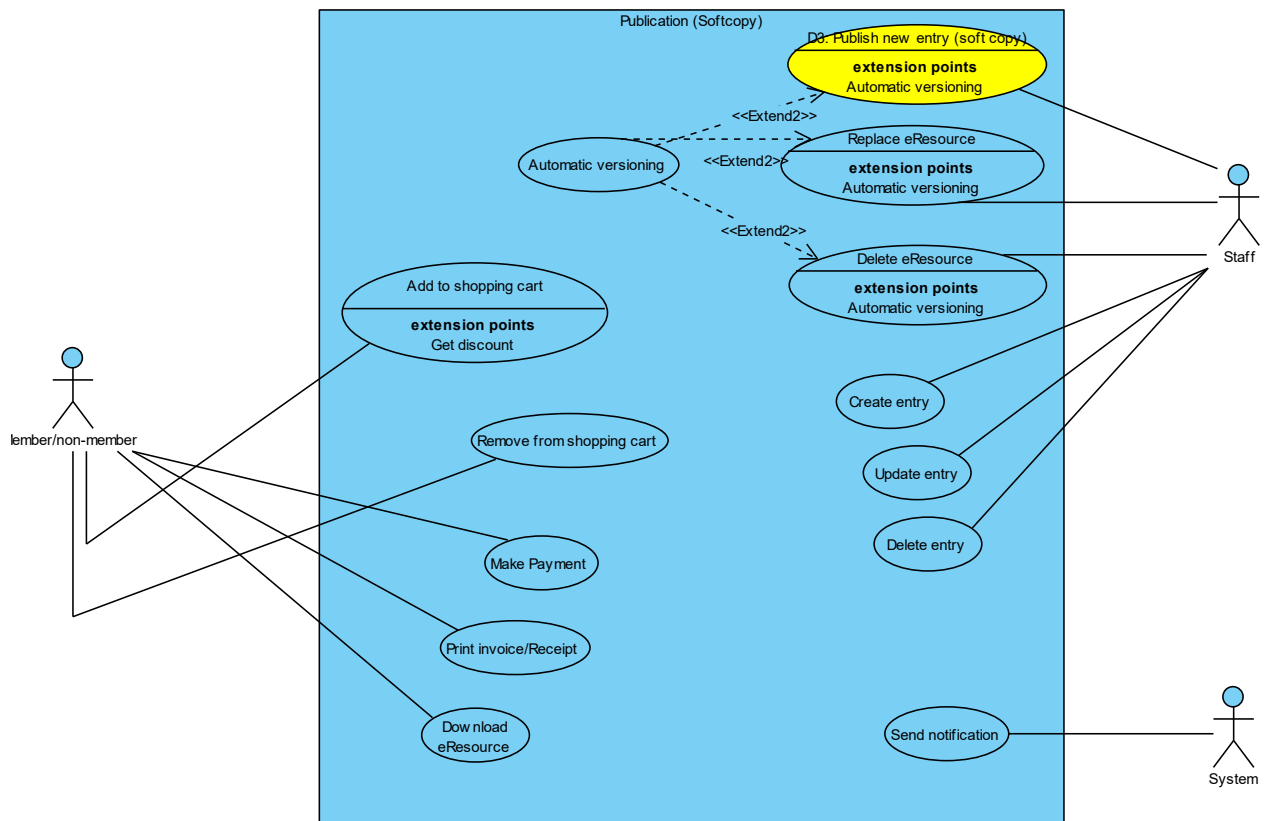
(f)Publication



| | |
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| Use Case: | D1: Purchase publication |
| Brief Description: | User/member can purchase publications. However, member purchase at a discounted price. In addition, collaborators get higher discounted price. Pickup is available at each branch. In store purchase will be purchased online and pickup at a branch. |
| Reference: | Refer to business process D1. |

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| Use Case: | D2: Publish new book entry (hard copy) |
| Brief Description: | MEF staff able to create new publication entry into a “Shopee“ like e-commerce shopping platform. Default purchase will be dispatched from HQ. However, if customer can opt to choose to select at branch. Inventory update is very critical. Purchase availability must be aligned with inventory quantity. |
| Reference: | Refer to business process D2. |

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| Use Case: | Export transaction |
| Brief Description: | All payment transaction must be able to be exported into SQL Accounting for finance purpose (integration). |
| Reference: | N/A |

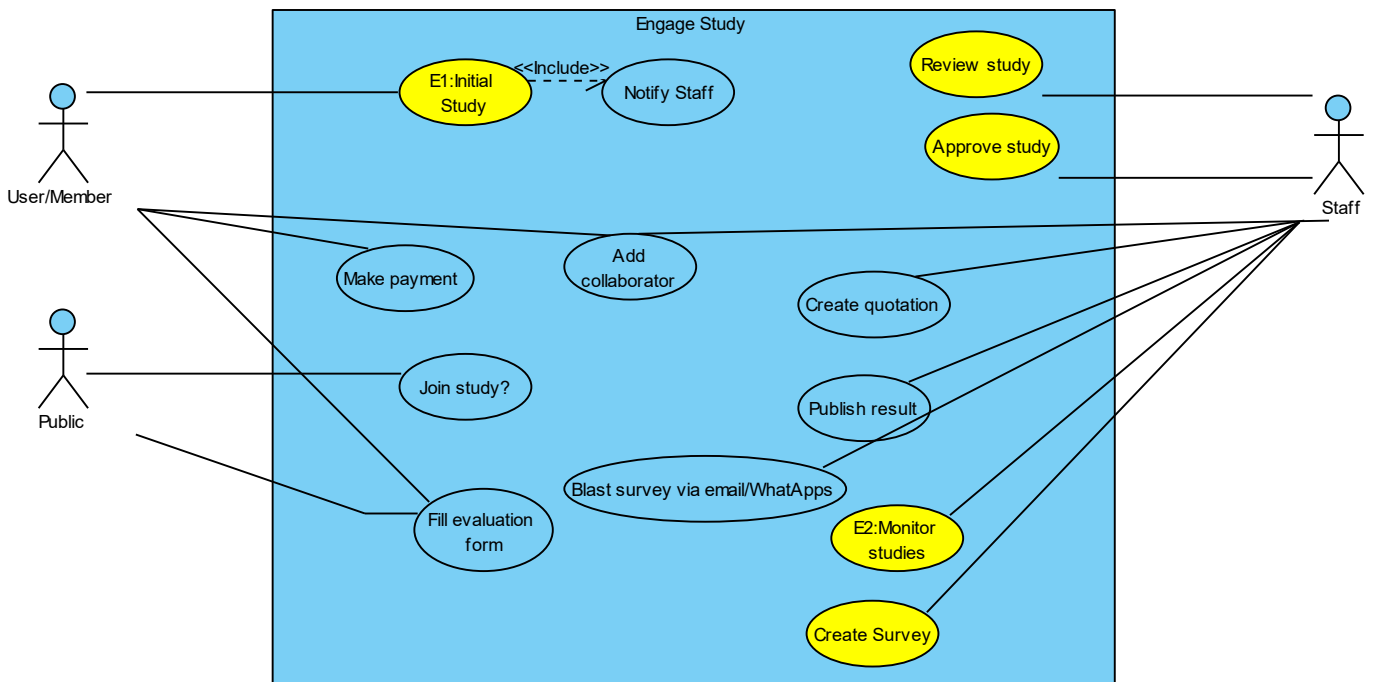


| | |
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| Use Case: | D3: Publish new book entry (e-resources) |
| Brief Description: | MEF staff able to create new publication entry into a “Shopee “ like e-commerce shopping platform. However, the products are e-resources which can be downloaded once paid. The e-resources must be uploaded into a repository before they are able to download. The repository must be able to capture each version of the uploaded e-resources and ensure the latest version to be downloaded when purchase. Each e-resources must be protected by Digital Right Management (DRM) There are also e-resources which are made to be viewed (cannot be downloaded) for free. |
| Reference: | Refer to business process D3. |

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| Use Case: | Search publications |
| Brief Description: | Member able to search employment related law library e.g. Employment Act, Industrial Relations Act, Trade Union Act, etc |
| Reference: | N/A |

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| Use Case: | Export transaction |
| Brief Description: | All payment transaction must be able to be exported into SQL Accounting for finance purpose (intergration). |
| Reference: | N/A |

(g) Engage Research Study



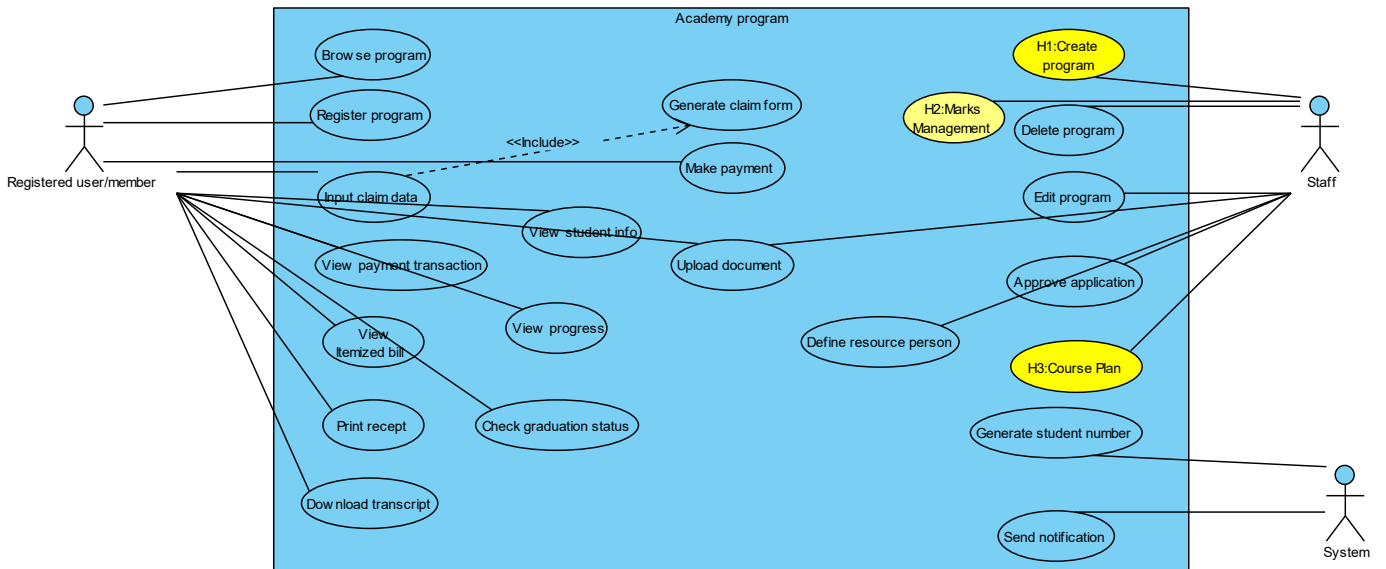
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| Use Case: | E1: Request Service (by external parties) |
| Brief Description: | MEF members can request to conduct research study where the respondents are MEF members, non-members, or selected mailing list. The requester is required to fill in the online form with detail about the project. The project proposal is going to be reviewed by MEF for approval decision. Engage study can cost a sum with downpayment of 50% is necessary before a study is committed. |
| Reference: | Refer to business process E1. |

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| Use Case: | E2: Execution and Monitoring |
| Brief Description: | The system should be able to allow staff to create mailing list from two sources: a) list of MEF members; b) custom mailing list. The system should provide a convenient way to select the target respondents based on pre-determined criteria as filter. The system also should be able to blast the email to respondents and track the progress of the survey by providing description statistics. Therefore, there must be a mechanism to generate a unique survey link for each respondent. Reminder can be sent to respondents that have not responded on a pre-defined schedule based on the stages of survey completion. |
| Reference: | Refer to business process E2. |

| | |
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| Use Case: | E3: Completion of research study |
| Brief Description: | Research study request service is completed when the final report is submitted and the remaining payment by the requester is paid. |
| Reference: | Refer to business process E3. |

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| Use Case: | Create Survey |
| Brief Description: | <p>The system allows staff to create survey questions that is going to be used in the research study. The survey can support multiple question types. Descriptive statistic related to the progress of the survey should be displayed. There should be a mechanism to manage existing surveys created such as open-close date of a survey, QR code/URL link for sharing, and link to the mailing list of the blast function.</p> <p>Each survey will be blasted to a targeted set of users/members, and must be able to track the responder detail, for example, who have responded.</p> <p>All the data from survey must be stored in a repository to be used for analysis.</p> |
| Reference: | Refer to the sample survey form. |

(h) Academic/Professional Program



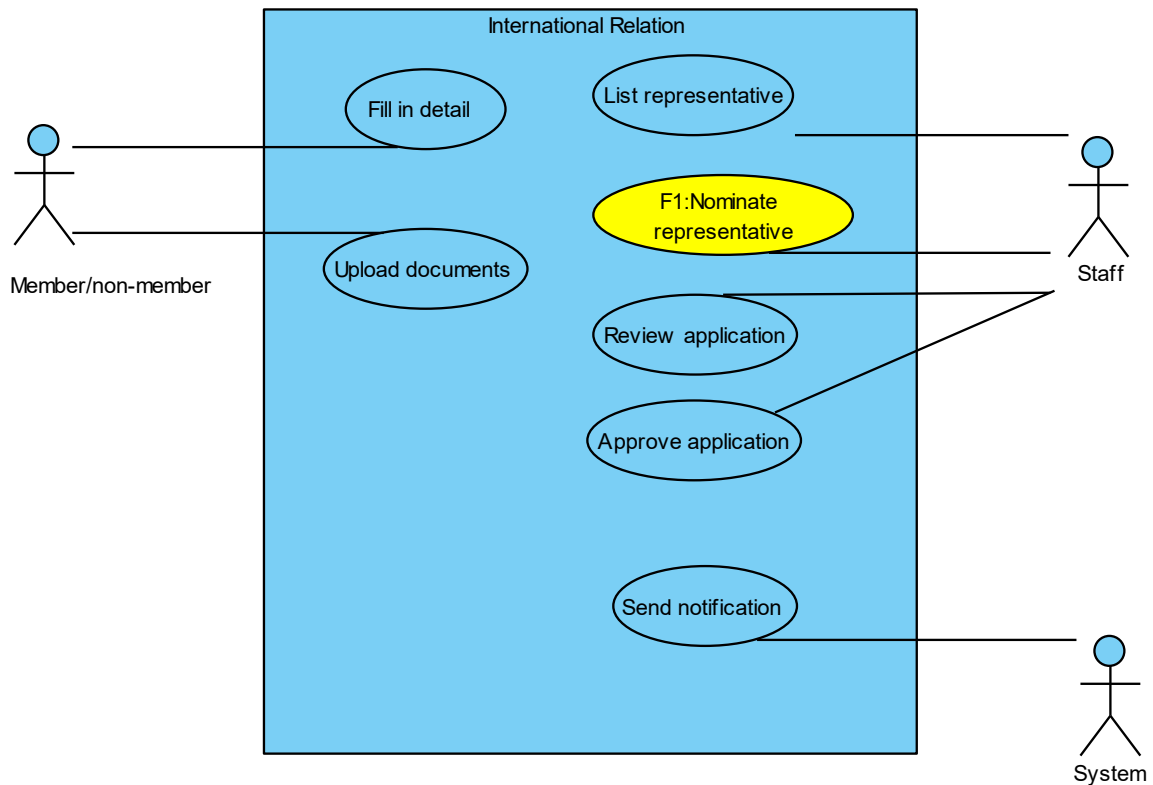
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| Use Case: | H1: Create Program |
| Brief Description: | MEFA staff will be able to create new programme (diploma, degree, postgraduate). The system will also store the approval date by the academy committee/academic body. *A program constitutes a number of courses. Each course usually has credit. A student needs to pass a minimum of credit in order to graduate. |
| Reference: | Refer to business process H1. |

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| Use Case: | H2: Grade Management |
| Brief Description: | Teaching staffs/Resource person will be able to upload their grades in Excel format. The staff will also be able to assign grade and final mark for the students enrolled. System will be able to calculate the cumulated grade point average and grade point average based on the subjects enrolled per semester. |
| Reference: | Refer to business process H2. |

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| Use Case: | H3: Course Plan |
| Brief Description: | Academic staff will be able to create course plan based on the course outline approved by the academic committee. The outline has the course content, assessment, references, and parameters based on the quality standard set. The course plan, which is based on the course outline indicate the implementation of the course outline every semester. Both course outline and course plan have versioning control. |
| Reference: | Refer to business process H3. |

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| Use Case: | Export transaction |
| Brief Description: | All payment transaction must be able to be exported into SQL Accounting for finance purpose (integration). |
| Reference: | N/A |

(i) International Relation



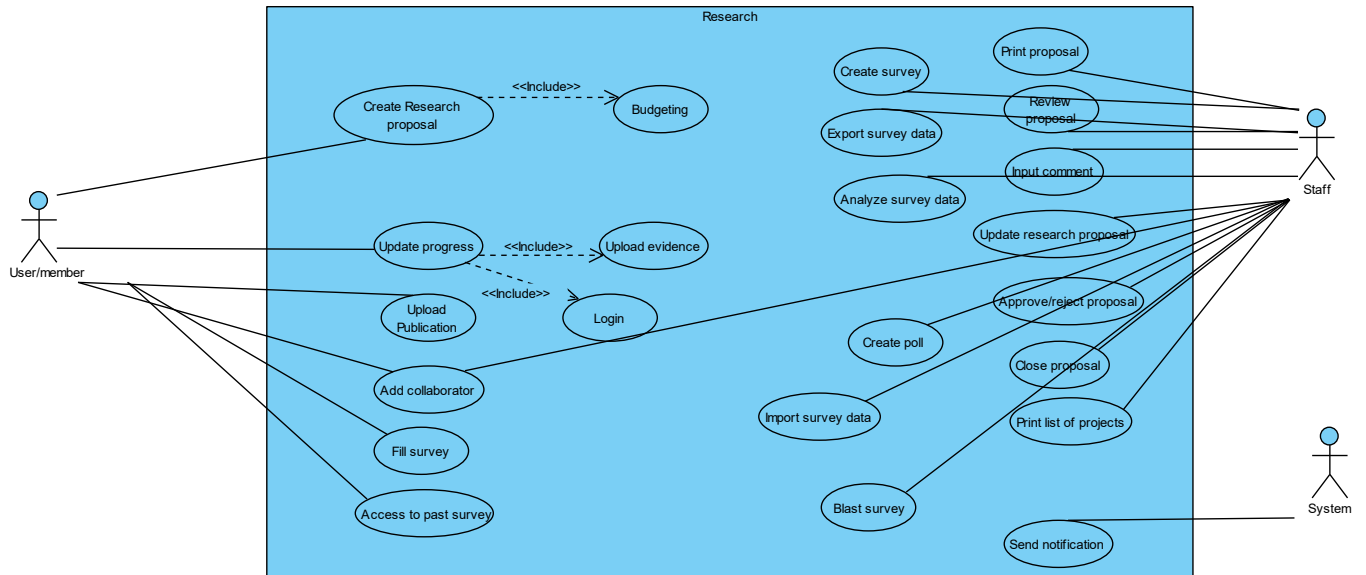
| | |
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| Use Case: | F1: Nominate representative to |
| Brief Description: | MEF can nominate staff/council/member to participate in national or international events. |
| Reference: | Refer to business process F1. |

| | |
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| Use Case: | Approve application |
| Brief Description: | Nominated staff/council/member requires approval by the committee. |
| Reference: | N/A |

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| Use Case: | Upload documents |
| Brief Description: | Allow upload of multiple formats of documents: pdf, docs, media, etc |
| Reference: | N/A |

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| Use Case: | Export transaction |
| Brief Description: | All payment transaction must be able to be exported into SQL Accounting for finance purpose. |
| Reference: | N/A |

(j) Research



| | |
|--------------------|--|
| Use Case: | Create proposal |
| Brief Description: | Allow member/staff to a create research proposal. The proposal includes sections like title, client details (company name, email, phone no), executive summary, researchers (select from existing or add new), background, methodology, references, timeline and budget. |
| Reference: | Refer to business process E4. |

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| Use Case: | Review proposal |
| Brief Description: | Staff able to review the proposal and comment on each section by inputting text. The proposal can then return to user/member/staff to improve before being reviewed again. Once the staff is satisfied with the revision, he/she can approve the proposal then. Versioning is enforced for each changes. |
| Reference: | N/A |

| | |
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| Use Case: | Update progress |
| Brief Description: | Periodically, the project principal investigator requires to update the project timeline. Documents and media can be uploaded as evidence. |
| Reference: | N/A |
| Use Case: | Close project |
| Brief Description: | Periodically, the project principal investigator requires to update the project timeline. Documents and media can be uploaded as evidence. |
| Reference: | Refer to business process E4. |

| | |
|--------------------|---|
| Use Case: | Create Survey |
| Brief Description: | <p>The system allows staff to create survey questions that is going to be used in the research study. The survey can support multiple question types. Descriptive statistic related to the progress of the survey should be displayed. There should be a mechanism to manage existing surveys created such as open-close date of a survey, QR code/URL link for sharing, and link to the mailing list of the blast function.</p> <p>Each survey will be blasted to a targeted set of users/members, and must be able to track the responder detail, for example, who have responded.</p> <p>All the data from survey must be stored in a repository to be used for analysis.</p> <p>The system also should be able to blast the email to respondents and track the progress of the survey by providing description statistics. Therefore, there must be a mechanism to generate a unique survey link for each respondent. Reminder can be sent to respondents that have not responded on a pre-defined schedule based on the stages of survey completion.</p> <p>Staff can create poll.</p> |
| Reference: | Refer to the sample survey form. |

3. Non-Functional Requirements

(a) Speed

The vendor must ensure that access and response speed of the web application is not slow. All responses should not proceed 2s.

The web application must perform without failure in 95 % of use cases during a month given the traffic doesn't exceed 50 concurrent users.

The website should be able to handle a website traffic growth of 10 % per quarter for at least three years without user-perceptible performance degradation.

(b) User Interface

All users should be able to use the web application on Edge, Firefox, Opera, Chrome, Samsung Browser, Brave and Safari.

The web application must be accessible via various platform of web browser running in desktop or mobile devices. Hence, the User Experience (UX) of the web application must be designed using HTML web responsive design.

(c) Login

Besides able to register with new user through user email, new user registration can be done through identity provider such as Google, Microsoft and Facebook, so users wouldn't have to remember another new login or password.

(d) Restful API

As Membership module serves as a core for other modules, and it requires to interact to other modules, hence it is required that they are designed with Restful API in mind.

(e) Database design

The cloud-based relational database is used to store all the data. MEF will not be paid for any license of the database. It is suggested that either opensource database or data store subscription will be used.

All the data store in the cloud must be encrypted at rest. All passwords must be hashed at the data store.

The tables that are access frequently must be indexed to optimize data retrieval performance.

(f) Security

All the data in the database must be backup automatically and can be restored easily if disaster occurred. The vendor must provide a back-up strategy upon deployment.

All-important operations (create, approve, delete, remove) must be logs as audit trait.

All client-server access must be encrypted through HTTPS.

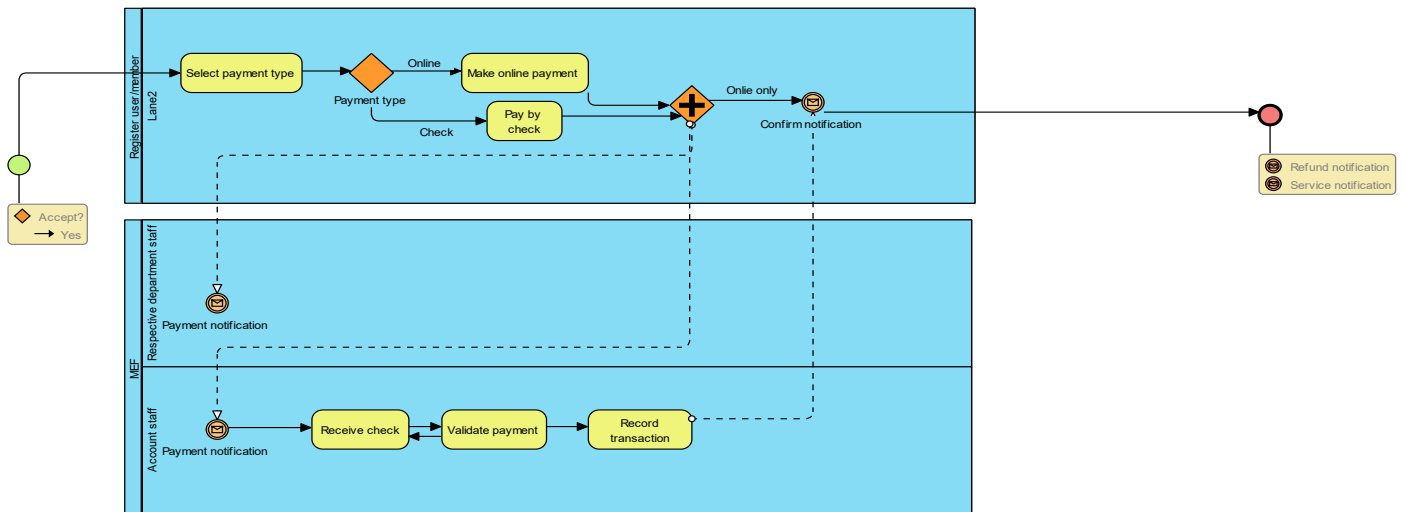
User password format should follow international standard/good practices to enhance user protection.

(g) Notification

All notifications (depend on the recipient's role) have to be sent in 3 platforms: email, SMS and WhatsApp.

(h) Payment Gateway

In general, MEF allow 2 modes of payment: online and by check (will phrase out slowly). The following shows the business process of the payment for all chargeable.



The web application is to be integrated with an online payment gateway (currently proposed Affin Bank as the service provider).

(i) Modularity

The system design and implementation should be modular to ease future updates and add in new features.

(j) Solution implementation

The solution should be OS platform independent and using a stable programming platform. The programming platform should be easy to maintain, upgrade (new version) and sustainable.

(k) Expected Timeline

| | |
|----------|---|
| Websites | To be deployed and operated <u>before 15 July 2024</u> |
| MBIS | To be deployed and can operate before 15 December 2024 |

(l) Submission Procedure

The proposal must be submitted in a sealed envelope containing two sealed envelopes before or on **13 February 2024 (5 pm)** to the MEF headquarters containing as follows:

- (i) Technical Proposal (including project timeline, period of warranty support, cloud-based server, and yearly maintenance)
- (ii) Commercial Proposal

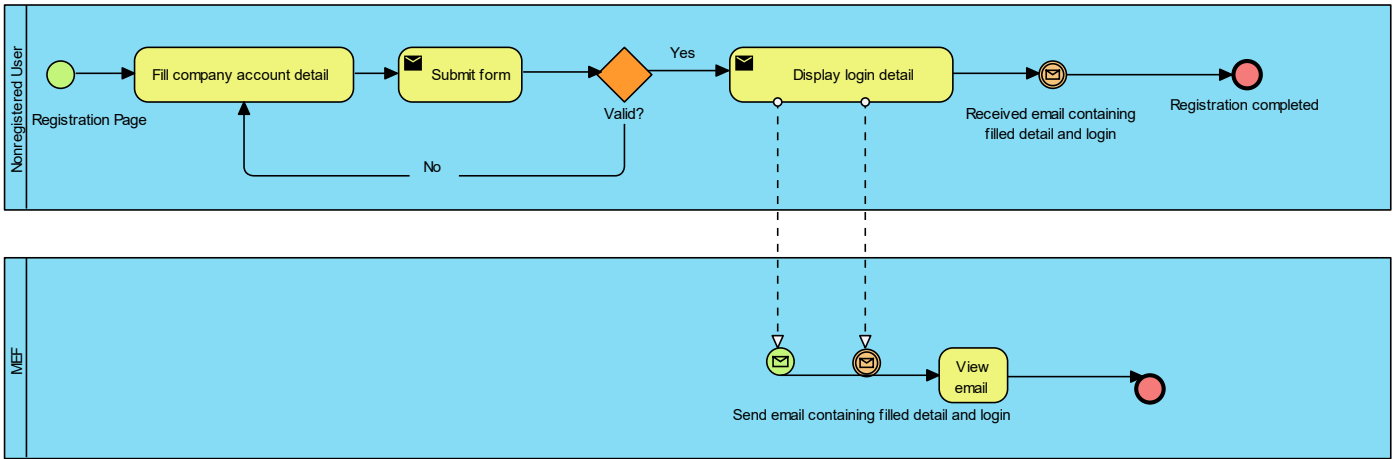
(m) Development Cycle

The vendor is required to present the dummy workflow prototype of each module before deployment.

(i) Appendix – Business Process

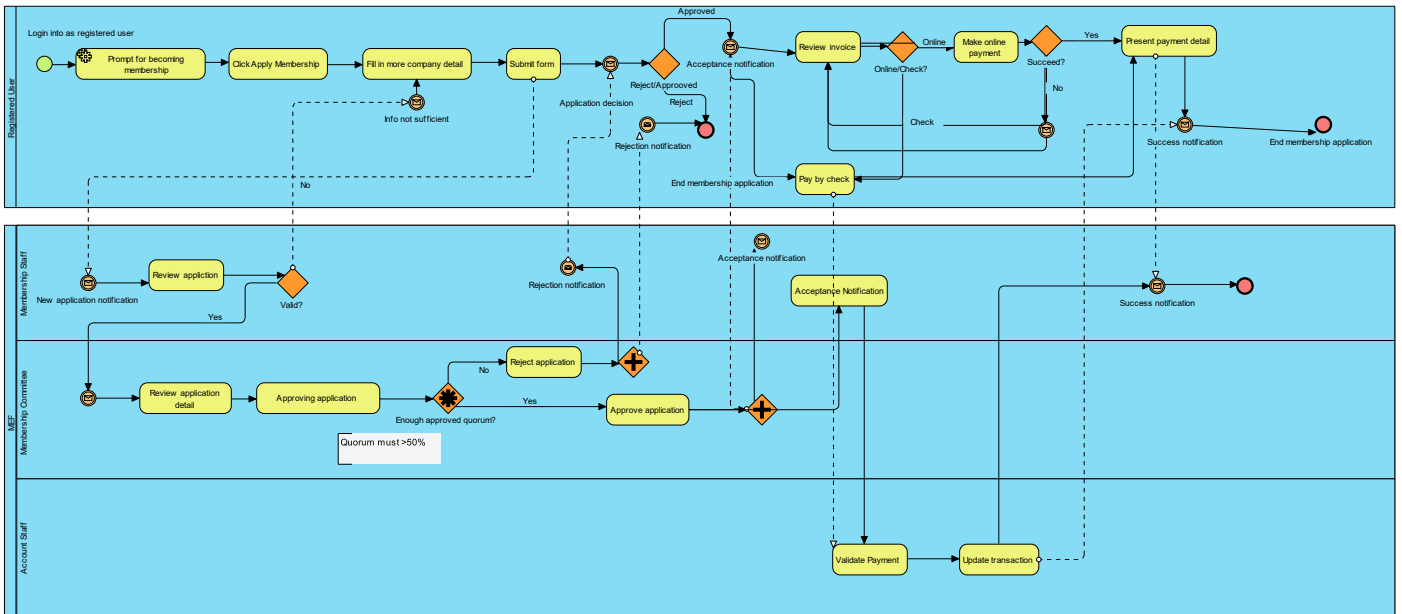
1. Account Registration

A0: Company Registration



2. Membership

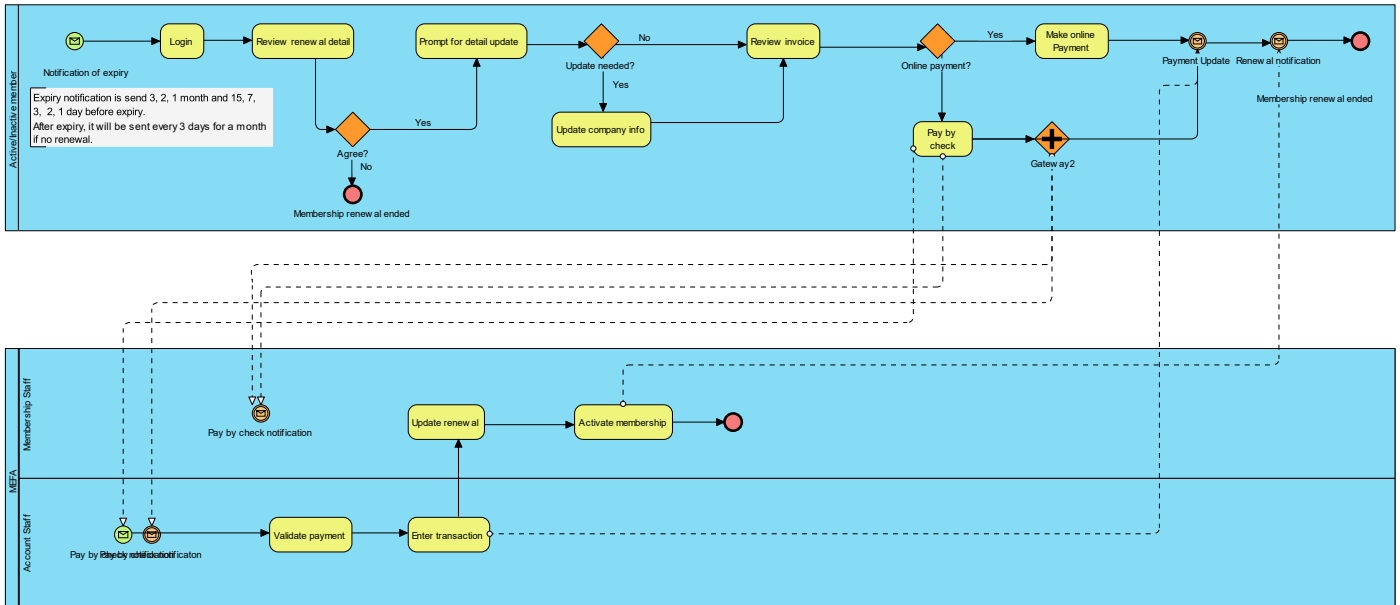
A1: Company Membership Registration



Output Printable Documents/Report

1. Company profile of members (as membership form)
2. List of members with filters (by year, by company categories, status)
3. Member payment with filters (by year, by quarterly, by categories)
4. NEW combined total of Members
5. Total of New Members
6. Digital membership e-certificate.

A2: Membership Renewal

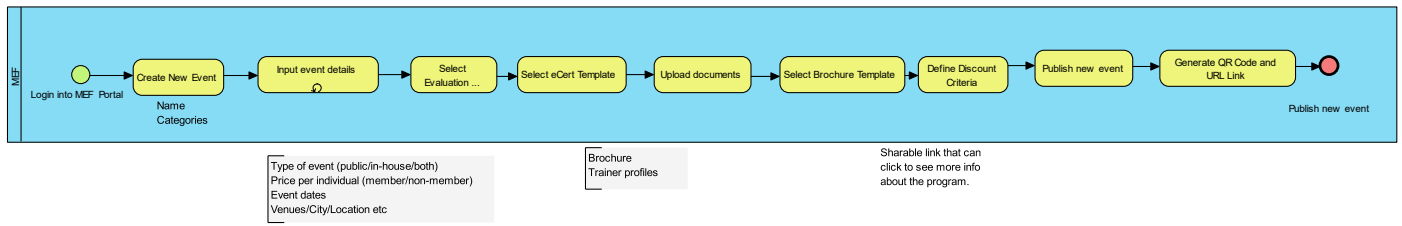


Output Printable Documents/Report

1. Total of Subscriptions' Renewals
2. Total of Members' Resignation/Exit

3. Event

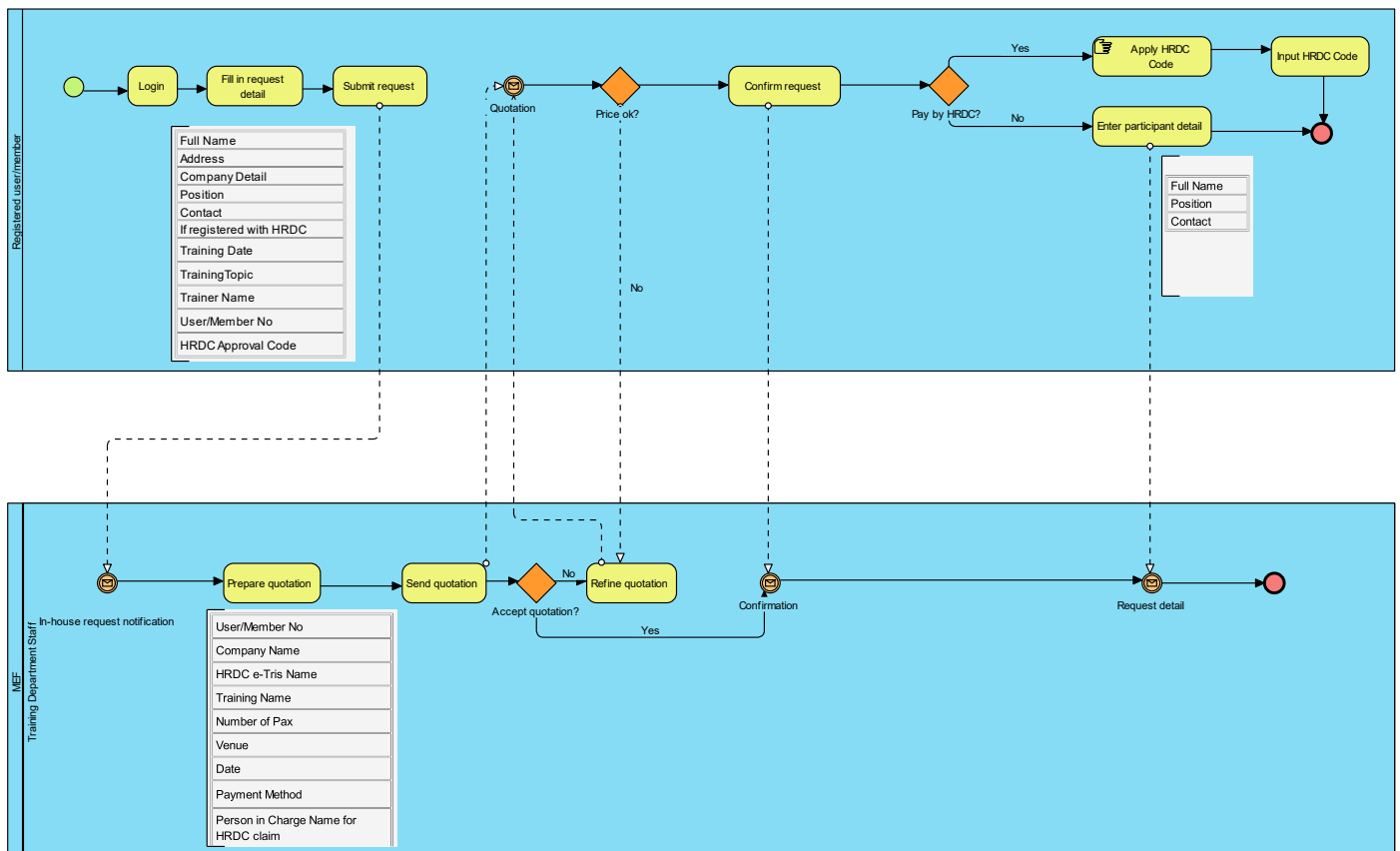
B1: Create New Event



Output Printable Documents/Report

1. List of event (according to different type)
2. List of event by year, location
3. List of event type
4. Total event by year, location, resource person

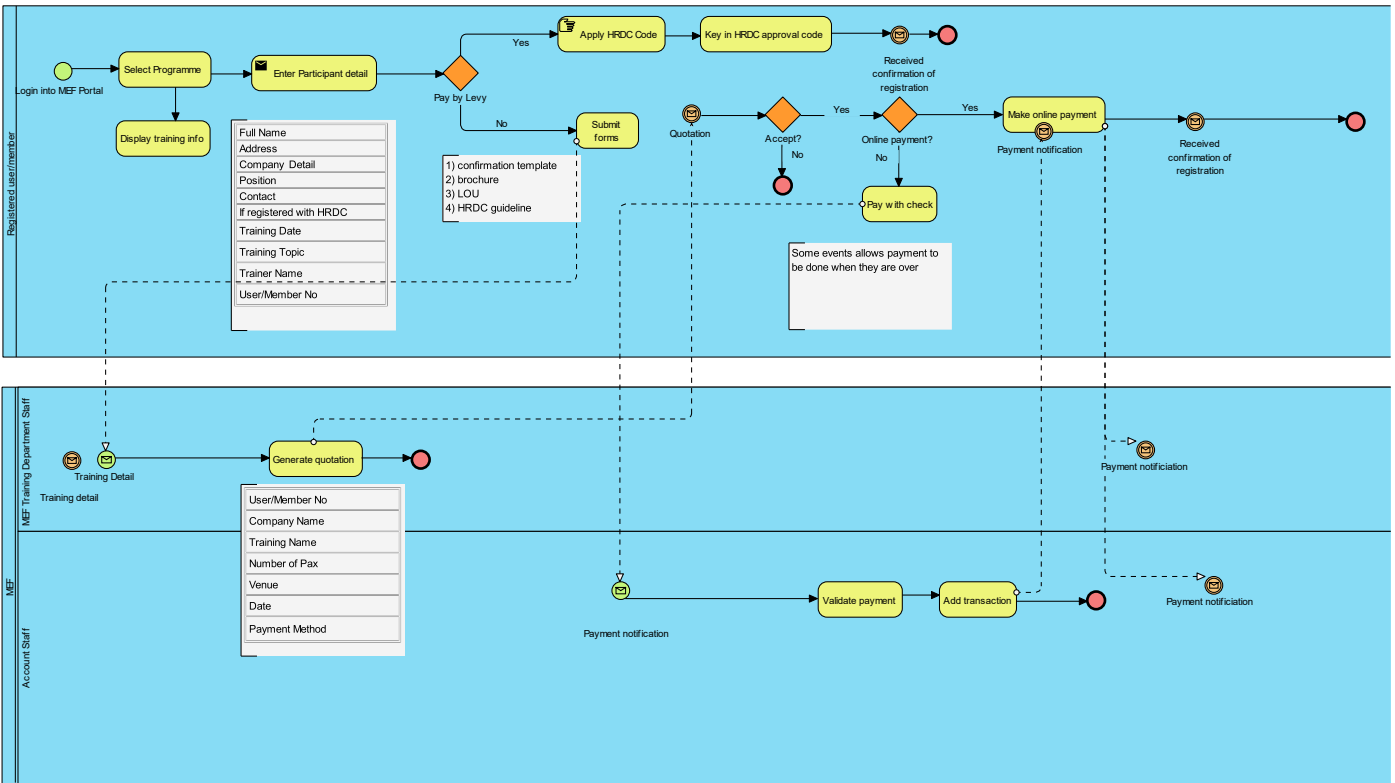
B2: Register in-house event



Output Printable Documents/Report

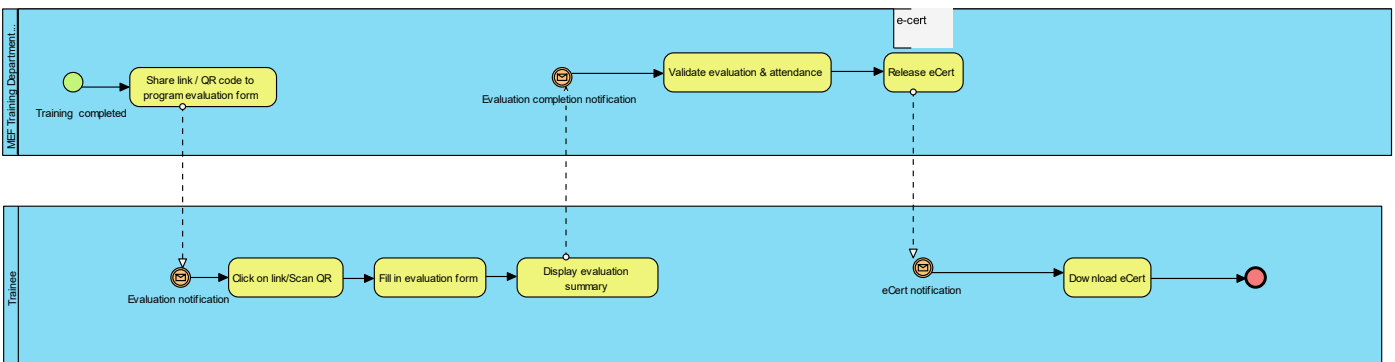
5. List of member
6. List of non-member
7. List of event by year, location
8. List of event type
9. Attendance
10. Outstanding report
11. Payment report
12. Profit/Loss report
13. Aging report

B2: Register public event

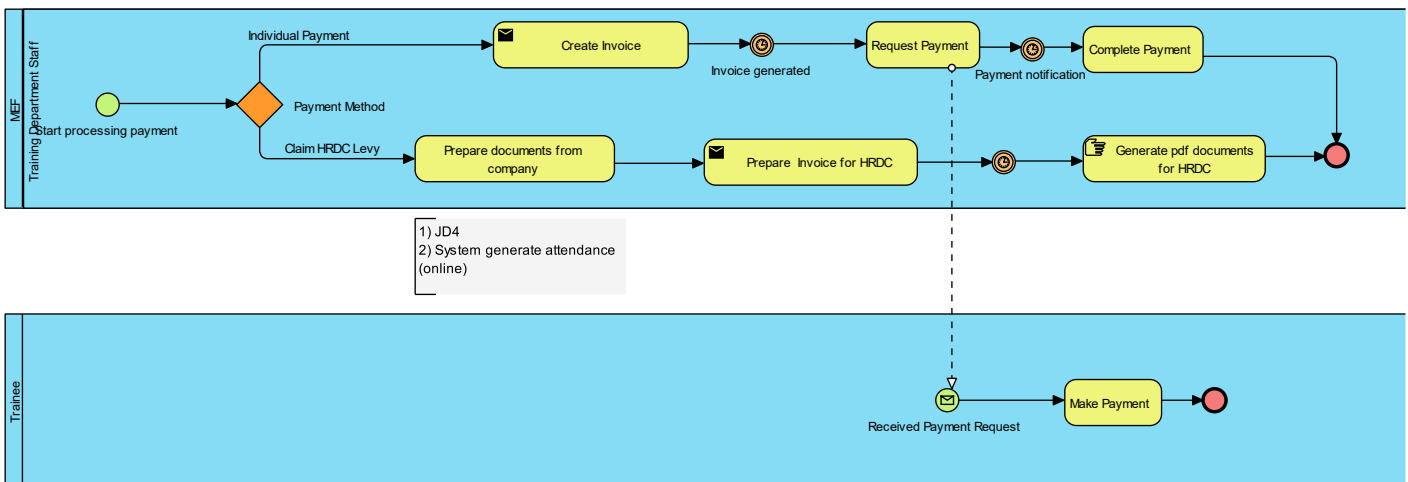


- ### Output Printable Documents/Report
1. List of member
 2. List of non-member
 3. List of event by year, location
 4. List of event type
 5. Attendance
 6. Outstanding report
 7. Payment report
 8. Profit/Loss report
 9. Aging report

B4: Post Training Event



B5: Payment for Public Program

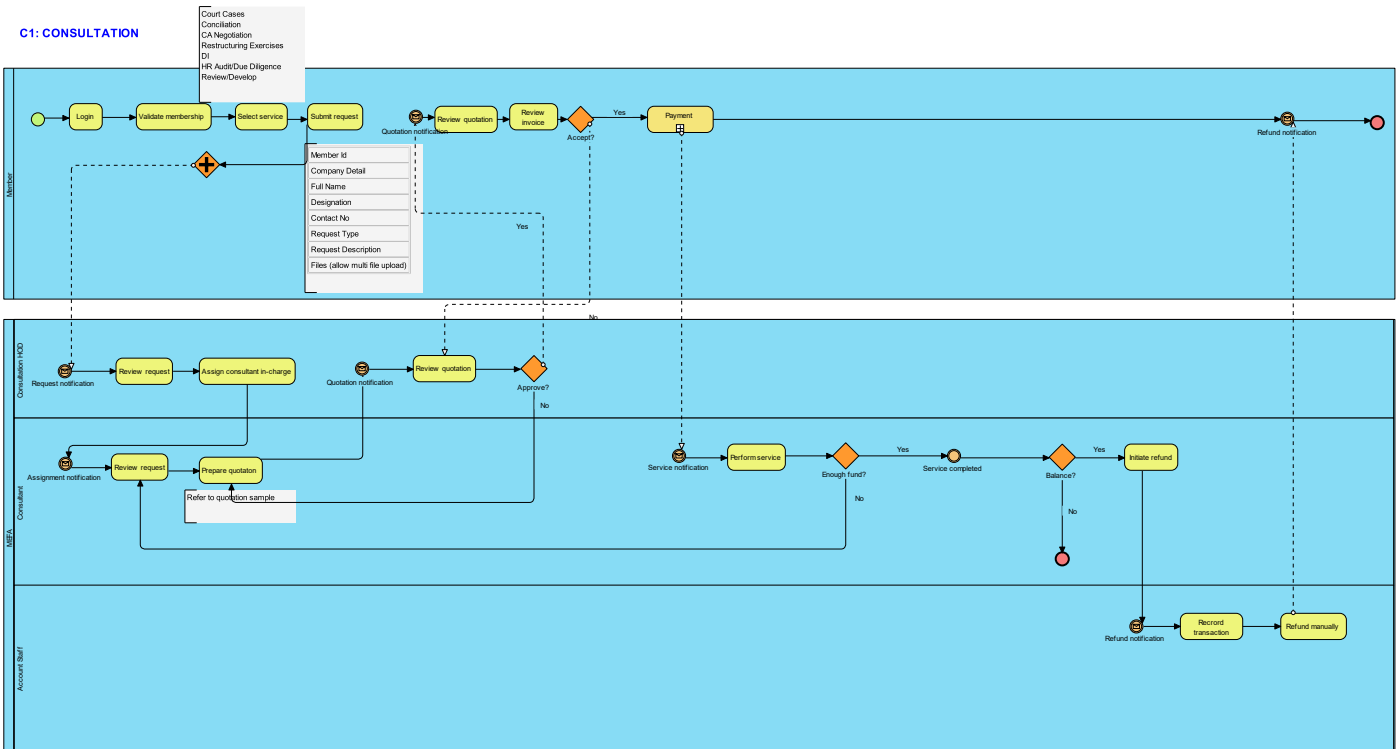


Output Printable Documents/Report

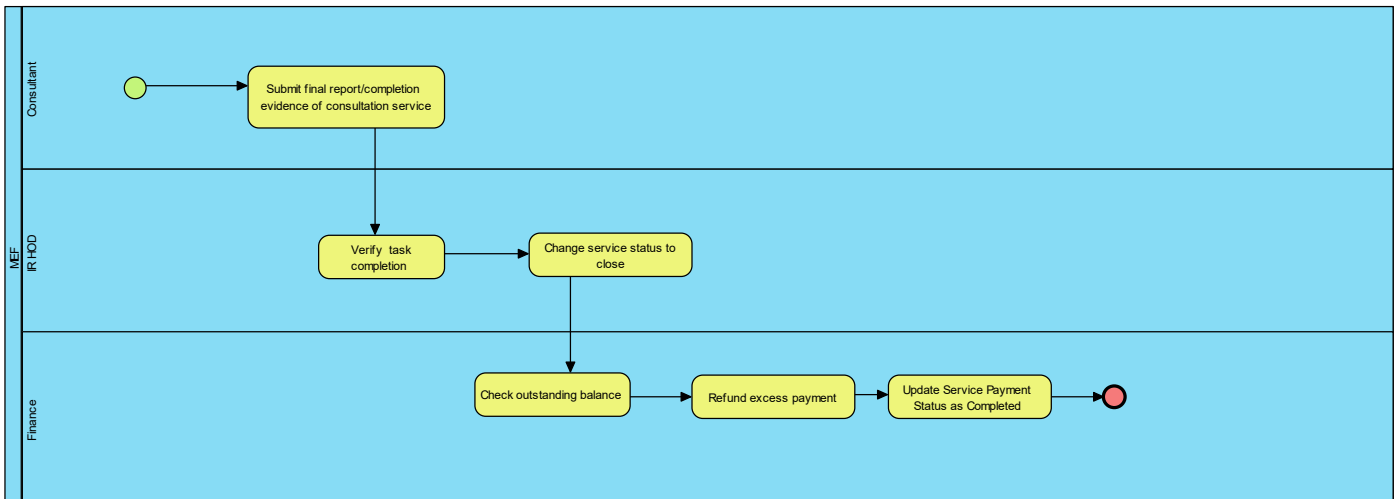
1. Evaluation result
2. Summary of evaluation according to event
3. eCert
4. List of event type
5. Attendance
6. Outstanding report
7. Payment report
8. Profit/Loss report
9. Aging report

4. Consultation

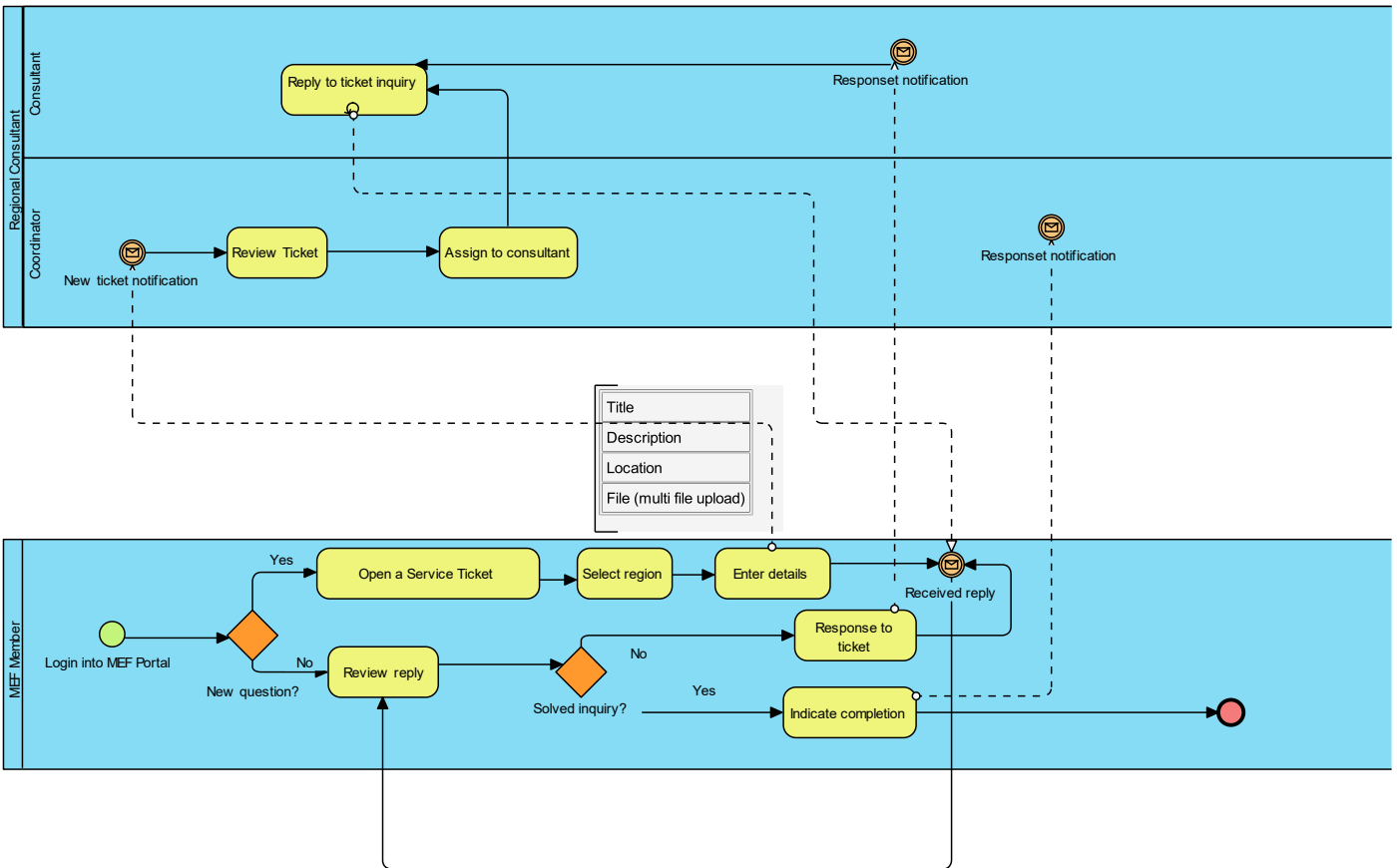
C1: CONSULTATION



C2: CONSULTANCY (CLOSE CASE)



C3:Create Advisory Ticketing

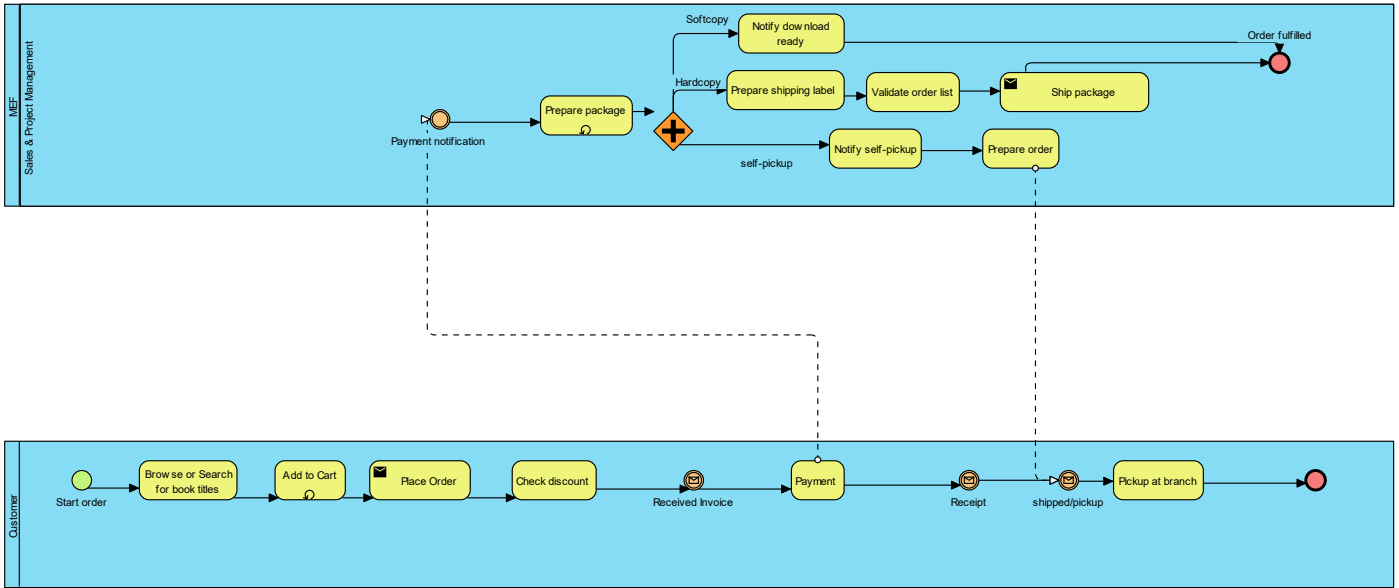


Output Printable Documents/Report

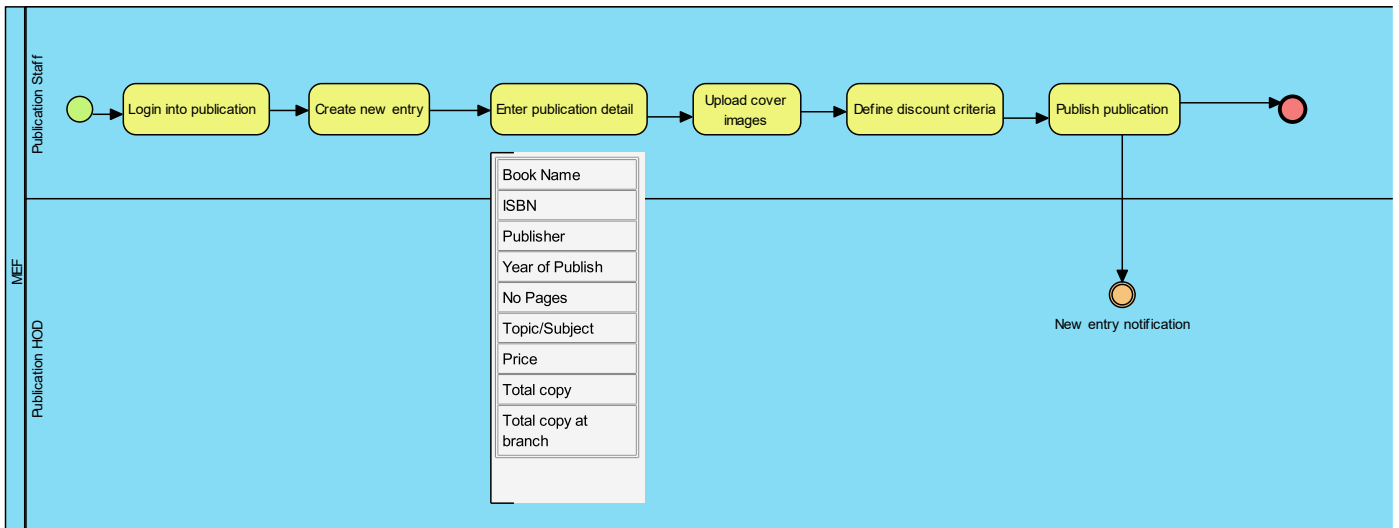
1. Yearly income report from different consultation services
2. Statistics of new customers filtered by date, type of services etc.
3. Statistics of advisory tickets (question topics, by months, rating)
4. Reports consultation services (court representation)
 - Statement in Reply
 - Bundle of Documents
 - Witness Statement
 - Written Submission
 - Bundle of Authorities
 - Notice of Application & Affidavit, if necessary

5. Publication

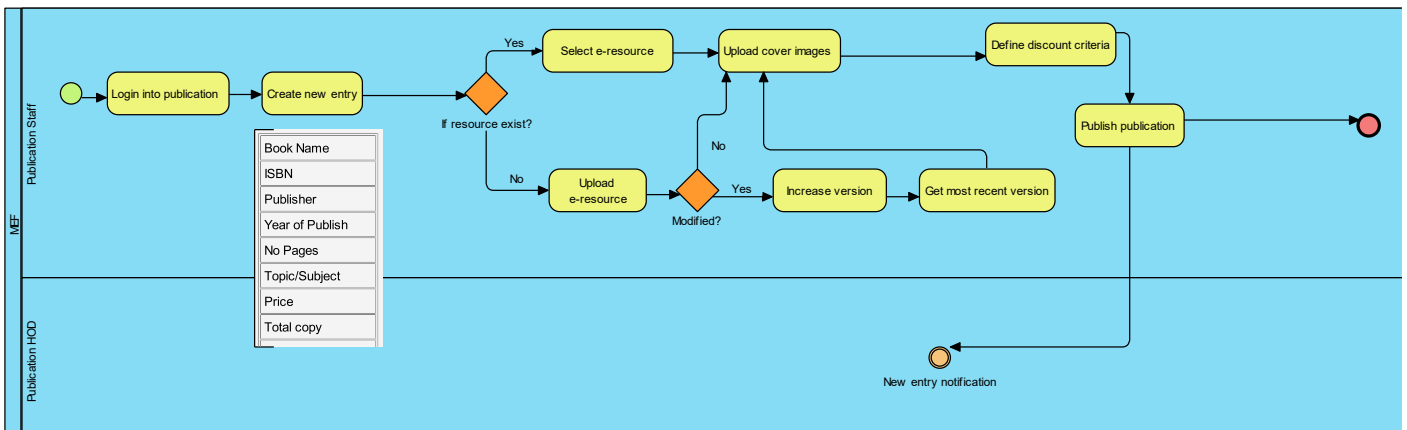
D1: Purchase of Publication



D2: Create new entry (hardcopy)



D2: Create new entry (softcopy)

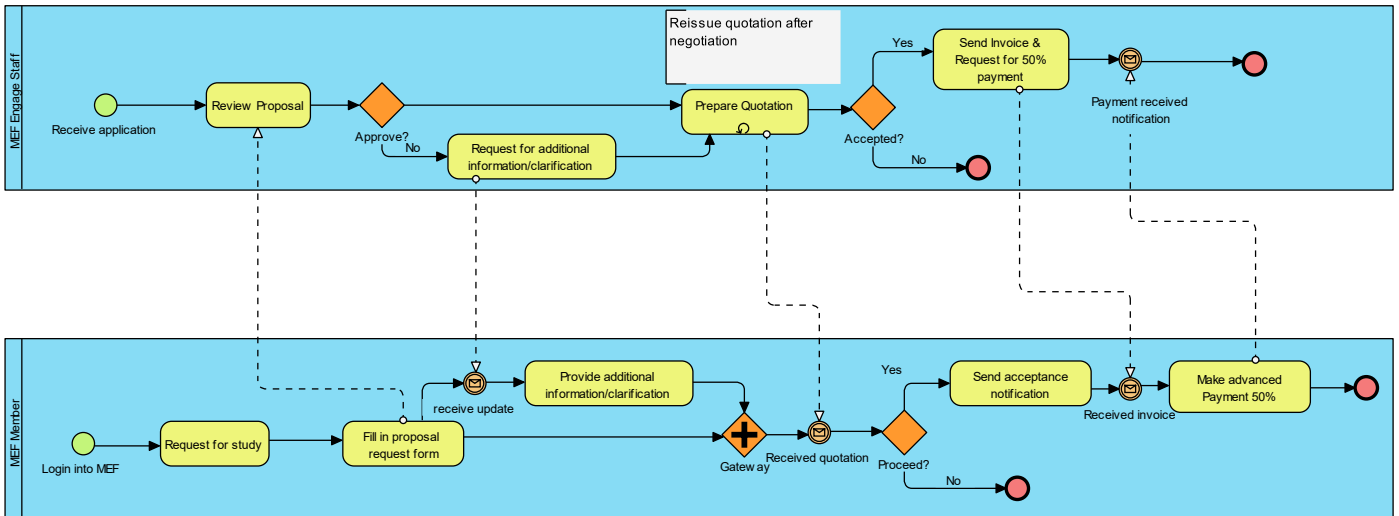


| |
|--|
| Output Printable Documents/Report |
|--|

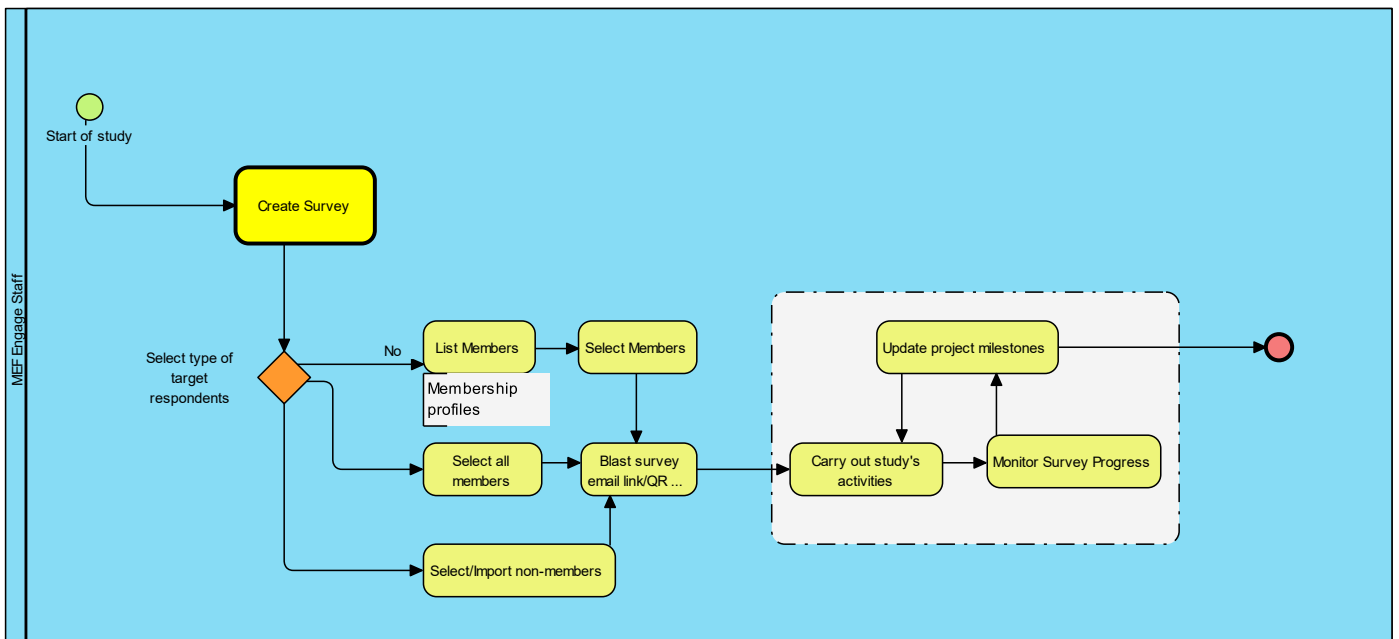
- | |
|--|
| <ol style="list-style-type: none">1. Stock for printed hardcopy in different branches2. Sales by months and year (by titles, hardcopies, softcopies)3. List of titles sorted by year published or selected year range, by subject. |
|--|

6. Research Study

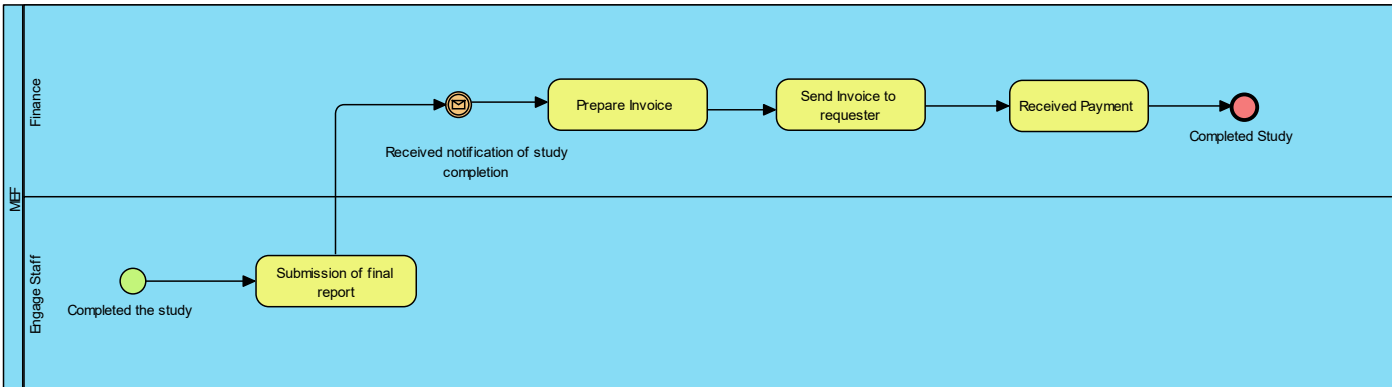
E1: EXTERNAL REQUEST FOR RESEARCH STUDY



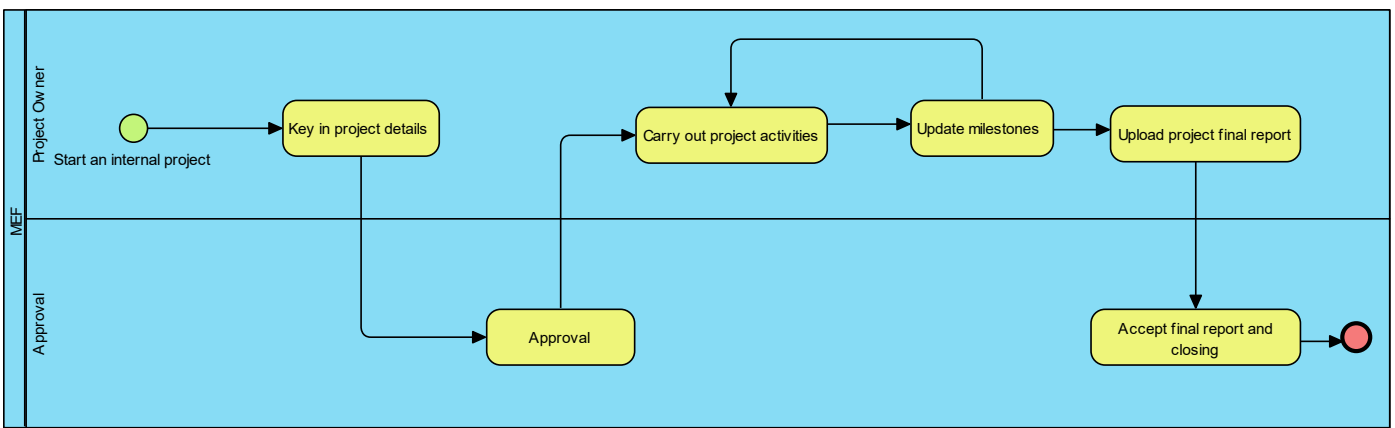
E2: ENGAGE STUDY - EXECUTION AND MONITORING



E3: ENGAGE STUDY (COMPLETION)



E4: ENGAGE STUDY (INTERNAL PROJECTS)

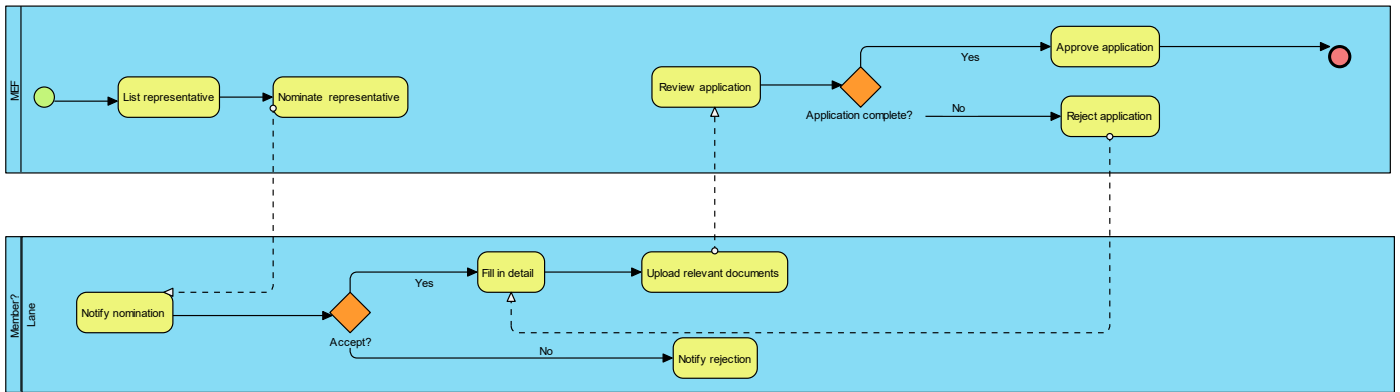


Output Printable Documents/Report

1. Yearly income report from different consultation services
2. Statistics of new customers filtered by date, type of services etc.
3. Statistics of advisory tickets (question topics, by months, rating)
4. Reports consultation services (court representation)
 - Statement in Reply
 - Bundle of Documents
 - Witness Statement
 - Written Submission
 - Bundle of Authorities
 - Notice of Application & Affidavit, if necessary
5. Report Consultation Services (Research Projects)
 - Raw Data (Excel /SPSS) .xlsx/.sav
 - Quotation (pdf)
 - Agreement(pdf)
 - Report(pdf)

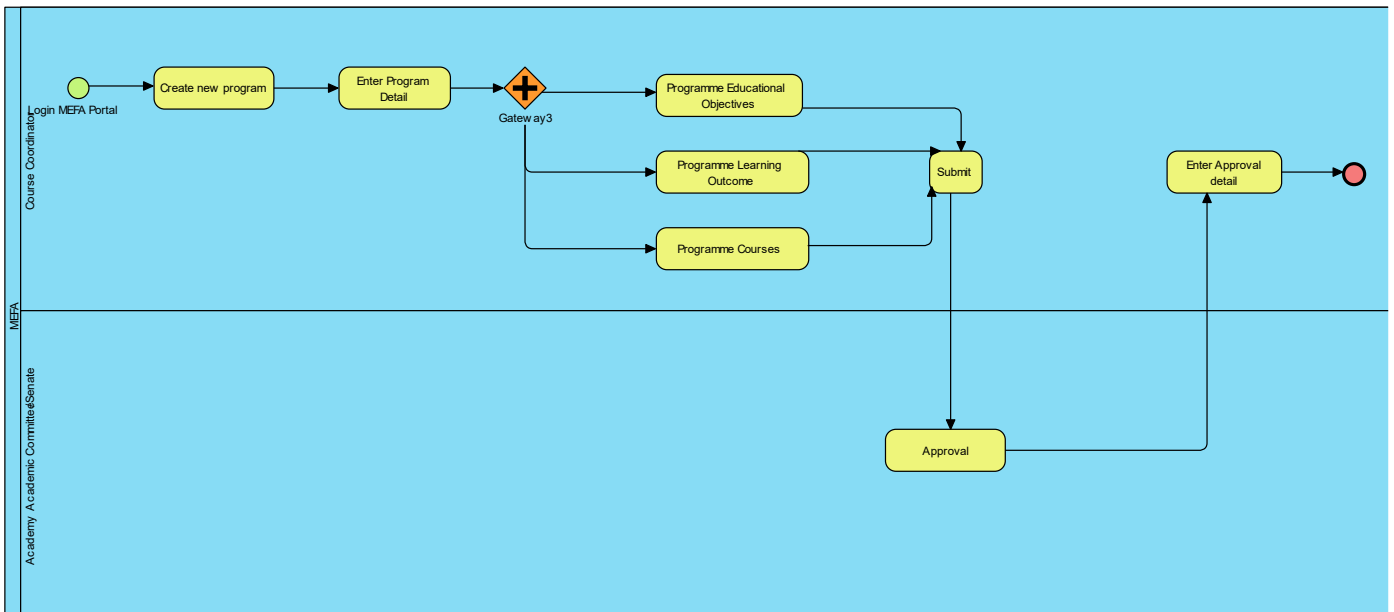
7. International Relations

F1: Nominate representative

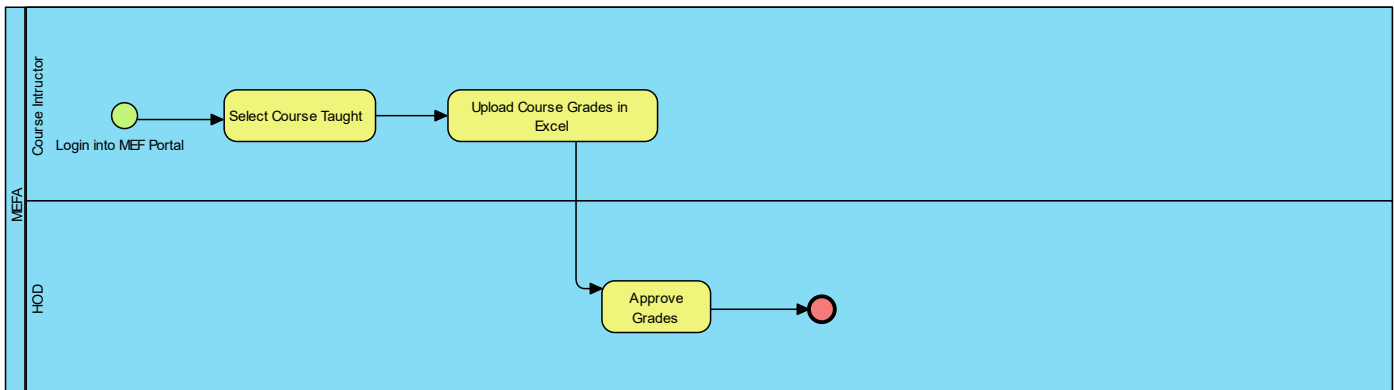


8. Academic/Professional Program

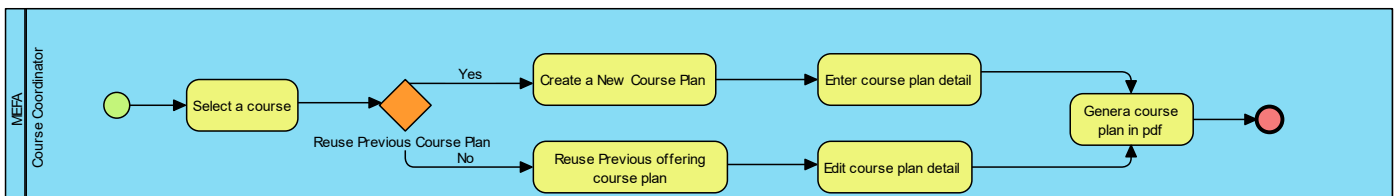
H1: Create New Program



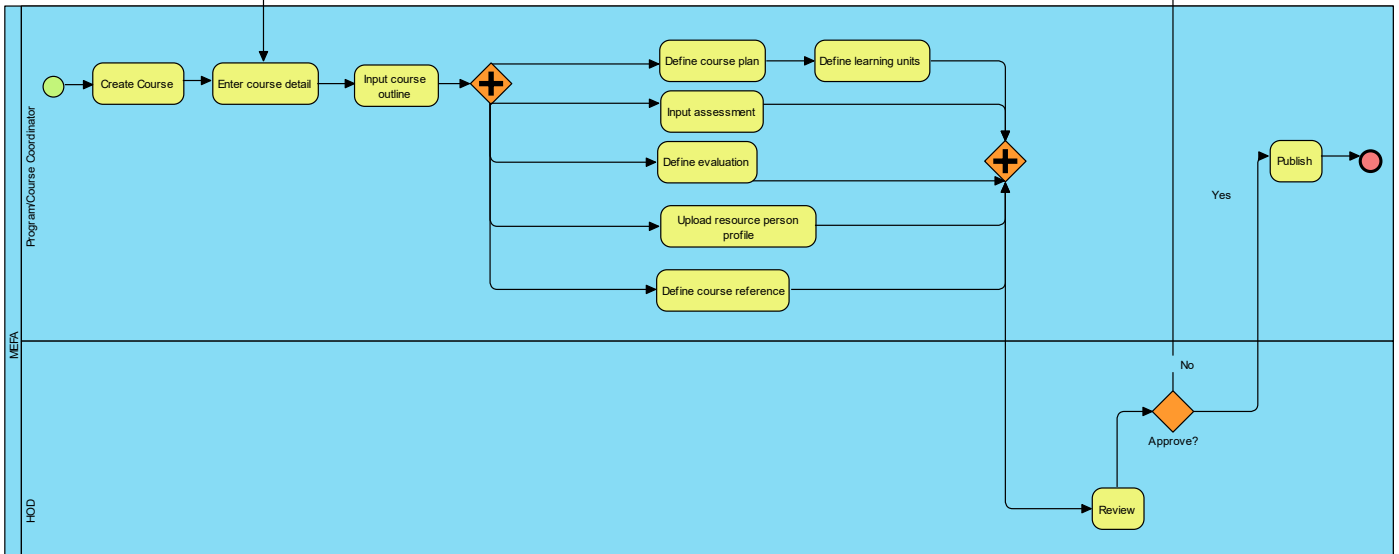
H2: Input course grades



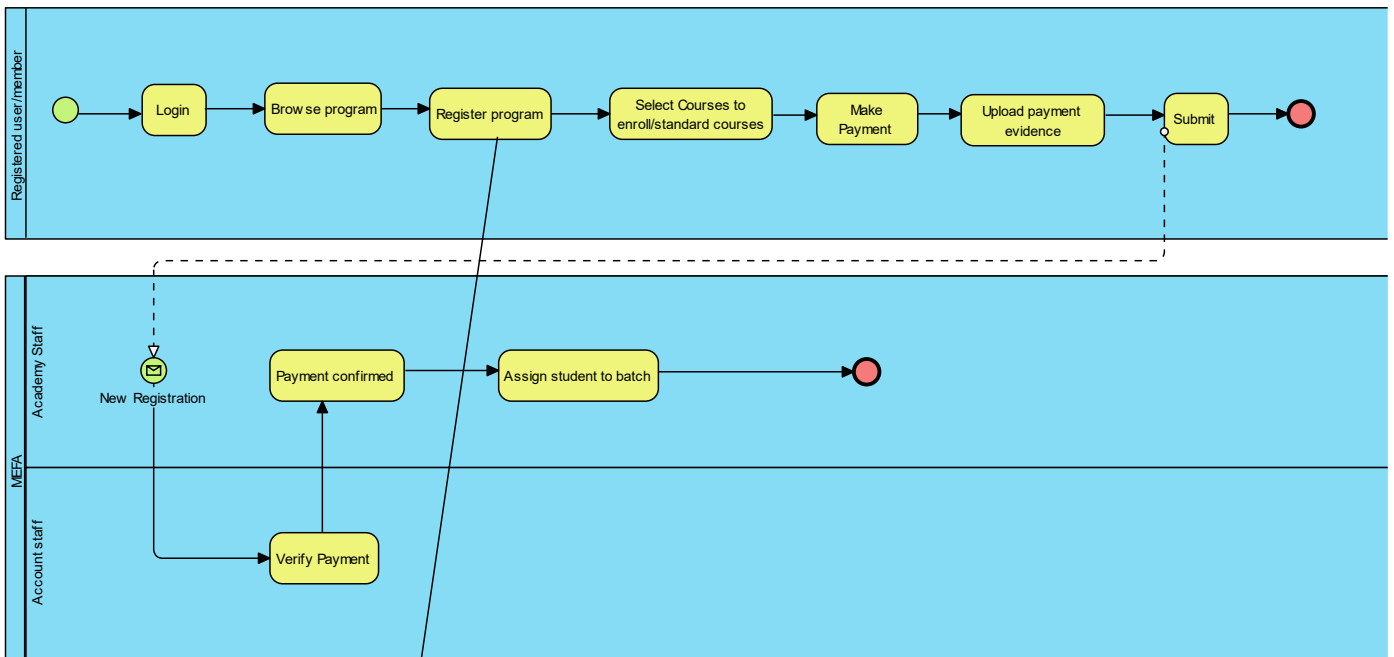
H3: Create Course Plan



H4: Create New Course



H5: Register program



| |
|-------------------------|
| Full Name |
| Address |
| Company Detail |
| Position |
| Contact |
| If registered with HRDC |
| Program Date |
| Program name |
| User/Member No |

| Output Printable Documents/Report |
|-----------------------------------|
|-----------------------------------|

- | |
|---|
| <ol style="list-style-type: none">1. Semester performance results by program and by subjects2. Academic transcript for the students3. Registration slips per semester.4. Report of student enrolment, eligible to graduate and dropout by program by academic semester.5. Course outline, course plan, academic program information |
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