

SOLUTION PROPOSAL

SOLUTION PROPOSAL & QUOTATION

26 SEPTEMBER 2026



AI Condominium Request & Reporting System

A property manager operating 12 condominiums with 4,000 units, handling about 1,800 resident requests a month with 30 technicians.

SAMPLE PROPOSAL



PROJECT

AI Condominium Request & Reporting System

DRAWN BY

**DNA Maker AI
Engineer**

CHECKED BY

DNA Maker engineering team

DATE

26 September 2026

SHEET

01 / 09

REV.

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Executive Summary

The client manages 12 condominiums with 4,000 units, where residents report repairs and ask questions through LINE groups and the front desk, leaving admins overwhelmed. With about 1,800 requests a month and 30 technicians, manual categorisation and assignment create delays, while monthly reports for each building committee take days to prepare. We will build an AI property management system that captures resident requests and questions on LINE, categorises and assigns jobs, summarises recurring problems, and drafts announcements and monthly reports. The outcome is faster request handling, less admin workload, and committee reporting that no longer consumes days.

SPECIFICATIONS

CLIENT

A property manager operating 12 condominiums with 4,000 units, handling about 1,800 resident requests a month with 30 technicians.

PROJECT

AI Property Management System

OVERALL TIMELINE

6 weeks

DELIVERY PHASES · SYSTEM COMPONENTS

4 · 6

1,800

resident requests per month

30

technicians

4,000

condominium units

OUR DIRECTION

The system captures repair requests and questions from residents on LINE, then categorises and assigns each job to the appropriate technician. It also summarises recurring problems and drafts announcements and monthly reports for building committees. Together, these parts reduce admin workload and speed up request handling and reporting.



Problem Analysis

Four distinct problems were identified in the current request and reporting workflow.

1

FINDING 01

Overwhelmed Admins

Residents report repairs and ask questions through LINE groups and the front desk, and admins are overwhelmed. This fragmented intake spreads attention across many conversations and walk-ins, increasing the risk that requests are missed or handled slowly. The business cost is admin time lost to coordination instead of higher-value tasks.

2

FINDING 02

Manual Assignment

With about 1,800 requests a month and 30 technicians, categorising and assigning every job manually is a heavy recurring workload. It can delay dispatch and make it harder to match the right technician to each repair. The business cost is slower response times and inefficient use of the 30-technician team.

3

FINDING 03

Slow Committee Reports

The monthly report for each building committee takes days to prepare. This consumes admin capacity every month and delays the information committees need for oversight. The business cost is recurring lost admin time and slower governance across 12 condominiums.

4

FINDING 04

Unsummarised Recurring Issues

Recurring problems are not systematically summarised from the incoming requests. Without this view, the same repairs and questions can repeat without being addressed at the root. The business cost is avoidable repeat work and less informed planning for the 30 technicians and building committees.

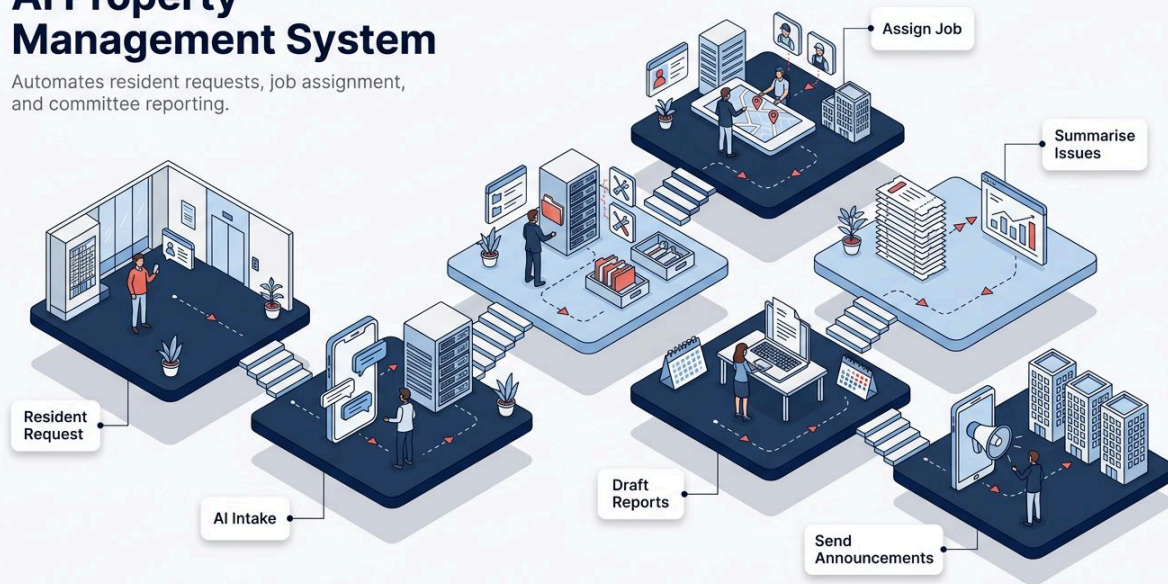
Solution Architecture

AI Property Management System

DETAIL A – HOW THE SYSTEM WORKS

AI Property Management System

Automates resident requests, job assignment, and committee reporting.

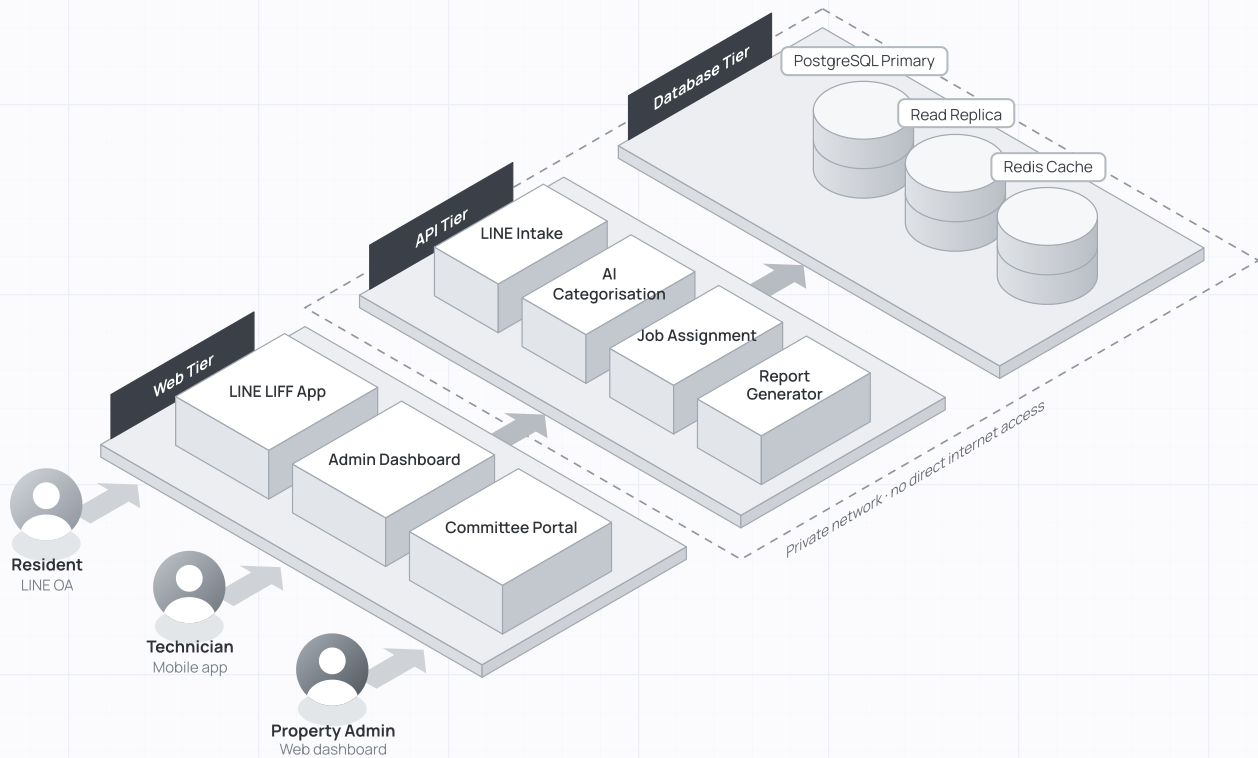


AI Property Management System – Automates resident requests, job assignment, and committee reporting.



Deployment Architecture

A true 3-tier deployment — web, API and database on separate tiers, with the database in a private network, never exposed to the internet.



Who uses the system



Resident
LINE OA

Reports repairs and asks questions



Technician
Mobile app

Receives and completes assigned jobs



Property Admin
Web dashboard

Oversees requests, reports, announcements

Traffic estimate

Daily volume

~60 requests/day

Peak load

~0.02 req/s, evening peak

Concurrent users

~50 users

Capacity plan

2 app servers behind load balancer, auto-scaling to 4; PostgreSQL primary + replica, Redis cache

60 requests/day × assumed 15% busiest-hour share × 6 API calls ≈ 0.015 req/s; launch 2 app servers sustain >0.05 req/s, >3× headroom.

Server and cloud hosting costs are not included in this proposal; they are billed by the provider directly to you.

Scope of Work

BILL OF MATERIALS

NO.	KEY COMPONENTS	ROLE
1	LINE Intake	Captures resident repair requests and questions from LINE groups.
2	AI Categorisation	Classifies each request by category for routing.
3	Job Assignment	Assigns categorised jobs to the 30 technicians.
4	Recurring Problem Summariser	Summarises recurring problems from the request stream.
5	Announcement Drafter	Drafts announcements based on the request and problem data.
6	Monthly Report Drafter	Drafts the monthly report for each building committee.

INCLUDED

- ☒ AI LINE intake for repair requests and questions
- ☒ Automatic categorisation of incoming requests
- ☒ Job assignment to 30 technicians
- ☒ Recurring problem summaries
- ☒ Announcement drafting
- ☒ Monthly committee report drafting

NOT INCLUDED IN THIS SCOPE

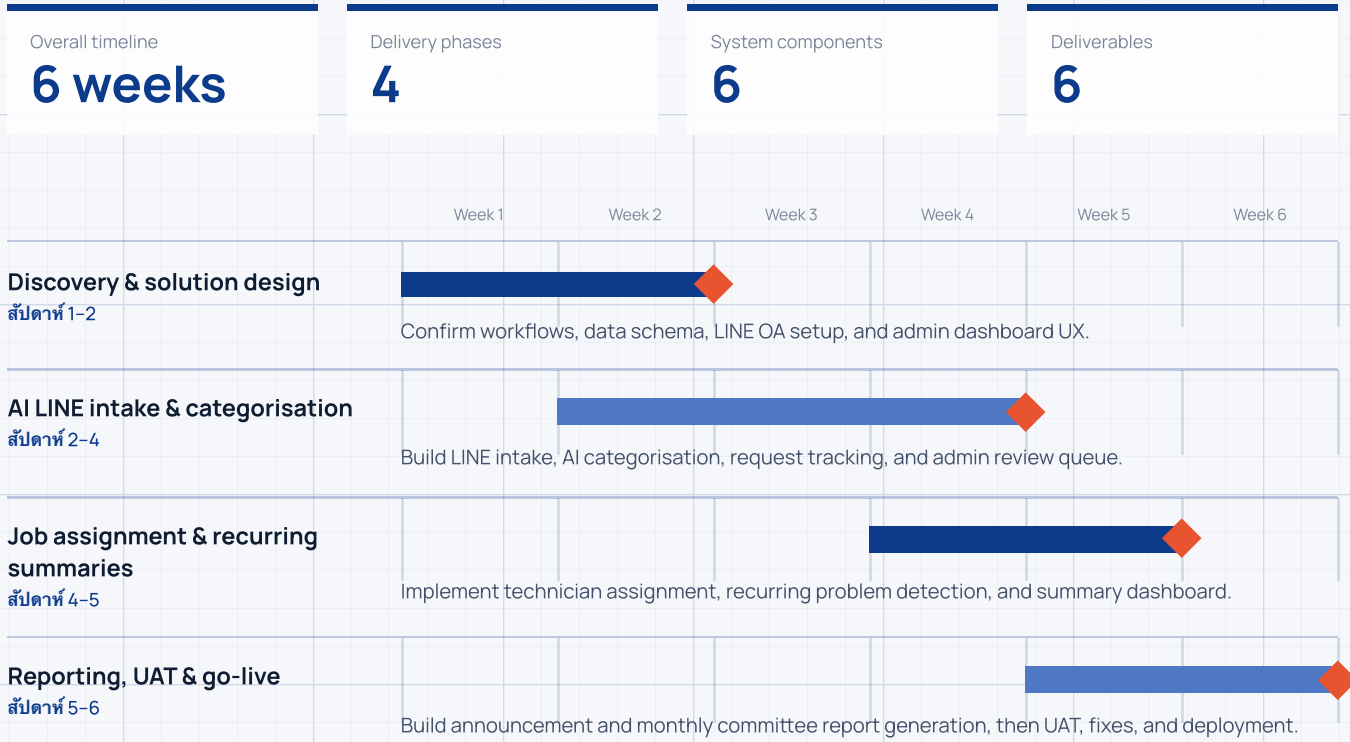
- ☐ On-site repair work by technicians
- ☐ Front desk staffing and operations
- ☐ Building committee approval processes
- ☐ Server and cloud hosting costs

RISKS & MITIGATION

Inconsistent or missing historical request data reduces categorisation accuracy.	Use a two-week data clean-up and human-in-the-loop review during pilot.
Technician assignment rules vary by building and shift.	Co-design rules with operations leads and make them configurable in admin panel.
LINE API or message volume limits affect response times.	Implement queueing, rate-limit handling, and fallback to front desk during peak.



Delivery Plan



Estimated Investment

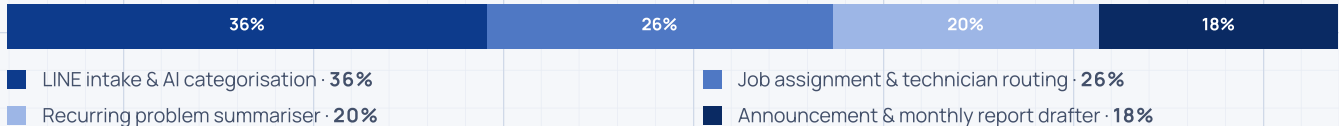
ESTIMATED TOTAL

฿150,000–350,000

Overall timeline

6 weeks

BUDGET BREAKDOWN



ITEM	PRICE RANGE (THB)	DURATION
LINE intake & AI categorisation Resident repair requests and questions captured on LINE and automatically categorised.	฿60,000–120,000	2 สัปดาห์
Job assignment & technician routing Assigns each categorised job to the appropriate technician among 30 staff.	฿40,000–90,000	2 สัปดาห์
Recurring problem summariser Detects and summarises recurring building issues for admin review.	฿30,000–70,000	1–2 สัปดาห์
Announcement & monthly report drafter Drafts resident announcements and monthly committee reports from request data.	฿20,000–70,000	2 สัปดาห์
Estimated total	฿150,000–350,000	6 weeks

PAYMENT TERMS



ESTIMATE ASSUMPTIONS

- Client provides access to LINE OA, existing request logs, and building/technician data.
- Client nominates one product owner and admin/technician users for weekly reviews and UAT.
- Requests are in Thai/English text; no legacy system integration is required beyond CSV/API export.
- Client covers LINE, hosting, cloud, and third-party API costs directly.

NOTE Every figure in this document is a preliminary estimate based solely on the information shared in conversation. Final pricing and timing are confirmed after a detailed requirements and systems review. Server and cloud hosting costs are not included in this proposal; they are billed by the provider directly to you.



Why DNA Maker

Thailand's leading banks, enterprises and government agencies trust us with systems that have to go live — and stay live.

500+
projects delivered since 2012

01 Chosen by Thailand's leaders

SCB, KBank, Krungsri, AIS, SCG, BDMS, the Treasury Department (Ministry of Finance) and Sony Device Thailand chose DNA Maker for systems where failure is not an option.

03 You own 100% of it

Full source code and IP are handed to you — no plugin lock-in, no surprise licence fees, no limits on future changes.

05 Ready for the AI era

Content, search and data are structured for AI search engines and ChatGPT-style assistants, so the system grows with you instead of being rebuilt.

02 Bank-grade security, proven

A true 3-tier architecture (Web · API · Database) keeps your database off the public internet, validated by penetration and stress testing. Our Bluweo Engine is security-certified and runs at multiple bank groups.

04 Clears every go-live gate

We know bank and enterprise IT governance from the inside: every requirement in your TOR is covered, with no gaps and no surprises at acceptance.

06 A partner long after launch

Multi-year client relationships, and a Bangkok team that stays on to improve the system and solve problems after go-live.

TRUSTED BY

SCB

Banking

KBank

Banking

Krungsri

Banking

AIS

Telecom

SCG

Industry

BDMS

Healthcare

Treasury Department

Ministry of Finance

Sony Device Thailand

Electronics

NEXT STEPS

- 1 Scoping session with engineering team to confirm requirements, data flows, and integration points.
- 2 DNA Maker provides a fixed-scope proposal and project plan within 3 business days after scoping.
- 3 Client signs contract and pays 40% deposit to schedule sprint 1.



CEO & Solution Provider

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