



## MINIMUM REQUIREMENT FOR MEMBERSHIP PORTAL ON BCM'S NEW WEBSITE

### INTRODUCTION:

BCM aims to enhance the convenience, reliability, and mobility of services for its general membership. As our pool of lawyers is not limited to the capital city, Male', but extends to other atolls in the Maldives, we seek to develop mechanisms that enable our members to receive efficient services, regardless of their location. To achieve this objective, we are to upgrade our new website to an updated version of our current website, equipped with additional features and services. With just a few clicks, our members from anywhere in the world can submit applications for the desired service or inquiry through the new website.

As part of our efforts to facilitate seamless communication with our members, we are considering incorporating a membership portal into the new website. This paper outlines the structure and features of the portal that BCM wishes to establish, taking us one step closer to building a stronger connection with our members.

The membership portal will be a comprehensive platform where members can create their own accounts and have all their services and applications recorded and filed for easy access. The automated mechanism we have in place is expected to reduce the workload of the administrative staff and provide increased efficiency and transparency to the users. With this user-friendly portal, members will have a more streamlined experience and greater control over their membership records.

### MEMBERSHIP PORTAL:

- The website will feature a "Membership Portal" tab prominently displayed on the home page, where users will be directed to the login page upon clicking the tab.
- If a new member wishes to register, they can do so on the same page, and a verification e-mail will be sent to them. Once the user has verified their account, they will gain access to the membership portal.
- A "Forgot Password" feature can be incorporated that allows members to easily reset their passwords if needed, improving user accessibility and security.
- Within the portal, users will have access to their personal information, including details of their applied services and active roll. The *figure 1* below provides a quick overview for better understanding:

**NEW APPLICATION:**

- This is where users can select a new application or service, by clicking the “**New Application**” box illustrated in *figure 1*.
- To make a selection, a drop-down menu with the services can be incorporated. The services indicated below are subject to change and the confirmed list of services provided by BCM will be made available upon the confirmation of this paper.
  - Application for Registration – Law Firms & legal Practices
  - Application for Higher Rights of Audience
  - Application for Statutory Standing Committees
  - Application for Non-Statutory Standing Committees
  - Registration as Public Notary
  - Application for Licensing Training
  - Application for License Renewal
  - Application for License translation
  - Application for License Card
  - Certificate of Good Standing
  - Form to update Employment Details



**Figure 1:**

Member info	Services	Outstanding Payment	Status	Payment Status
Name License no	Higher Rights of Audience	None	Active	Completed
	Public Notary	2,000	Inactive- please proceed to payment to reactive your service (s).	Pending

**PAYMENT STATUS**

- As per the Fee Schedule effective from January 2023, BCM now requires payment for its services. Thus, for any service that requires payment before action can be taken, this status should be visible on the portal under the “*Payment Status*” tab indicated in *figure 1*. Here, the user can view their outstanding payments, in accordance with their registered services.
- When the user clicks on the *Payment Status* tab shown in *figure 1*, a table, (*figure 2*), similar to the one below will be visible where they can make their payment.
- Note that any new application is to be automatically added to the “*Payment Status*” tab once it has been applied for. For instance:

Figure 2:

Invoice No	Due Date	Description	Invoice Amount	Paid Amount	Balance	Action
				MVR	MVR	
BCM/INV/2023/000001	2024-03-05	Registration Fee -Annual Fee 2023 – 2,000	2,000	0.00	2,000	<b>PAY NOW</b>
BCM/INV/2023/000002	2024-03-05	Higher Rights of Audience (SC)- 2,000	2,000	2,000	0.00	

- When the user clicks the "**Pay Now**" button, they will be directed to the Maldives Payment Gateway. Once the payment is processed, the selected service will be activated.
- Once the user paid the required amount, an automatic payment slip shall be generated in pdf format with the option of download/print/save and a copy to be saved in a designated folder.
- For new applications, the user will receive the requested document (for instance; English translation of their license, lawyer card etc) via email, but the status of the application will be updated in the portal.
- The status of each service is dependent on its payment status. However, if there is an outstanding payment for the law firm fee, then all services will be deemed inactive.
- A comment section can be made available for BCM’s administrators to provide feedback on the application or to add any other relevant information.
- A mechanism which enables members to view their payment history and download receipts for previous payments, for record-keeping can also be incorporated.
- Any user with outstanding payments for a particular service will be automatically removed from the relevant registered service register, which will be uploaded on the website separately. For instance, a member who has not paid the Legal Practice fee, will not have his name in the Legal Practice register.

**OTHER SUGGESTIONS:**

- The dashboard created can display the overall activity of the user, including requested services, payments, and comments from BCM team, allowing for easier tracking and management of their account.

- The dashboard should provide information about the user, including their name, license number, current employment details, and registered services, such as Public Notary. If a user changes their employment details (eg: law firm or institution), they will need to submit the new details and supporting documents through the *Update Employment Details* form. After verifying the submitted information, the BCM team will update the dashboard accordingly.
- Users can update their contact details, such as address and phone number, by themselves without requiring verification by the BCM team.
- We are also developing a Learning Management System (LMS) to provide training courses to our members. The dashboard on the Membership Portal should display the courses the user has subscribed to under the LMS and also be able to access their LMS portal through the Membership portal.
- It should also have a section that shows the mandatory courses and any other requirements that members must complete to renew their license (the requirements will be shared later).
- Implement a search function to help members quickly find the information they need within the portal, enhancing user experience and efficiency.
- Incorporate a feature that allows members to view and update their personal information, such as their contact details or professional credentials, providing a comprehensive account management system.
- Provide a comprehensive knowledge base or FAQ section within the portal, which answers common questions and concerns members may have, reducing the need for individual support and improving self-service.
- Enable members to provide feedback on the portal and BCM's services, gathering valuable insights to enhance the membership experience and improve the services offered by the institution.

#### **NOTE:**

Please note that the suggestions provided above are intended to provide an idea for the development of the “**Membership Portal**” and its potential features. The final list of features is subject to change depending on the feasibility and resources available for its implementation.

#### Technical Requirements

- The portal’s backend shall be developed with either Laravel or NodeJs.
- The frontend shall be developed with a Javascript framework with SPA functionality (Angular, VueJS or React can be used). This is to ensure that the customers using the online services have a smooth and fast interaction with the portal.
- The backend and frontend shall be developed with API, so it would be easier to integrate other apps in the future such as mobile applications.
- The design and aesthetics of the UI shall be clean and modern and highly focused on simplicity.
- Customers should be able to book, pay and subscribe for the services.

- Products and services should be available from portal. Integration with **BML payment gateway**
- Should have a billing system to generate recurring bills and one-time transactions for the services.
- Admins shall be able to take reports, see overdue bills.
- Both Email and SMS notifications shall be enabled.
- Automatic notifications shall be sent to overdue bills, new invoices, service confirmations, booking confirmation etc.
- Two Factor authentication shall be enabled for all users, with an option to disable/enable.
- Two types of payment methods shall be added: Online Transfer and Card payments through **BML** payment gateway.
- Customers should be able to attach online transfer slips to the invoice while settling a bill from the portal.
- **Option to push financial records to BCM accounting System**
- Any part of this software shall **NOT** include the developer's or any other parties branding or copyright information. The solution should be 100% white label with BCM's branding.
- The solution shall include a comprehensive CRUD system to do all kind of operations smoothly.
- The solution should be completely dynamic, and branding, menu items, logos, system settings shall be editable from admin interface.
- The solution should have a reporting module to generate reports with date filter.
- Should have a role-based permission system where global administrator can assign roles and create users.
- Member registrations through a registration form. The admins shall be able to approve members.
- The system should have an audit trail of all the activities performed by all users, including members, customers, admins and global administrator. This trail shall be view only and available from portals Backoffice/administration panel for authorized users. Moreover, the global administrator should be able to assign the audit trail/log viewer role to any admin staffs.

## Support & Maintenance

- The selected party should provide support and maintenance for a minimum period of 12 months.
- During this period, additional minor improvements, modifications and bug fixing shall be provided.

## Web Hosting

- The selected party should deploy the solution on a live server for testing for a period of 1 month for free.

- Upon completion of the project, BCM shall provide a webhosting solution and the selected party shall deploy the solution on the provided server. Any required configurations, software and licenses to run the application shall be provided by the selected party.