



**Proposal for a
Telephone Checking System
(TCS)**

**By
Brooklyn Computer Systems**

Date: February 01, 2003

Proposal Contents

- **TCS Introduction**
- **TCS System Functions**
- **TCS Illustration**
- **Proposed Software Configuration**
- **Proposed Hardware Configuration**
- **Professional Services**
- **Financial Summary**

Telephone Checking System (TCS)

Introduction

In a company where there are many employees working at off-site locations, it is desired to know when these employees Check In and Check Out of work. Moreover, in certain remote or high risk areas, it is even more desirable to know during the course of their working shift if these employees are present and safe. Currently, companies use personnel at central monitoring stations to manually call or receive calls from these off-site employees to confirm their presence and safety at the sites.

Disadvantage of manual calling system:

1. Time consuming – It takes on the average 15 seconds to complete a manual call to a site. For 100 sites, it takes 25 minutes to complete the calling process. That is 25 minutes of uninterruptible time taken away from the central site officer from dealing with important tasks such as site incidents, emergencies, scheduling etc.
2. Inaccuracy – Time reported are recorded manually during the call by the officer, thereby subject to error or unauthorized tampering of record.
3. Availability – When the central site officer has to deal with high priority tasks such as site incidents or emergencies, the calls will not be made and therefore records could never be “Complete”

Advantage of a Telephone Checking System:

1. Time saving – All calls will be handled automatically by the computer system, freeing the officer to deal with other tasks.
2. Accurate records – All calls are logged by the computer system with various levels of security measures to ensure data integrity.
3. Availability – System is up 24 hours regardless of the presence of the central site officer.
4. Flexible Reporting functions – System can provide Daily call reports, Exception reports, Employee Monthly attendance Reports etc.

TCS System Functions:

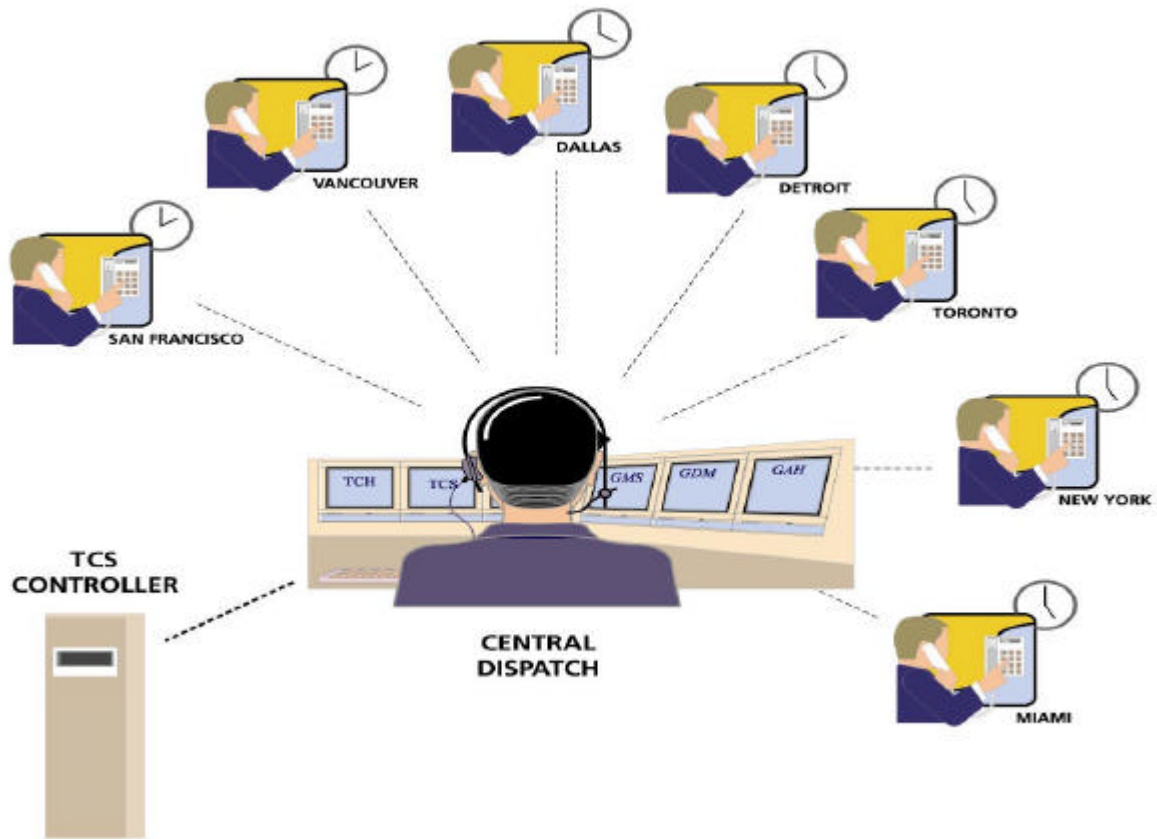
Telephone Checking System (TCS) will provide the following functions:

Check In: Allows field employees to Check In by telephone. When the employee reports to duty at an off-site location, he will call into the TCS from a pre-determined telephone set at the site. Upon answering the call, TCS will prompt employee to enter a PIN number and then press “1” to signify that the employee is Checking In. TCS will record the Caller ID number from the calling telephone set, the PIN number entered by the employee on the dial pad, the call mode (“1”) representing a Check In call, and the date and time of the call. The information is kept in a database for reporting purpose.

Check Out: Allows field employees to Check Out by telephone. When the employee signs off duty at an off-site location, he will call into the TCS from a pre-determined telephone set at the site. Upon answering the call, TCS will prompt employee to enter a PIN number and then press “2” to signify that the employee is Checking Out. TCS will record the Caller ID number from the calling telephone set, the PIN number entered by the employee on the dial pad, the call mode (“2”) representing a Check Out call, and the date and time of the call. The information is kept in a database for reporting purpose.





Check Shift: From time to time, central dispatch personnel is required to call off-site employees, or have employee call central dispatch, to ensure that they are present and safe at the off-site location. TCS can be programmed to call employees at the off-site locations, or receive calls from the off-site locations to confirm employees presence at the site. Upon answering the call, TCS will prompt employee to enter a PIN number and then press “3” to signify that the employee is present at the site. TCS will record the Caller ID number from the calling telephone set, the PIN number entered by the employee on the dial pad, the call mode (“3”) representing that the employee is present, and the date and time of the call. The information is kept in a database for reporting purpose.

TCS Illustration











**Optional
Interface to 3rd
Party Payroll**

Call Reports - By Employee /

-  Check In
-  Check Out
-  Check Shift
-  All Activities

Exception Reports – By Employee / Site

-  Missed Calls
-  Unscheduled Calls
-  Calls with mismatched caller ID
-  Calls with mismatched Employee PIN

-  Site/Employee List
-  Site/Caller - ID List
-  Employee/PIN List
-  Actual Schedule Report

Recommended Software Configuration:

<u>Item</u>	<u>Description</u>	<u>Qty</u>	<u>Unit</u>	<u>Extended</u>
	<u>Telephone Checking System Software</u>			
1	· Check In/Out/Shift functions · Roaster setup · Site / Employee Schedule · Multiple site/employee relations · Holiday schedules	1	55,000.00	55,000.00
2	PC Anywhere Remote Control Software	Optn.	800.00	0.00
3	Norton Anti-Virus	Optn.	700.00	0.00
			Sub-Total	<u>55,000.00</u>

Recommended Hardware Configuration:

<u>Item</u>	<u>Description</u>	<u>Qty</u>	<u>Unit</u>	<u>Extended</u>
	<u>TCS Communication Server</u>			
1	<ul style="list-style-type: none"> · Intel Pentium IV 1.4 GHz CPU · 128MB memory, 1 x 40GB hard disk · 1.44MB floppy, 48x CD-Writer · 10/100 Fast Ethernet network controller · 4-line telephony board · Windows 2000 installed 	1	14,000.00	14,000.00
	Optional: TCS System Manager workstation			
2	<ul style="list-style-type: none"> · Intel Pentium IV 1.4 GHz CPU · 128MB memory, 1 x 40GB hard disk · 1.44MB floppy, 48x CD-Rom · 10/100 Fast Ethernet network controller · Windows 98/2000 installed 	optn.	8,000.00	0.00
3	Backup Power Supply	optn.	1,500.00	0.00
			Sub-total	<u>14,000.00</u>

Note 1: The Database is recommended to be loaded on an NT file server with regular backup facility.

Note 2: The Communication and System Manager functions can be performed by the same computer. For best performance, these two functions can be performed by separate computers using a shared database on the network. Therefore, an Optional System Manager workstation is recommended.

Professional Services

\$8,000.00

<u>Item</u>	<u>Description</u>
-------------	--------------------

- | | |
|---|--|
| 1 | <u>Workstation Integration</u> <ul style="list-style-type: none">· Configure network protocols for connectivity to network environment· Install & configure NT client· Install & configure network printers· Install & modem driver |
| 2 | <u>System Installation</u> <ul style="list-style-type: none">· Create Program & Data directories· Setup Backup directories· Setup Update directories· Install & configure remote control software· Install & configure anti-virus program |
| 3 | <u>Application Installation and Configuration</u> <ul style="list-style-type: none">· Install & configure Communication Server program· Install & configure System Manager program· Configure modem drivers· Define system variables and directories |
| 4 | Operation Configuration <ul style="list-style-type: none">· Setup Administrator and user accounts· Establish Admin & User profiles· Record user defined answering messages· Define system tables and parameters |
| 5 | <u>System Testing</u> <ul style="list-style-type: none">· Test all telephone lines for proper communication into the Comm server· Test all modems for proper operation· Test all Check In/Out/Shift functions· Generate and check all Call reports, Exception reports· Test remote access functions if installed |

Quotation Summary

<u>Item</u>	<u>Description</u>		<u>Price</u>
1	System Software Configuration (excluding options)	Sub-Total	55,000.00
2	System Hardware Configuration (excluding options)	Sub-Total	14,000.00
3	Professional Services	Sub-Total	8,000.00
4	Annual Software Support Agreement (15%) (excluding options)		8,250.00
		Grand Total	<u>85,250.00</u>

Note 1: This price proposal is valid for thirty (30) days from Date of Proposal.

Note 2: All appropriate taxes, freight, insurance, site preparation, unspecified additional cabling and network cards, cable ends are extra.

Note 3: Any customized programming modification to TCS software will be performed on a T&M basis billed at HK\$800 per hour.