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Functional Specification

ANDREW BELL
Program Manager



Bell Technologies Consulting Inc.

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October 23, 2001

Re: Request for Quotation

Dear Vendors:

Al Gobbo Hotel is a historic one-star hotel, located in Venice, Italy. It receives customers from several countries including Germany, Britain, United States, and of course, Italy. Employees of Al Gobbo Hotel would like to update its current procedures in the current way it handles its business. Management would like to change the current system which relies solely on 20th century practices and does not utilize any technological solutions.

All equipment and software must meet the specifications outlined in this functional specification. Also, all equipment and software must adhere to the acceptance and warranty policy as outlined.

During the installation and implementation stages of the new system, a designated project coordinator from your company will serve as a contact and support person. If your company would like to be considered for the project described, please review the enclosed functional specification and submit your bid. We must receive your sealed bid marked "Bid No. 2001-967-Al Gobbo Hotel" by November 7, 2001 for it to be considered. Send bids to the following address:

Bell Technologies Consulting Inc.
C/O Andrew Bell, CEO
220 Marlatt Hall
Manhattan, KS 66506

Thank you for your time in considering this proposal. Please direct any questions concerning this specification directly to Andrew Bell at (785) 395-3962 or by e-mail at akb9465@ksu.edu. We look forward to receiving a bid from your company.

Sincerely,

Andrew Bell
President & CEO
Bell Technologies Consulting Inc.

Enclosure: Al Gobbo Hotel Functional Specification



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1.0 INTRODUCTORY STATEMENTS

The 'albergo al gobbo' or otherwise known as the “hotel for the hunchback” is a unique, Italian hotel located in Venice, Italy. For over one hundred years, Al Gobbo Hotel has been serving tourists from around the world. Its three-story, twelve-room hotel caters to its customers. Located near the Misericordia, it is near the heart of Venice’s attractions, which is about a 15-20 minute walk away.

Al Gobbo’s mission is: To create a memorable lodging experience for international guests. They accomplish this mission in several ways. First, they serve wine and cheese on nice evenings in the courtyard for their guests. They also sell Al Gobbo Hotel memorabilia in the gift shop to offer customers a nice memento when they get home.

The current system, which is manual, does not adequately support the needs of the employees and customers, so it must be replaced. Development of the new system will focus on three important functions:

- 1) Development of an easily found, readily accessible, multi-language, stylish web presence.
- 2) Development of an on-line gift shop, hotel reservation, and housekeeping systems.
- 3) Development of a computerized billing, payroll, and scheduling systems.

To accomplish the three functions of the system, several steps must take place to transition these tasks. They are as follows:

- 1) Al Gobbo Hotel currently does not have any computer-based systems, let alone any personal computers. Computers will need to be specked out that will be able to handle the proposed system. Also, additional hardware to house the databases and computer systems as well as networking equipment will need to be specked out.
- 2) The current billing system is non-existent. With checks being written out by hand, there is not an easy way of tracking bills and payments. The new system should incorporate a database that allows for easy tracking of bills and payments. It will also tie into the payroll system to print payroll checks when needed.
- 3) Al Gobbo Hotel needs a brand new payroll system. Currently, the manager writes out a check by hand. The new system should encompass a database for easy tracking of employee time cards and computerized automation of writing checks.



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- 4) Housekeeping needs to be completely revamped. Housekeepers need a system that tells them when a customer has checked out of a room and requires cleaning. They also need a system that will print out a generated report notifying them of what rooms need cleaned and also what extra duties have been assigned to them.
- 5) Scheduling housekeepers has also been a problem. Currently, the manager handles scheduling by hand. The new system should be computerized and available to employees at work and at home. This system should also incorporate a database that allows one to be able to rate the effectiveness of each housekeeper.
- 6) An informational website will need to be designed and created. Customers need a site that they can get information about Al Gobbo Hotel and nearby tourist stops. It shall incorporate the online gift shop as well as the online reservation system. To assist in accommodating its customers, the website should be available in several different languages.
- 7) Al Gobbo Hotel would like to capture part of the e-commerce market by having an online gift shop. With some customers already traveling with their bags full, this would allow them to purchase memorabilia over the web as a way of remembering their stay. Customers currently have to walk into the hotel to purchase their products. An inventory database should be integrated into this system to assist in determining when products need to be reordered.
- 8) Currently, customers reserve a room over the phone, which is written down on a scrap piece of paper. This system is out of date and sometimes causes problems when employees do not write down the reservation. The new system should allow customers to make a reservation and pay for their room online. Also, employees at the front desk should be able to make changes to the reservation system when customers call.
- 9) An employee of Al Gobbo Hotel currently purchases and prepares breakfast food for guests every morning. This process needs to be automated. The food system should be tied into an inventory database that can interface with the reservation system to determine how much food should be purchased every morning.

Good taste and judgment should be taken into consideration when building these systems. Management at the Al Gobbo Hotel would like them to be professional.



2.0 CORPORATE OVERVIEW:

2.1 History:

The hotel is named after the original owner. The neat bedrooms have unadorned wash-and-wipe furniture. A few of the rooms overlook a lovely garden and others open onto a square.

This small, three-story hotel with twelve rooms is thought to be haunted by the Macabro Fantasma Gobbo. Guests love to learn about the history of the hotel while also purchasing memorabilia at the gift shop.

Management of Al Gobbo Hotel want their guests from around the world to be comfortable and happy. The busy season starts in April and ends in October each year. Customers enjoy breakfast, which is served on a round table in the communal sitting room where one feels as though they are in someone's nice home.

Dame Edna, the granddaughter of the original owner, currently owns and manages the hotel. She has stated that Al Gobbo Hotel would like to expand its facilities by purchasing other hotels in Venice and Verona.

2.2 Mission Statement:

2.2.1 To create a memorable lodging experience for international guests.

2.3 Short-term goals:

2.3.1 Develop a computerized reservation system that is available online.

2.3.2 Develop a scheduling system.

2.3.3 Develop an easily found, readily accessible, multi-lingual web presence.

2.3.4 Develop an online gift shop system.

2.3.5 Develop a billing system.

2.3.6 Develop a payroll system.

2.3.7 Develop a system to collect more information about its guest.

2.4 Long-term goals:

2.4.1 Develop an international reputation.

2.4.2 Acquire other hotels in Venice and Verona.

2.4.3 Enhance the quality of operations.



2.5 Activities beyond organizational scope:

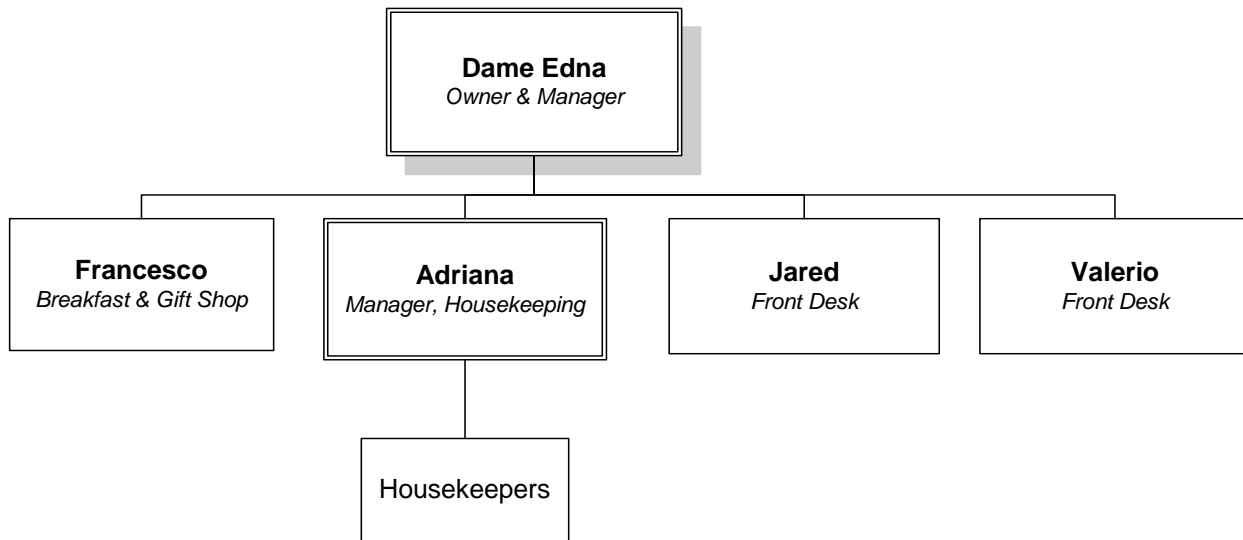
2.5.1 Al Gobbo Hotel does not offer transportation for its customers.

2.5.2 Al Gobbo Hotel does not offer any meals except for a small breakfast in the morning.

2.6 Organizational Structure

Employee	Job Description
Dame Edna	Owns and manages the operations of the hotel.
Francesco	Prepares breakfast and runs the gift shop.
Jared	Works the front desk. He will also be in charge of updating the website.
Adriana	Manages the housekeeping group. She schedules the maid work hours.
Valerio	Works the front desk.

2.7 Organizational Chart





2.8 As-is system

2.8.1 Housekeeping System

The current housekeeping system is a very standardized process beginning after guests have checked out. However, one of the problems is knowing when guests have checked out, especially if guests are running late in checking out. Housekeepers used to keep track of when certain activities had been done in the room like washing the curtains and rugs, except they got tired of writing it down and stopped.

2.8.2 Payroll System

The current payroll system is done by hand and is not always accurate because employees forget to write down their hours. Also, in the housekeeping group, the timecards are recorded by the housekeeping manager, which can get very confusing at times. Check statements and deductibles are calculated by hand which can lead to errors and employees being unhappy.

2.8.3 Reservation System

The current reservation system consists of customers calling to the Al Gobbo Hotel front desk. The customer or travel agent is then told if a room is available for the desired time. The reservation is then booked and payment is required for the first night in advance. If a customer cancels the reservation with 48 hours, the payment for the first night is not refunded. However, if the customer cancels the reservation more than 48 hours in advance, all but 50,000 lire is refunded.

2.8.4 Scheduling System

Housekeeping currently has five maids, which can at times be hectic in scheduling employees to work on the proper days. Adriana currently makes the schedule of housekeepers.

2.8.5 Gift Shop System

Customers purchase Al Gobbo t-shirts, key chains, a ghost story book about the hotel, small statues, and also books on Venice from a small cash register. Customers have to be present at the hotel in order to purchase the product.

2.8.6 Payroll System

Currently, Adriana keeps track of the hours that the housekeepers work. All employee time cards are then given to Dame Edna for



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processing. It is operated slowly with no computers and a check is written by hand.

2.8.7 Billing System

All checks written to pay the bills are currently done by hand.

2.8.8 Housekeeping System

After guests have checked out, housekeepers go into each room and clean it.

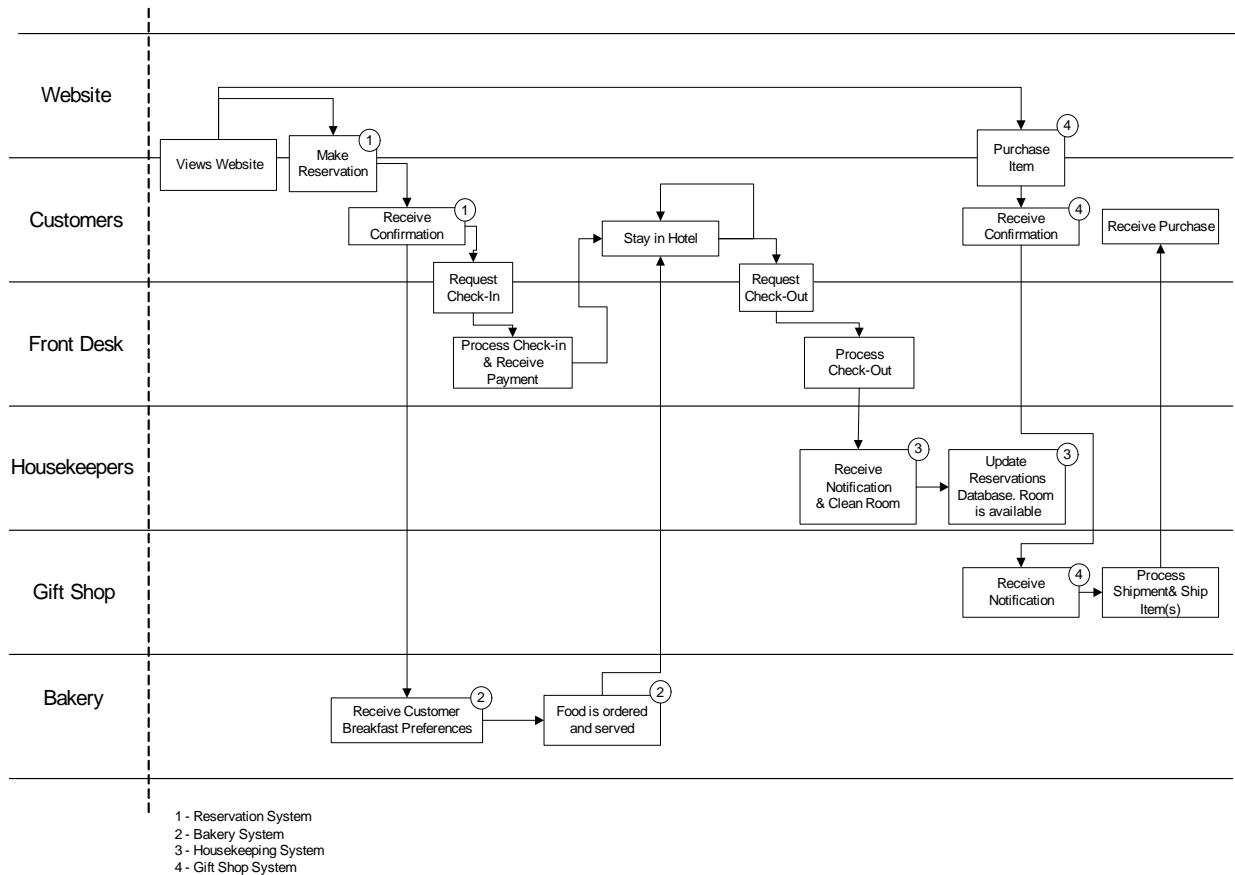
2.8.9 Bakery System

Francesco receives 50,000 lire each day to decide and purchase breakfast food at a local bakery called the Bocchetta. A few of the items served include bottled water, juice, deli rolls, and cake. Cappuccino is made as well, but it is made in-house.



3.0 DESIRED SYSTEM SPECIFICATION

3.1 Work Flow Diagram



3.2 System Improvement Process Analysis

3.2.1 Overview

Al Gobbo Hotel's current system involves several manual processes which can lead to errors and potential delays for their customers. Through this project, management hopes to change that. Careful analysis shows that there are nine major systems that either need to be automated, improved, or reengineered. As a whole, these systems look like a major project, but separating them into individual systems shows that they are obtainable.



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3.2.2 Website System

Business Process Reengineering

The current website system is nonexistent and should be created to give customers the information they need to have a successful stay at Al Gobbo Hotel. Due to the fact that Al Gobbo Hotel receives numerous international customers, the website should be available in several different languages. These languages shall include English, Italian, and German. The design of the website should incorporate the nature and architecture of the historic buildings in Venice that tourists visit. The website should include different sections about Al Gobbo Hotel that include history, rate information, contact information, and tourist information as well as the reservation and gift shop systems. Employees and customers can both use the web interface in interactive with the reservation and gift shop systems. However, when employees log into the systems, they should have more advanced features. The tourist information section should include a database that contains historic places to visit, restaurants and shopping information, train and travel information, maps and directions, as well as exchange rate information. And finally, the website system should be easy to update by employees of Al Gobbo Hotel.

3.2.2.1 Computerized Reservation System

Business Process Automation

The current process for reserving a room needs to be automated to increase efficiency as well as decrease the number of errors. When a customer makes a reservation, their information should be stored into a database for easy record keeping and generating reports. The database should store information such as the customer's name, address, billing information, room reserved, check-in date, and checkout date as well as the type of food that they would like for breakfast. This information should be utilized by the server to determine available rooms that have not been reserved. A database should also store the different rooms available, the cost of the room, and also pictures of the room. The computerized reservation system should also be tied into the website system to allow customers the option to book a room over the web as well as choosing the particular room that they would like to stay in. After a customer has



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booked a room, whether online or by phone, a computer generated e-mail should be sent confirming the reservation. Also, tourist information should be included in the e-mail linking them to different sections on the Al Gobbo Hotel website to make their trip less stressful and more enjoyable.

The reservation system needs to have the ability for customers to be able to make a reservation online and also by calling into the front desk. Therefore, front desk employees should have a different view of the reservation system to add or make changes to reservations and also update the system when customers have checked-in and checked-out. Finally, reports functions need to be integrated into the reservation system to learn more about the guests that stay at the Al Gobbo Hotel.

3.2.2.2 Computerized Gift Shop System

Business Process Reengineering

Management of Al Gobbo Hotel would like to utilize the e-commerce revolution as a way of improving sales and also make it easier for travelers to purchase their items. When customers purchase a product, the process should tie into the customer information database as well as the gift shop inventory database. The gift shop system will tie into the customer database to store and retrieve information such as shipping address and credit card information. This section of the website will have several pages dedicated to it to give customers the best experience possible. When internet surfers select an item that they would like to purchase, they are then sent to a customer login page. After logging in, customers should have the option to continue shopping or check out. When checking out, the customer should be directed to a page that shows their shipping and billing information as well as allows them the option to change it. Following this, the customer is then sent to an invoice page where the different shipping options are available. After the customer selects purchase, a computer generated e-mail should be sent to the customer outlining the items purchased, total price, and when it should be shipped. After the item is shipped, an employee will



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update the invoice record to include the tracking number. When this update is complete, another automatic e-mail should be generated and sent to the customer showing that the order has been shipped and should also include the tracking number. Another function of the gift shop system should be to notify the clerk when items are getting low on inventory to make sure there is enough time to reorder and receive the products before they run out.

3.2.3 Scheduling System

Business Process Improvement

A major component of the scheduling system is allowing housekeepers the ability to enter schedule requests while either at home or at Al Gobbo Hotel. These requests will then allow the housekeeping manager to view different charts to choose of the best schedule possible. After the schedule is determined, the schedule should be posted within the system. Also, each housekeeper needs to have the ability to print out the schedule specifically for that maid. Even though this system will mainly benefit the housekeeping department, the scheduling system will be used by all employees and departments. All information pertaining to the scheduling system will be stored in the employee database.

3.2.4 Housekeeping System

Business Process Improvement

A major improvement within Al Gobbo Hotel will be the housekeeping system. This system will tie into the reservations database to determine what rooms will need to be cleaned will also show when customers have check-out. Also, this system will store information into the reservations database about each room. For example, information about the last time the curtains and rugs were washed. By having the information stored about each room, the system should generate a report telling the housekeeper that the curtains need washed every so often. Also, the housekeeper should be tied into the employee database to keep a record of what that employee did. This way, reports can be generated about the effectiveness of each maid. Since the housekeepers work at other hotels and are not always located at the Al Gobbo Hotel, they should have the ability to update their schedules from their home computers.



3.2.5 Bakery Order System

Business Process Reengineering

To better serve its customers, a bakery order system should be devised to retrieve the customer preferences of what they want for breakfast and create a list of items that need to be ordered from the nearby bakery. This system should also be interfaced with a bakery inventory database so as to not add an item to the order if it is already on hand. The system should also allow an employee to edit the inventory after customers have eaten to keep the database up-to-date.

3.2.6 Payroll System

Business Process Improvement

The payroll system should take input from the employees and store it in the employee database. This input should include the number of hours they worked each day and should also allow them to change any deductibles that they may have. By having this system, one person does not have to keep track of everyone's hours; thus, it will be more accurate.

3.2.7 Billing System

Business Process Automation

The billing system should take input from an employee to print out a check. The information collected should include the date, who the check should be made out to, the amount, and also a memo field for a description. Another process of the billing system is for printing payroll checks. Since all payroll information is stored into the employee database, the billing system should be able to interface with the database and print out all the necessary payroll checks.

3.2.8 Other information

To support Al Gobbo Hotel's long-term goals, the system that is designed and implemented should be flexible in being expanded to other hotels that Al Gobbo purchases. Also, special consideration should be taken into the design and security of the online systems to keep customer information confidential.



3.3 Feasibility Analysis

3.3.1 Technical

This system can be successfully designed, developed, and installed. By working with a company who is familiar with the systems proposed, there is little or not risk involved.

3.3.2 Economic

The proposed system will greatly reduce overhead costs and operating expenses. Al Gobbo Hotel also has the sufficient capital to undergo the changes.

3.3.3 Organizational

The system will be accepted by the employees who will be using it. Employees and management have requested this system and also have been involved in the decision making of what the systems should do.

3.3.4 Political

There are no political ramifications involved.

3.3.5 Schedule

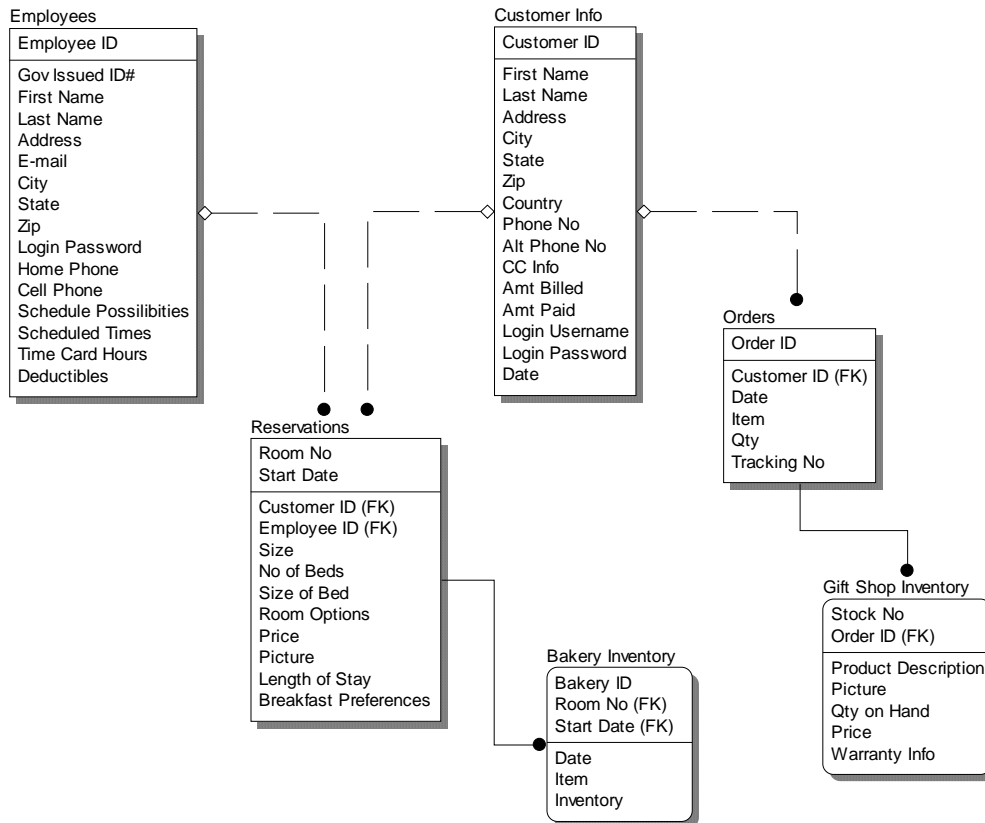
The proposed system should have no problems with being completed in the manner of time outlined in the functional specification.

3.3.6 Legal

Ownership of the system at the time of installation will be transferred to Al Gobbo Hotel. Otherwise, there are no legal implications.



3.4 Entity Relationship Diagram



3.5 System Hardware Additions

3.5.1 Networking Equipment

Due to the fact that Al Gobbo Hotel's current process is manual, they have no computer or network systems. For the proposed systems to be utilized by the employees of Al Gobbo Hotel a network infrastructure will have to be installed. Section 3.5 outlines the proposed network structure. Equipment required will include a router or cable modem, a firewall, a 10/100 switch, and network cabling. Whether to house the server in house will be discussed during the JAD sessions.



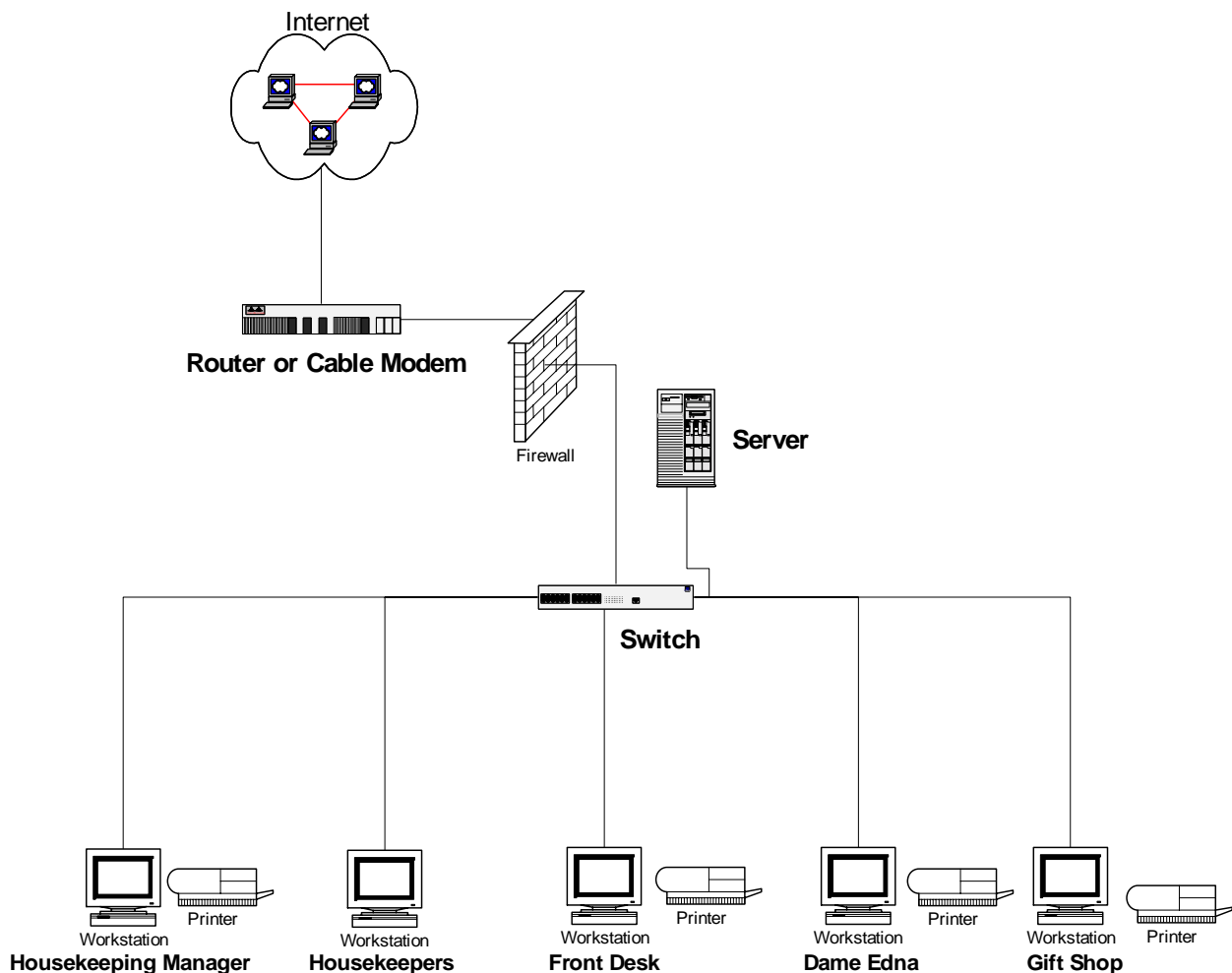
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3.5.2 Computer Equipment

All computers purchased should be of the same make and model for easy maintenance. Five computers and four laser printers will be needed. The computers that are purchased do not need to be high end machines, but do need to be able to support the proposed systems in a sufficient manner.

3.6 Proposed Network Diagram





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3.7 Future Considerations

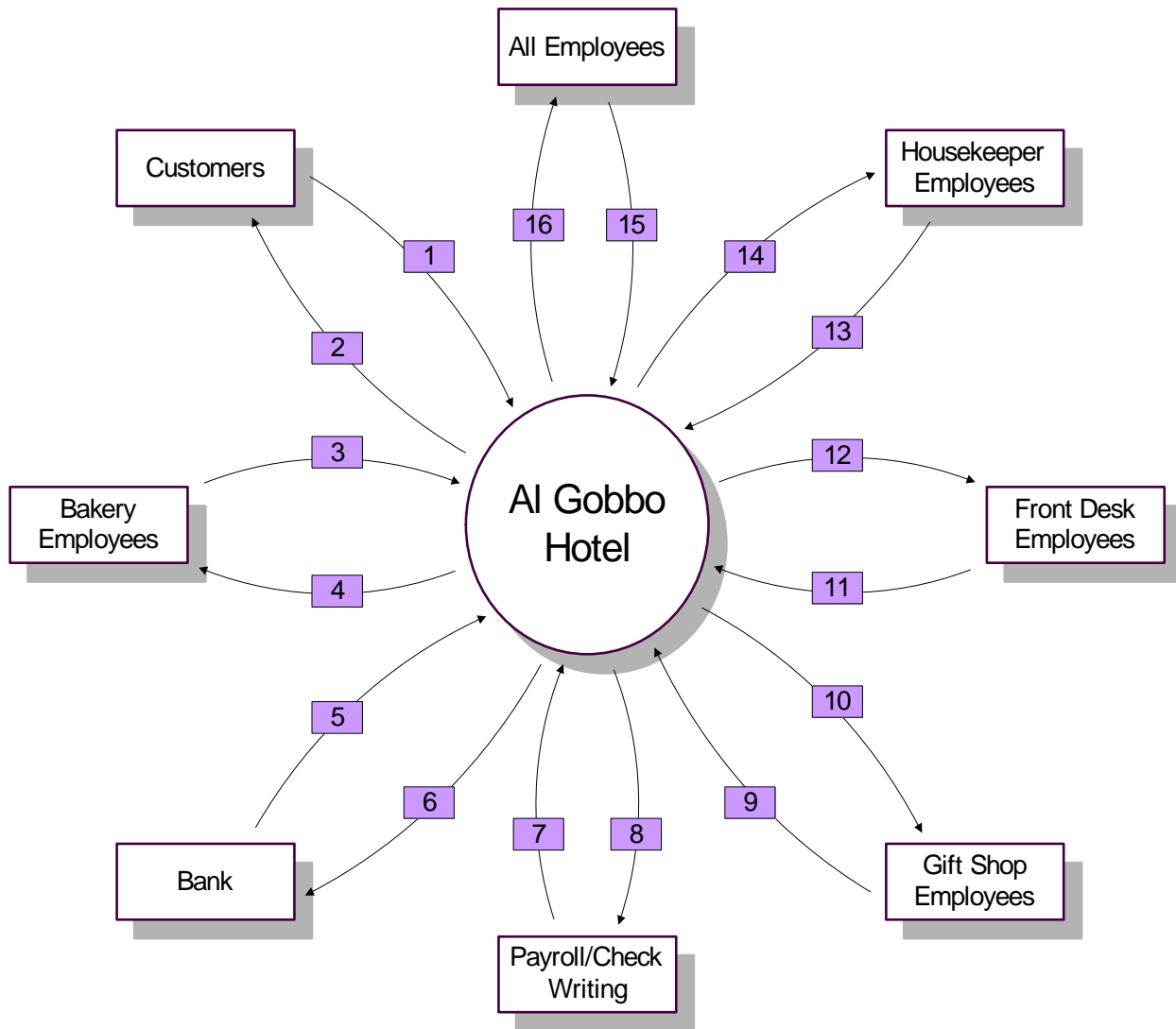
Additional items should be taken into consideration by the design team when building the proposed systems.

- 3.7.1 The online gift shop should be designed to easily update and add items into the inventory database. The website should require no reprogramming when new items are added into the database or when items are no longer available.
- 3.7.2 All systems should be easily adaptable for when Al Gobbo Hotel expands and purchases other hotels. No reprogramming should be required. The system should have the capability of being tied together and have the ability to distinguish between which hotel customers would be reserving a room.
- 3.7.3 Because of the amount of capital that is being put forth, management of Al Gobbo Hotel does not want the system to be outdated in a few years. The systems should be able to last several years and also have the ability to be updated when needed.



3.8 Data Flow Models

3.8.1 Context Level Diagram



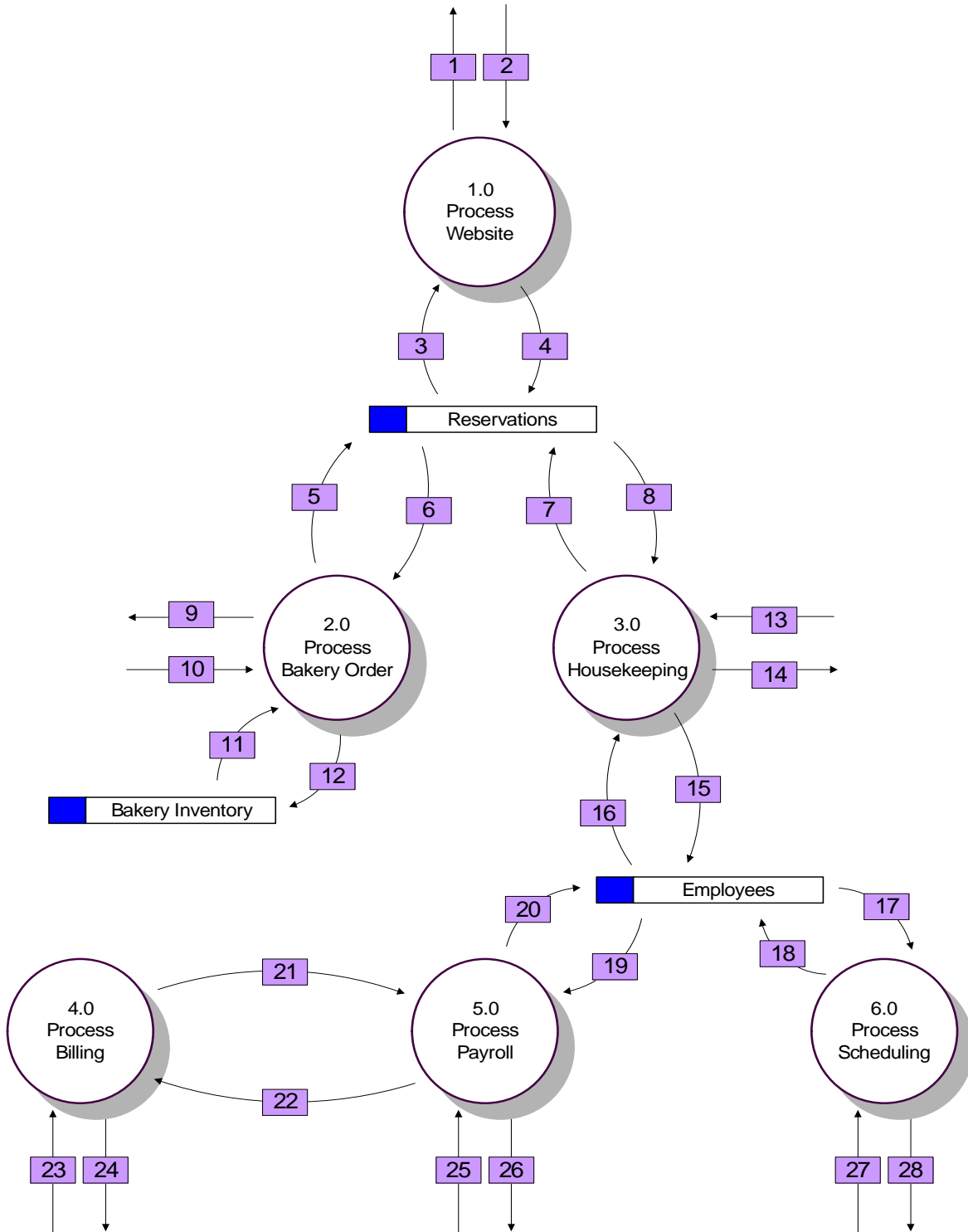


3.8.2 Context Level Diagram Description

DATA FLOW	DATA FLOW ORIGIN	DATA FLOW DESTINATION	DATA
1)	Customers	AI Gobbo	Customer Information Reservation Request Order Information
2)	AI Gobbo	Customers	Reservation Confirmation Receipt Order Confirmation
3)	Bakery Employee	AI Gobbo	Inventory Update Order Request
4)	AI Gobbo	Bakery Employee	Order Report Inventory Confirmation
5)	Bank	AI Gobbo	Credit Card Confirmation
6)	AI Gobbo	Bank	Credit Card Information
7)	Payroll/Check Writing	AI Gobbo	Check Request
8)	AI Gobbo	Payroll/Check Writing	Check
9)	Gift Shop Employees	AI Gobbo	Invoice Information Request Inventory Updates
10)	AI Gobbo	Gift Shop Employees	Invoice Information Report Inventory Confirmation
11)	Front Desk Employees	AI Gobbo	Customer Information Reservation Request Check-in/Check-out Room Status Request
12)	AI Gobbo	Front Desk Employees	Reservation Confirmation Receipt Room Status Report
13)	Housekeeper Employees	AI Gobbo	Housekeeping Request Housekeeping Update Cleaning Information
14)	AI Gobbo	Housekeeper Employees	Housekeeping Report Housekeeping Confirmation Cleaning Information Confirmation
15)	All Employees	AI Gobbo	Proposed Schedule Information Payroll Information
16)	AI Gobbo	All Employees	Schedule Payroll Confirmation



3.8.3 Overview Level Diagram





3.8.4 Overview Level Diagram Description

DATA FLOW	DATA FLOW ORIGIN	DATA FLOW DESTINATION	DATA
1)	1.0	<i>Customers</i>	Reservation Confirmation Receipt
	1.0	<i>Front Desk Employees</i>	Order Confirmation Reservation Confirmation Receipt Room Status Report
	1.0	<i>Bank</i>	Credit Card Info
	1.0	<i>Gift Shop Employees</i>	Inventory Confirmation Invoice Information Report
2)	<i>Customers</i>	1.0	Customer Information Reservation Request Order Information
	<i>Front Desk Employees</i>	1.0	Customer Information Reservation Request Check-in/Check-out Room Status Request
	<i>Bank</i>	1.0	Credit Card Confirmation
	<i>Gift Shop Employees</i>	1.0	Inventory Updates Invoice Information Request
3)	Reservations	1.0	Update Confirmation Room Status Information
4)	1.0	Reservations	Customer Requests Room Status Request Breakfast Preferences
5)	2.0	Reservations	Reservation Request
6)	Reservations	2.0	Reservation Information Breakfast Preferences
7)	3.0	Reservations	Housekeeping Request Housekeeping Update
8)	Reservations	3.0	Housekeeping Report Housekeeping Confirmation
9)	2.0	<i>Bakery Employee</i>	Order Report Inventory Confirmation
10)	<i>Bakery Employee</i>	2.0	Inventory Update Order Request
11)	Bakery Inventory	2.0	Inventory Request Inventory Update
12)	2.0	Bakery Inventory	Inventory Information Inventory Confirmation



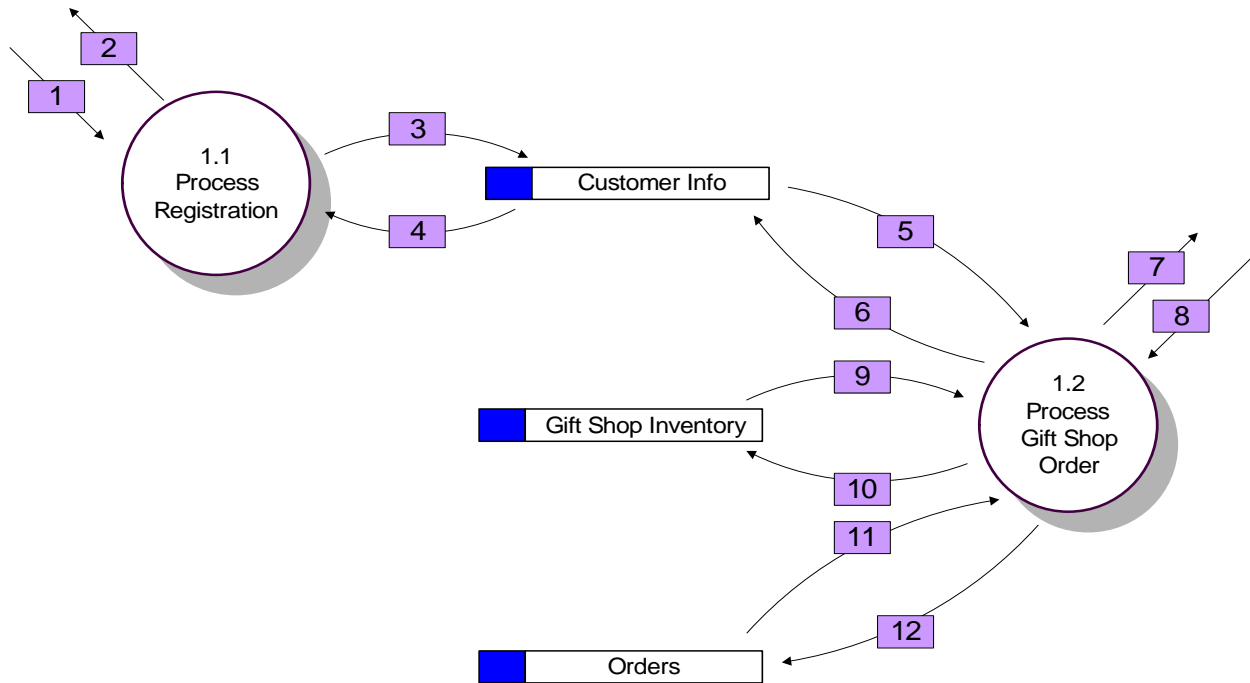
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13)	<i>Housekeeper Employees</i>	3.0	Housekeeping Request Housekeeping Update Cleaning Information
14)	3.0	<i>Housekeeper Employees</i>	Housekeeping Report Housekeeping Confirmation Cleaning Information Confirmation
15)	3.0	Employees	Cleaning Information
16)	Employees	3.0	Cleaning Information Confirmation
17)	Employees	6.0	Employee Information Employee Schedule Confirmation
18)	6.0	Employees	Employee Information Request Employee Schedule Update
19)	Employees	5.0	Payroll Confirmation
20)	5.0	Employees	Time Card Information Payroll Update
21)	4.0	5.0	Payroll Information Request
22)	5.0	4.0	Payroll Information
23)	<i>Payroll/Check Writing</i>	4.0	Check Request
24)	4.0	<i>Payroll/Check Writing</i>	Check
25)	<i>All Employees</i>	5.0	Payroll Info
26)	5.0	<i>All Employees</i>	Payroll Confirmation
27)	<i>All Employees</i>	6.0	Proposed Schedule Information
28)	6.0	<i>All Employees</i>	Schedule



3.8.5 Middle Level Diagram





3.8.6 Middle Level Diagram Description

DATA FLOW	DATA FLOW ORIGIN	DATA FLOW DESTINATION	DATA
1)	1.1	<i>Process Website</i>	Reservation Confirmation Receipt
2)	<i>Process Website</i>	1.1	Customer Information Reservation Request Credit Card Information
3)	1.1	Customer Info	Customer Information Credit Card Confirmation
4)	Customer Info	1.1	Requested Customer Data
5)	Customer Info	1.2	Requested Customer Data Invoice Information Report
6)	1.2	Customer Info	Customer Information Credit Card Information Invoice Information Request
7)	<i>Process Website</i>	1.2	Customer Information Order Request Credit Card Information Inventory Updates Invoice Information Request
8)	1.2	<i>Process Website</i>	Order Confirmation Order Receipt Invoice Information Report Inventory Update Confirmation
9)	Gift Shop Inventory	1.2	Inventory Confirmation
10)	1.2	Gift Shop Inventory	Inventory Update
11)	Orders	1.2	Order Request
12)	1.2	Orders	Order Receipt



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4.0 PROJECT MANAGEMENT REQUIREMENTS

4.1 Project Schedule

- 4.1.1 All bids should be received by November 7, 2001. No bids shall be accepted after the specified date. All bids shall be mailed, faxed, or e-mailed to:
- Bell Technologies Consulting Inc.
C/O Andrew Bell
220 Marlatt Hall
Manhattan, KS 66506
Fax: 785-395-5196
Tel: 785-395-3962
akb9465@ksu.edu
- 4.1.2 By November 14, 2001 all bidders will be informed of their bid status and a company will be selected.
- 4.1.3 On November 15, 2001, essential design team members, management of Al Gobbo Hotel, and a representative of BTCI will participate in a conference call to determine the acceptance and warranty policy.
- 4.1.4 Joint JAD sessions will be held on November 19, 2001 and November 20, 2001. Team member attendees shall be limited to Dame Edna, Francesco, Jared, and Adriana who represent Al Gobbo Hotel. Andrew Bell of Bell Technologies Consulting, Inc. will also sit in on the meeting as well as essential design team representatives. A trained professional from BTCI will facilitate the JAD sessions.
- 4.1.5 After JAD sessions have been completed, the design of the project shall be started not later than December 1, 2001.
- 4.1.6 Bi-weekly conference calls will be held between Andrew Bell of BTCI and the designated project manager to assess and analyze the project. The meetings will be held Monday mornings at 10:00 a.m. Central Time. Andrew Bell will subsequently relay information to Dame Edna on the status of the project.
- 4.1.7 The completion schedule will be handled in three phases.
Completion date deadlines are as follows:
- 4.1.7.1 Phase I: The informational website system, computer network, and all necessary hardware shall be in place by January 10, 2002.



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- 4.1.7.2 Phase II: All necessary computers required for the project must be installed by February 11, 2002. Also, the computerized reservation, housekeeping, and gift shop systems should be installed as well. These three systems need to be installed as soon as possible so employees are familiar with them before their peak tourist season.
- 4.1.7.3 Phase III: The computerized scheduling, bakery, and accounting systems should be installed by March 11, 2002. These three systems should be designed and implemented to complement and expand upon Phase II of the project.
- 4.1.7.4 Continued maintenance and additional training will be continued until March 11, 2003. After this date, Al Gobbo Hotel should be wholly self-sufficient and be able to rely solely on their own training and expertise.

4.2 Payment Schedule

- 4.2.1 20% of the total payment shall be remitted upon contract signing and completion of the acceptance and warranty policy.
- 4.2.2 10% of the total payment shall be remitted upon completion of all JAD sessions.
- 4.2.3 15% of the total payment shall be remitted upon completion of Phase I of the project. This money will only be remitted after all parties are convinced of the system being satisfactory.
- 4.2.4 15% of the total payment shall be remitted upon completion of Phase II of the project. This money will only be remitted after the completion of training for the phase and also after all parties are convinced of the system being satisfactory.
- 4.2.5 15% of the total payment shall be remitted upon completion of Phase III of the project. This money will only be remitted after the completion of training for the phase and also after all parties are convinced of the system being satisfactory.
- 4.2.6 1.5% of the total amount shall be remitted by the 11th day of each month with the first payment beginning on April 11, 2002. Late payments will be charged a 200,000 lire late fee plus an additional 10% of the monthly payment. These payments will continue for 12 months ending March 11, 2003 and will total 18% of the project.
- 4.2.7 The final 7% of the total payment shall be remitted on March 11, 2003 and shall show that the project is completed. Warranty work shall be expected. This final payment will only be remitted when all



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parties are satisfied with the functionality of the system and the system has passed the acceptance testing policy (section 4.4) set forth later in this document.

4.3 Project Constraints

4.3.1 Budgeting Constraints

The budget appropriated to designing and implementing this system is limited to 60,000,000 lire. Due to the size and cost of the project, a cost analysis breakdown of each subsystem should accompany the bid.

4.3.2 Deadline Constraints

Tentative deadlines have been outlined in section 4.1.7. Any additions and changes to the deadline schedule will be handled during JAD sessions. Due to the fact that Al Gobbo Hotel would like to have the system and training in place before April 2002, a severe financial penalty will be administered for a late installation.

4.3.3 Acceptability Constraints

Should the system not meet the stringent testing and acceptability constraints set forth in section 4.4, titled Acceptance Testing Policy, there will be substantial financial penalties. These penalties will be negotiated at a later date.

If any budget, deadline, acceptability, or other constraint issues arise during development, BTCI and the project coordinator should be notified immediately.

4.4 Acceptance Test Policy and Warranty Information

4.4.1 A joint committee consisting of essential design team members, management of Al Gobbo Hotel, and BTCI will determine the acceptance and warranty policy during the final JAD session. This policy will be negotiated before contract signing and will be included in the contract itself.

4.4.2 BTCI suggests a warranty that includes two years on-site for parts and one year for labor. This is negotiable and will be discussed during the JAD sessions.

4.4.3 Following the acceptance policy, employees of Al Gobbo Hotel will create a list of unresolved issues with the new system. The design team will be obligated to resolve the issues or discuss alternatives with BTCI and Al Gobbo Hotel representatives. A penalty may be assessed at the end of for any remaining issues.



4.5 Training

All employees of Al Gobbo Hotel should be adequately trained to interact with each system that they are required to use. This training will be held on the premises of Al Gobbo Hotel by the design team. After implementation of Phase I of the project, there must be at a minimum of one dedicated employee from the design team who will be on-call 24 hours a day to answer emergency questions concerning the system operation. Due to the fact that the implementation of the systems will be implemented in three separate phases, training will be conducted under two phases. Training will be outlined as follows:

- 4.5.1 Phase I: After implementation of the computerized reservation and gift shop systems, extensive training with Jared, Valerio, and Edna should be conducted concerning the reservation system. Francesco and Dame Edna should be trained in the use of the gift shop system and Jared should also be trained in how to update the informational website. Finally, Adriana and the housekeepers should be trained in the use of the housekeeping system.
- 4.5.2 Phase II: After implementation of the scheduling, bakery, and accounting systems. All employees of Al Gobbo Hotel should be trained in the use of the scheduling and payroll portion of the different systems. Francesco and Dame Edna should also be trained in the use of the bakery system.
- 4.5.3 The employees listed to receive training in the previous sections are only a starting point. The final list will be discussed during the JAD sessions.

4.6 Other Requirements and Guidelines

- 4.6.1 A designated project coordinator shall be determined by the design company and shall serve as the contact and support role.
- 4.6.2 While the system is being developed, detailed documentation shall be kept and written down. This should be included in the final package in case of any upgrade needing to be performed in the future.
- 4.6.3 Employees of Al Gobbo Hotel shall be contacted if there is ever any question about how the system should operate.



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5.0 CONCLUSION

Management of Al Gobbo Hotel and BTCI are very excited to be part of this process that will help bring Al Gobbo Hotel into the 21st century technological revolution. Currently, all of Al Gobbo Hotel's processes are manual, which cause errors and are very inefficient for their customers. The improvements outlined in this document will not only improve efficiency, but will also improve customer service and assist in developing an international reputation.

Al Gobbo Hotel is looking for an entire system that is stable, reliable, and flexible. It is imperative that all systems designed be user-friendly. Additionally, it is essential that each system have constraints on who should be allowed access to it. Also, any and all customer information should be safeguarded as well.

This specification gives very detailed information in the design that should be implemented to benefit Al Gobbo Hotel. Please do not hesitate to call or e-mail BTCI with any questions that you may have.

Bell Technologies Consulting Inc. is proud to partner with Al Gobbo Hotel in assisting in developing these systems. A close relationship is going to be needed to complete this project on-time and with-in budget. If your company is looking for a challenge, then this project is for you. We look forward to receiving a design bid and working with your company.