

IWAVE TECHNOLOGY LTD

Proposal for Supply of Software

**MANAGEMENT OF MOTEL AND SIMILAR ACTIVITIES**

CLIENT: MOTEL, BAR AND ANY SIMILAR SERVICE SUPPLIER

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## Acronyms

API	Application Programming Interface
MIS	Management Information System
PDF	Portable Document Format
SMS	Short Message Service
SQL	Structured Query Language
UI	User Interface

## 1. Background

IWAVE Technology Ltd is private company which is specialised in the development of Management Software created in 2017 with the purpose of enhancing the technology usage in Rwanda.

Currently we have introduced deferent kind of System to help different sectors to work in comfortable environment in order to maximize the functionality especially in Business management.

Some of our system in Markets includes: **Water Infrastructure Management System, Motel (Bars and Restaurants) Management System, Coffee & Tea Company MIS and So;**

### INTRODUCING MOTEL MANAGEMENT SYSTEM

As MOTEL (Bar, Restaurant and Guest houses) Management company (Here in after we call Motel); We would like to introduce to you the well-developed system that is best Fit in your organisation, it includes the Management of Bar, Kitchen and Guest houses(Lodge) activities

By looking back to the Existing procedure of **managements of the said institution** most of them are being done manually in a decentralized manner and most of them is paper based and it requires all the staff to be on time and if any staff members not available it delays the response and can cause the problem to the Activities in common.

- ❖ Time wastage due to manual system use and reporting;
- ❖ Data loss caused by file missing because the recording and classification of information is mostly stored on paper,
- ❖ The Administration are not getting Real Time Information of the activities
- ❖ Stock are not well managed especially in Logistics and management of Assets

This is tedious for managers when they need to know who gets what and when, used for what and when payed what and when.

The purpose of this paper is to briefly describe the process of providing the Motel with a web based and mobile application that should help address these highlighted challenges.

- ❖ **It will help the organisation to get the actual information in Real time;**
- ❖ **It will help in Customer monitoring and Collection of revenues;**
- ❖ **It will help to manage the stock and reporting the distribution of items easily;**
- ❖ **It will help in Management of Expenses made with in institution and reports;**
- ❖ **The system allows to report business chart the profit and losses based service;**
- ❖ **Invoicing and Reporting in all Form of required Re**
- ❖ **It provides all records of customers (History of Guest and Order Histories).**
- ❖ **It is also able to be upgraded at any time new reports would be needed.**

The document doesn't give details on the computerisation process and associated technologies which are parts of the system analysis highlighted in section 4.1.

## 2. Features of the System

### 2.1. Customers monitoring

The system offers to the functionality to manage the Active and Inactive Customer;

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**Orders:** Served and Pending orders can be Verified in reported in real time.

**Guests:** all Guests are registered and system is able to manage the availability of Rooms. So that it is simple to know which is occupied and which is available to the clients.

## 2.2. Invoicing

System helps to fasten the invoicing process. Each Waiter and or Bar-Man responsible for serving the clients will be equipped with an Android Interface allowing him/her to directly capture in the client information relating to the consumption(Request), using his mobile phone or shared monitor.

Based on purchaser of this software preference, a message (SMS) can be sent directly to the related customer.

## 2.3. Payment

The system offers the way to notify when the payment occurs. Cash and Cashless Payment

## 2.4. ASSET MANAGEMENT

The system supports the Asset (Fixed) registration and when any Damages Occur it provides way you to notify,

This helps you to know the Revenue and Dealing with depreciation all in automated manner

## 2.5. STOCK MANAGEMENT

All the Activities related to the stock is well addressed weather the company has deferent stocks the system is able to maintain the Main Stock and Sub Stock.

The Transaction between Stocks, managements of Suppliers if any and all the transaction between the Stocks and delivery until the usage of materials to the Field.

The System is able to identify the material in stock (Those which can be Expired and those of full warranty).

## 2.6. EXPENSE MANAGMENTS

The system provides the best way to manage the business expenses and can provide the alerts in case of spending too much than usual or tending to Loss and later system provide the reports on the expenses made (weather Loss or Profit Occurred)

## 2.7. REPORTING

The system Offers the way to Keep the Files in Safe and secure Place.

By the Use E-Filling included in system you will be able to keep the Document related to work done in the Centralised manner, all reports can be printed in PDF and Excel Format

**Stock Report:** This report shows the purchased, Sold and also the remaining stock;

**Waiter Analytics:** The system is able to manage the activities of waiters within range so that you can be able to understand the functionalities of waiters in the service;

**Sales Report:** The system will help you to understand the report of sold item based on the Service you deliver, so that you can be able to know how much from Bar, Kitchen and Guest House/Lodge and also for Cafeteria if available in the Business;

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General Report: This is an overall report that shows the business owner the amount spent and collected and also it tracks the loss and/or profit gained from service (Kitchen, Bar and/or Guest House(Lodge) and Cafeteria);

**Product Sales History:** This Report shows how the product sold out from stock one by one so that there will be no any Error in representing the amount gained.

Expense: all the expenses made within the business will all be reported and this report help the business owner to know the expenses they make the most and helps to address some expenses so that you can take critical decision based on reports.

(Correspondences, Internal Documents, Receipts, Financial and Administrative Documents) are all kept and also quickly retrieved and available at any time you would prefer.

### **3. USERS OF THE SYSTEM**

The major beneficiaries of the system are the following:

#### **4. BAR MAN**

The Bar Man will have the web based application and managed bar stock in the system.

The Bar man will be able to serve all the orders and be able to manage the corresponding stock and sales.

He/she will be able to find all the reports find the waiter analysis reports and all the histories of the activities (How product deducted from his/ Her Stock).

**Note! Remember we can adjust the functionality based on your organisation Request**

#### BUSINESS OWNER

The system data will help the company's top management to take decision based on the actual and Real-time data which will be provide by the system

Also by the use of this system the Top managers is able to view the company loss and profit in just view also be sure of the progress of activities in order to maximize the usage of resources

#### MANAGERS (BAR, KITCHEN GUEST HOUSE)

This system will be able to manage the transactions between Stocks (Main stock at Headquarter and Branches Stocks) and will be able to identify whether the material is used or not.

The Store keepers at Branches will request the materials through the system and logistician be able to view the requested material and respond the request (if not served it will remain pending and if few served the remaining materials will remain notified).

#### WAITERS

All the waiters will be provided the mobile application in their phone so that they can make order at any side of the business

They are able to check the tariff of all items;

They can even know how much to deposit based on how much they served;

They can even see the history of the orders made through their system account;

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**Note:**

- **It is not requiring for the organisation to have all the Position represented. Based on the Business structure, we adjust some features to be accessed through the accounts of your preference.**

**5. Tasks****5.1. Business analysis**

The first step will consist of analysing and specifying the requirement of the organisation. A deep discussion with staff is conducted in order to understand and specify in detail what the new system should do and how its components should be implemented so that the existing structure of the company must meet the system usage. At the end of this task, a User Interface with all required updates as discussed is added and be able to implement the system meeting 100% the Organisation Needs.

**5.2. SYSTEM INSTALLATION**

Our server is designed in three tier, It requires some time for configuration of main Server, Testing server and Back-Up server and also for the preference we can provide to you the local back-up server.

The installation of Android App(.Apk) to the smart phones of waiters is also being covered in this Step.

**5.3. User Interface design**

As your company might need to change something for better performance based on your organisation structure, it will require us the development of user interface (UI) covering the full range of management, business processes and system administration functions (e.g. user profile definition), as well as other required integrations (As you can need to integrate EBM or Payment of MOMO/AIRTEL Moneys).

**5.4. Reporting**

Designing of all printable and exportable (to PDF and Excel) reports as identified.

Including the company Document logos, Header and footers and so on.

**5.5. Other tasks**

- Develop system administrator's manual and user's manual
- End users' training
- Deploy and host the MANAGEMENT INFORMATION SYSTEM
- Maintenance and upgrades

**6. Quotation<sup>i</sup>****6.1. Consultancy fees**

Consultancy cost can be discussed in two ways:

1. A Fixed amount that can be paid as per the contract provisions:

This kind of quotation consists the payment of consultants to carry out activities related to the system monitoring, database managements and UI development. Our team will also document the system and train all the employees and provide on-demand support for a period of 6 months' post deployment (**The Cost can vary based on the Numbers of Branches**).

2. Subscription amount that can be paid periodically:

IWAVE TECHNOLOGY Ltd offers an option of subscription amount and deliver the application for free, provided guarantees to pay flat subscription amount that should be paid periodically (The Cost Negotiation Depends on the Branches of Purchaser).

**Note:** the quotation of the proposed system would be shared and detailed in Bills of quantity(BOQ) based on the above specified possible choice.

### **6.2. Hosting equipment**

As of Early Hosting Solution of cloud hosting and for major Advantages of shearing the information hosting plan is based on cloud hosting.

- a) **Cloud hosting:** This a simple solution that requires only annual or monthly subscription according to the hosting plan. Even if the application and database are hosted outside your premises, hosting in clouds avoids hassles associated with the purchase and safety of the equipment and problems related to electricity, etc.
- b) **The cost estimation will be between 12\$ and 15\$ based on the purchased needs and also depending the numbers of clients and Employees.**

### **6.3. Internet Connection Subscription**

The system will be a web based solution. An internet connection will be required for the staff in charge of using the software and administering the database. Subscription fees will depend on the number of users and the internet provider (The Purchaser of the software is in charge of Internet Cost).

### **6.4. SMS messaging subscription**

As This System can be used to acknowledge payment information to clients. If the client can choose to include the messaging notification must know that the SMS messaging subscription will be needed, at a rate of **12 RWF** per message.

## **7. Delivery time**

5 days after signing the contract.

## 8. WANT TO KNOW MORE:

### Address of System Developer

1. NAME OF THE COMPANY: **IWAWE TECHNOLOGY LTD**
2. MANAGING DIRECTOR: **ANORBERT RUGAMBA**
3. TIN NUMBER (RRA):**107556187**
4. YEAR OF FOUNDATION: **2017**
5. HEADQUATER:

**Kigali City, Rwanda,**

**NYARUGENGE, MUHIMA**

PHONE: (+250) **787 373 722/ 0788 275 364**

E-MAIL: [iwawepay@gmail.com](mailto:iwawepay@gmail.com)

### What if I have other management Software?

If you have the management software developed at your own premises and need some features in This system, we offer another possibility of integration so that this system can be attached to yours and share functionalities.

If the Software you are using is not developed under your premise (Like: QuickBooks, Sage, SPSS and so...) we can suggest you to migrate to this because this software includes the Financial and technical activities in one hand.

### Can we test the usage of this system?

Absolutely yes,

We Offer free trial, if you are interested in using our system, we can deliver it to you for free and test it for one month after appreciating its functionality we can proceed with the quotation negotiation.

### Is there any Other Motel (Bar and Restaurant) using This System?

Yes,

Currently we offer service to 5 Motel Especially SEBY MOTEL is our First Client have used this system since March, 2021 and it is working perfect until Now.

### What about the security of this system?

We grant the advanced security of the Data stored for the current technology and our Team of Cyber Expert is always in touch to insure the advanced user experience.

### Some of Our Waiters do not have smart phones

For the better management and quick service, we suggested the waiter to use smart phone in order to provide real time data. But also the system supports the Installation of the main Desktop Monitor with touch Screen to help those with limited access to the smart phone.

### What is the required specification of Smart phone to be used?

Any Android mobile (from 4.0 to the highest available) can use this system for waiter

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**When can you deliver the system**

We can deliver this software immediate after Purchaser acceptance; you can suggest the addition of some feature to meet your experience, we suggest 5 Days for the technical works related you experience.

**What if we get New Branch?**

This system offers the Management of data in Branches once you have Branch or you get new related business, you can simply add new Branch and it provides the clean similar system where you can simply deal with everything.

So that the management of the business can deal with combined branches in one hand

**How System Deliver invoices to the clients?**

Simply on clients' needs;

It offers the **Mail Delivery**, **SMS Messaging** and **printable PDF Invoice** is all available in the system.

**Can I know the Loss and Profit of my Business?**

Yes,

The system itself compares the expanses made based on service and amount collected and fill the Loss and Profit Books based on service.

**Can we have discussion or have meeting for this?**

Yes,

Based on your preference we can arrange the meeting weather Virtual or Physical at any time you can choose.

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<sup>i</sup> The cost estimate will not include the desktops or laptops and smartphones or any cost other than Supply of this software and any other cost that would be needed in line with the use of the system.