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RDS R3SOLUTION WEB PORTAL SERVICE

Owner : Rendell Duria Sampat
Office Address : Bagong Sikat, Cabanatuan City, Nueva Ecija
Contact Number : +63975-3359-558
Email address : ehoaprime@gmail.com

Web Portal Service System for : Homeowner Association Subdivision
Web Portal Service System brand : e-HOA Prime

HOA Management System Brand Visual



This document is prepared for:

Date Prepared: _____



ADDRESS.

Bagong Sikat, Cabanatuan City, Nueva Ecija



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0975-3359-558

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MASTER SERVICE AGREEMENT

I. EXECUTIVE SUMMARY

This document serves as the official partnership, governance, implementation, operational, technical, and compliance framework between e-HOA Prime under RDS R3SOLUTION WEB PORTAL SERVICE and _____.

The objective of the partnership is to modernize HOA operations through a centralized web-based HOA management platform designed to improve billing transparency, homeowner engagement, operational efficiency, accountability, communication, and digital service delivery.

The e-HOA Prime platform is designed to support approximately less than 2,000 homeowners and includes modules for billing, payment monitoring, complaints management, visitor management, announcements, document requests, election and voting systems, reports generation, audit logs, and administrative governance.

The system aims to provide:

- Improved transparency of HOA financial and operational activities
- Faster homeowner services and communication
- Digital monitoring of collections and balances
- Secure and accountable system access
- Better governance and operational continuity
- Centralized HOA record management
- Scalable digital transformation for future HOA needs

This document consolidates implementation standards, service commitments, governance procedures, operational workflows, technical specifications, and financial terms into one master reference document.



II. COMPANY PROFILE

A. Business Information

Business Owner : Rendell Duria Sampat
Business Name : RDS R3SOLUTION WEB PORTAL SERVICE
Sole Proprietorship
Office Address : Bagong Sikat, Cabanatuan City, Nueva Ecija
Contact Number : 0975-3359-558
Email address : rsampat0394@gmail.com

System Brand: e-HOA Prime
HOA Management System

B. Company Introduction

RDS R3SOLUTION WEB PORTAL SERVICE has over 15 years of experience in developing web-based portal solutions for various industries and organizations. The company provides digital systems and technology services tailored to operational, administrative, and management needs across different sectors.

Its expertise extends beyond homeowners association management systems and includes projects related to:

- Lending and financing services
- Roofing and construction-related services
- Real estate management
- Retail and business operations
- Customized business portal solutions

The company works closely with professionals, organizations, and business owners to deliver practical, user-friendly, and reliable digital platforms that improve operational efficiency and service delivery.

One of its emerging flagship projects is e-HOA Prime, a digital homeowners association management solution developed to address common challenges in HOA administration and community management.

As the owner of the company is also a homeowner in a residential subdivision, he personally understands the common day-to-day challenges experienced by homeowners associations, officers, and residents. From manual recordkeeping and delayed communication to



difficulties in monitoring collections, tracking concerns, and maintaining organized records, these experiences became one of the driving inspirations behind the development of the system.

In fact, the system was originally developed and kept internally as a ready digital solution intended for practical HOA operations. However, it remained unpublished and was not formally offered outside, as there had been limited opportunities and demand for a dedicated HOA digital management platform at the time – even within the developer’s own subdivision community.

Recognizing the increasing need for more organized, transparent, and accessible HOA management, the company decided to officially introduce and offer the platform through e-HOA Prime as one of its flagship digital solutions for homeowners associations and residential communities.

The platform aims to modernize daily HOA operations through centralized and accessible digital services while strengthening transparency, accountability, and community engagement.

The system is designed to simplify HOA processes while promoting:

- Transparency
- Accountability
- Efficient homeowner communication
- Faster service delivery
- Organized administrative management

The platform focuses on essential HOA operational functions, including:

- Billing and dues management
- Collection monitoring
- Homeowner communication and announcements
- Digital submission of concerns and service requests
- Governance and administrative support
- Financial reporting and audit transparency
- Administrative accountability and records management

Through innovative and practical technology solutions, RDS R3SOLUTION WEB PORTAL SERVICE continues to support organizations and communities in improving operational efficiency, strengthening organizational management, and delivering better services to their stakeholders and residents.

C. Mission

To provide reliable, secure, and user-friendly digital HOA management solutions that promote transparency, operational efficiency, and better homeowner engagement.

D. Vision

To become a trusted digital partner of homeowners' associations by providing sustainable and scalable HOA management technologies.



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III. PROPOSAL OVERVIEW

A. Proposed Partnership

e-HOA Prime proposes to provide _____ with a centralized web-based HOA management system to improve operational efficiency, financial transparency, and homeowner engagement.

B. Partnership Objectives

The partnership aims to:

- Digitize HOA operations
- Improve collections monitoring
- Provide homeowners with digital access to records and services
- Improve communication efficiency
- Reduce manual processing
- Improve accountability through audit logs and approvals
- Provide secure storage of HOA operational records

C. Contract Duration

The proposed contract duration shall be five (5) years unless terminated earlier in accordance with the termination clauses stated in this document.

Upon expiration of the initial five-year term, the service agreement shall automatically continue on a month-to-month or continuing service basis under the same terms and conditions, unless otherwise amended or terminated by either party through written notice.

No new agreement shall be required provided that both parties mutually agree to continue the service arrangement.

D. Estimated User Coverage

The system is designed to support approximately less than 2,000 homeowners including HOA Board of Directors (BODs), administrators, staff, and authorized personnel.



IV. SYSTEM OVERVIEW AND FEATURES

A. System Overview

The e-HOA Prime system is a web-based HOA management platform accessible through internet-enabled devices. The system provides digital services for homeowners, HOA BODs, administrators, staff, and authorized personnel.

B. Core Modules and Features

1. Billing and Collection Module

Features

- Homeowner billing records
- Monthly dues monitoring
- Balance tracking
- Payment history viewing
- Posting of payments
- Collection monitoring
- Delinquency tracking
- Official receipt reference encoding
- Financial reporting

2. Homeowner Portal

Features

- Viewing of balances and billing history
- Complaint submission
- Visitor pass requests
- Voting and election participation
- Announcement viewing
- Facility reservation requests
- Document request submission
- Account profile management



3. Visitor Management Module

Features

- Visitor pass requests
- Approval workflows
- Monitoring of visitor logs
- Homeowner authorization tracking

4. Complaint Management Module

Features

- Complaint submission
- Ticket monitoring
- Status tracking
- Escalation workflows
- Resolution updates

5. Facility Reservation Module

Features

- Reservation requests
- Calendar management
- Approval workflows
- Reservation monitoring

6. Accounting and Reports Module

Features

- Collection reports
- Financial summaries
- Delinquency reports
- Transaction monitoring
- Audit logs
- Administrative reporting

7. Communication Module

Features

- SMS notifications
- Announcements



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- HOA advisories
- System notifications
- Administrative notices

8. Election and Voting Module

Features

- Digital voting participation
- Election management
- Vote monitoring
- Secure voter tracking

9. Audit and Transparency Features

Features:

- Audit logs
- User activity tracking
- Approval tracking
- Accountability monitoring
- Record modification history

V. SCOPE OF WORK

A. General Scope

e-HOA Prime shall provide the following services to _____:

- System deployment
- User account setup
- Initial configuration
- Technical support
- User onboarding
- Basic training sessions
- Maintenance services
- Hosting management
- System monitoring
- Data migration assistance
- Security monitoring



B. Included Services

The following services are included in the agreed monthly service fee:

- Web hosting
- Technical maintenance
- Basic troubleshooting
- Security updates
- System monitoring
- Minor bug fixes
- User support assistance
- Basic data backup services

C. Exclusions

The following may require separate quotations and approvals:

- Major customizations
- Additional modules not covered in this agreement
- On-site emergency services
- Additional training sessions beyond agreed schedules
- Large-scale feature requests
- Third-party integrations beyond standard setup

D. Responsibilities of e-HOA Prime

e-HOA Prime shall:

- Maintain operational system availability
- Provide technical support
- Secure system access
- Perform routine maintenance
- Assist with onboarding and implementation
- Maintain confidentiality of HOA data

E. Responsibilities of _____

_____ shall:

- Provide authorized representatives
- Provide accurate homeowner records
- Ensure timely payments based on agreed schedules
- Coordinate implementation activities



- Maintain confidentiality of administrator credentials
- Assign authorized personnel for approvals and operations

VI. TECHNICAL SPECIFICATIONS AND ARCHITECTURE

A. System Technical Specifications

Platform Type

- Web-based HOA management platform

Supported Access Devices

- Desktop computers
- Laptops
- Tablets
- Mobile devices

Internet Requirement

- Stable internet connection required for access

Authentication

- Username and password authentication
- Role-based access control

B. System Architecture Overview

Hosting Setup

- Cloud-hosted infrastructure
- Hosted through Google Cloud-based environment

High-Level Components

- Application server
- Database server
- Notification services
- User authentication services
- Reporting services

User Roles

- Homeowners
- HOA Administrator
- Board of Directors (BODs)
- Staff Users



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- Support Personnel

C. Integrations

The system may support:

- SMS notifications
- Email notifications
- Online payment references
- Future digital integrations subject to separate agreement

D. Hosting and Cloud Information

Hosting Type

- Cloud-based infrastructure

Scalability

- The system is designed to support future expansion of users and additional modules.

Uptime Commitment

- Target operational uptime is 99% subject to scheduled maintenance and force majeure events.

VII. IMPLEMENTATION AND DEPLOYMENT PLAN

A. Implementation Timeline

Phase	Timeline
Data Gathering	Week 1
System Configuration	Week 2
Testing and Validation	Week 3
Go-Live Preparation	Week 4
Full Deployment	Week 5



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B. Implementation Activities

Project implementation will start the day after the downpayment has been received.

Phase	Week	Activities
Data Gathering	1	• Collection of homeowner records • User account preparation • Billing data gathering • Operational workflow alignment
System Configuration	2	• Account creation • Initial setup • Module activation • User access configuration
Testing and Validation	3	• Pilot testing • Validation of homeowner records • Billing validation • User acceptance checks
Go-Live Preparation	4	• Official deployment • Homeowner onboarding • Operational monitoring • Initial support coverage
Full Deployment	5	

C. Data Migration Plan

The implementation team shall:

- Validate all imported homeowner records
- Review billing accuracy
- Verify balances before deployment
- Conduct cleanup procedures for duplicate or incomplete data
- Coordinate validation with authorized HOA personnel



D. Pilot Testing Plan

Pilot testing shall include:

- Selected BODs
- Selected staff users
- Selected homeowners
- Controlled testing environment
- Issue reporting process

E. User Acceptance Testing (UAT)

The UAT process shall include:

- Module testing
- Billing verification
- Workflow validation
- Report validation
- Approval confirmation

Pass/fail standards shall be based on:

- Operational accuracy
- User accessibility
- Billing correctness
- Functional stability

VIII. SERVICE LEVEL AGREEMENT (SLA)

A. Support Availability

Support services shall be provided during agreed operational hours except during force majeure events or scheduled maintenance.

B. Response Time Commitment

Target initial response time:

- | | |
|--------------------------|--------------------|
| • Critical Issues | : Within 1 hour |
| • High Priority Issues | : Within 1-2 hours |
| • Medium Priority Issues | : Within 12 hours |
| • Low Priority Issues | : Within 24 hours |



C. Support Channels

Support may be requested through:

- SMS/Mobile contact
- Direct message via email
- Group chat with developer

D. Scheduled Maintenance

Maintenance activities may include:

- System updates
- Security patches
- Database maintenance
- Performance optimization

*Note: Advance notice shall be provided whenever possible.

E. Service Interruptions

Planned maintenance downtime shall be communicated to authorized HOA representatives.

IX. OPERATIONAL PROCEDURES AND GOVERNANCE MANUAL

A. Operational Workflow

1. Billing Workflow

- a. Administrator generates billing records
- b. Billing records become visible to homeowners
- c. Payments are encoded by authorized personnel
- d. Updated balances are reflected in homeowner accounts
- e. Reports are generated for monitoring and reconciliation

2. Complaint Workflow

- a. Homeowner submits complaint
- b. Complaint is assigned to authorized personnel
- c. Status updates are monitored
- d. Resolution is documented
- e. Complaint closure is confirmed



3. Visitor Pass Workflow

- a. Homeowner submits visitor request
- b. Authorized personnel review request
- c. Visitor pass approval is generated
- d. Security personnel validate approval

B. Roles and Responsibilities Matrix

Role	Responsibility
1 HOA President / Vice President	Governance oversight
2 HOA Treasurer / Auditor / Secretary	Billing and collection monitoring
3 HOA Staff	Encoding and operations
4 Homeowners	Use of homeowner portal
5 Overall Admin personnel	Controls all the system access
6 e-HOA Prime	Technical operations and support

C. Escalation Matrix

Level 1

- HOA Staff
- Administrative personnel

Level 2

- Technical support personnel

Level 3

- Business owner / authorized management

D. User Access Matrix

User Role	View	Edit	Approve	Delete
1, 2	Yes	Limited	Yes	No
3	Yes	Limited	No	No
4	Yes	No	No	No
5	Yes	Yes	Yes	Yes
6	Limited	Limited	No	No



E. Support and Assistance Procedure

Support requests shall include:

- User concern description
- Screenshot or evidence if applicable
- Affected module
- Contact information

F. Ticketing and Issue Resolution Procedure

Issues shall be categorized as:

- Low
- Medium
- High
- Critical

Resolution timelines shall depend on issue severity.

G. Change Request Procedure

Requests for additional features or modifications shall:

- Be documented
- Be reviewed by both parties
- Undergo cost evaluation if applicable
- Undergo implementation scheduling

H. System Upgrade and Maintenance Procedure

The provider shall:

- Schedule updates
- Monitor deployments
- Notify users of downtime
- Maintain rollback procedures in case of update failures

X. TRAINING AND CONTINUITY MANUAL

A. User Training Manual

Homeowners shall be oriented on:

- Logging into the portal
- Checking balances



- Viewing payment history
- Filing complaints
- Requesting visitor passes
- Voting procedures
- Password recovery

B. Admin Training Plan

Training topics include:

- Billing procedures
- Encoding procedures
- Approval workflows
- Report generation
- Monitoring dashboards
- User account management

C. Account Turnover Procedure

In case of officer changes:

- Old accounts shall be revoked
- New accounts shall be activated
- Access permissions shall be transferred
- Turnover documentation shall be signed

D. Business Continuity Plan

In case of system interruption:

- Temporary manual procedures may be activated
- Recovery coordination shall be initiated
- Authorized users shall receive updates
- Data restoration procedures shall be implemented if necessary



XI. FINANCIAL TERMS AND COMPLIANCE OVERVIEW

A. Pricing Structure

The one-time setup fee covers the system's development, configuration, deployment, and initial implementation, while the monthly maintenance fee covers hosting support, system updates, bug fixes, and ongoing technical assistance.

Setup Fee	PHP 50,000.00 10,000.00
Monthly Service Fee	PHP 1,500.00

B. Included Services

The monthly service fee includes:

- 600 text blast credits
- Maintenance support
- Hosting services
- System monitoring
- Basic troubleshooting
- Security updates
- Backup procedures

C. Additional Charges Matrix

Additional charges may apply for:

- Additional features
- Custom modules
- Major enhancements
- Additional training requests
- On-site support requests
- Third-party integrations

D. Payment Terms

1. Payments shall follow agreed billing schedules.
2. Delayed payments may affect support continuity.



3. Official receipts and monitoring shall be coordinated accordingly.

E. Billing and Collection Documentation

The system shall support:

- Billing generation
- Payment posting
- Transaction logging
- Collection reports
- Reconciliation references

F. Audit Trail and Financial Transparency

The system includes:

- Transaction logs
- Record modification tracking
- User accountability monitoring
- Approval tracking
- Financial reporting capabilities

XII. HOA PROTECTION CLAUSES

The following protections are recognized under this partnership:

A. Data Ownership

All HOA operational and homeowner data remain the property of _____.

B. Data Export Rights

_____ may request export copies of its data subject to reasonable processing procedures.

C. Confidentiality

The provider shall not disclose HOA data to unauthorized third parties.

D. Unauthorized Data Sharing



No unauthorized data sharing shall be permitted.

E. Liability and Accountability

Both parties acknowledge responsibilities concerning system operations, data handling, and operational coordination.

F. Termination Clause

Either party may terminate the agreement subject to written notice and settlement of outstanding obligations.

G. Transition Assistance

Reasonable transition assistance may be provided during system turnover or migration.

H. Ownership of Customizations

Custom developments specifically funded by _____ may be subject to separate ownership and usage agreements.

XIII. LEGAL AND COMPLIANCE FRAMEWORK

A. Non-Disclosure Commitment

Both parties acknowledge the confidential nature of operational, homeowner, and financial records.

B. Data Privacy Commitment

The provider commits to handling data in accordance with the principles of the Data Privacy Act of 2012 and applicable Philippine regulations.

C. Compliance Commitment

The provider shall maintain lawful business operations and operational compliance throughout the partnership period.



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D. Renewal and Termination

The agreement may be renewed subject to mutual approval.

XIV. SUPPORT STRUCTURE AND ESCALATION MATRIX

A. Support Structure

Support Level	Responsible Party
Level 1	HOA Staff
Level 2	Technical Support
Level 3	Business Owner / Management

B. Emergency Support Procedure

Critical concerns involving:

- System outages
- Billing inconsistencies
- Login failures
- Data concerns shall receive priority handling.

C. Communication Flow

1. Concern reported
2. Issue validated
3. Technical assessment performed
4. Resolution implemented
5. User confirmation obtained



XV. DATA PRIVACY AND CYBERSECURITY OVERVIEW

A. Security Measures

The system shall implement:

- Password-protected access
- Role-based permissions
- Audit logging
- Secure authentication
- Controlled administrative access

B. Encryption and Protection

Reasonable technical safeguards shall be implemented to protect operational records and user information.

C. Backup and Recovery Policy

Backup Activities

- Scheduled backups
- Data recovery procedures
- Redundancy procedures where applicable

Recovery Objectives

The provider shall perform reasonable efforts to restore services during technical interruptions.

D. Incident Response Procedure

The provider shall:

- Investigate technical incidents
- Coordinate with authorized HOA representatives
- Implement corrective actions
- Document incident resolution activities



XVI. ACCEPTANCE AND TURNOVER DOCUMENTATION

A. System Acceptance

_____ shall perform operational testing and validation before final acceptance.

B. Turnover Acknowledgment

Upon acceptance:

- Operational deployment shall officially begin
- Authorized accounts shall be activated
- Governance responsibilities shall commence

C. Signatories

This document shall be acknowledged by authorized representatives of both parties.

Rendell D. Sampat

Owner, RDS R3SOLUTION WEB PORTAL SERVICE

Represented by

BOD _____

BOD _____



APPENDIX 1

CONFIDENTIAL SPECIAL PRICING AGREEMENT

This Confidential Special Pricing Agreement is entered into by and between _____ and RDS R3SOLUTION WEB PORTAL SERVICE on this ____ day of {MONTH} 2026.

1. Purpose

This Agreement is intended to formalize the granting of a special and confidential pricing arrangement for the implementation of the HOA Management System (e-HOA Prime).

2. Special Pricing

_____ acknowledges that the standard implementation fee for the HOA Management System is Fifty Thousand Pesos (PHP 50,000.00). For this Agreement, the parties hereby agree to a special implementation fee of Ten Thousand Pesos (**PHP 10,000.00**), applicable exclusively to this transaction.

The standard monthly subscription fee is Five Pesos (PHP 5.00) per unit. At full computation of 1,999 units, the equivalent monthly subscription fee would amount to Nine Thousand Nine Hundred Ninety-Five Pesos (PHP 9,995.00). Notwithstanding this standard computation, the monthly subscription fee for this Agreement shall be capped at One Thousand Five Hundred Pesos (PHP 1,500.00) for communities with fewer than two thousand (2,000) households or units.

This discounted implementation fee represents an eighty percent (80%) reduction from the standard implementation cost and is granted solely for this Agreement. It shall not be construed as a permanent pricing structure or reference for future transactions.

3. Confidentiality

Both parties agree that the special pricing arrangement stated herein shall remain strictly confidential and shall not be disclosed, circulated, published, or represented to any third party as the regular or standard market rate of the HOA Management System. In the event that inquiries regarding the pricing of the



system arise, the official implementation rate to be declared shall remain at Fifty Thousand Pesos (PHP 50,000.00).

4. Non-Transferability

The special discounted rate granted under this Agreement is exclusive to the recipient and shall not be transferred, extended, or applied to any other organization, association, or individual without the written consent of _____ and the system owner.

5. Effectivity

This Agreement shall take effect immediately upon signing by both parties and shall remain valid until the completion of the agreed system implementation transaction.

IN WITNESS WHEREOF, the parties have hereunto affixed their signatures on the date and place written above.

Represented by

BOD _____

BOD _____

Noted by:

Electronically Signed

Rendell D. Sampat

Owner, RDS R3SOLUTION WEB PORTAL SERVICE



Acknowledgement

We, the _____, hereby acknowledge, confirm, and declare that we have fully read, reviewed, and understood the contents of the following sections of this Agreement:

- ___ Executive Summary
- ___ Company Profile
- ___ Proposal Overview
- ___ System Overview and Features
- ___ Scope of Work (SOW)
- ___ Technical Specifications and Architecture
- ___ Implementation and Deployment Plan
- ___ Service Level Agreement (SLA)
- ___ Operational Procedures and Governance Manual
- ___ Training and Continuity Manual
- ___ Financial Terms and Compliance Overview
- ___ HOA Protection Clauses
- ___ Legal and Compliance Framework
- ___ Support Structure and Escalation Matrix
- ___ Data Privacy and Cybersecurity Overview
- ___ Acceptance and Turnover Documentation
- ___ Appendix 1 CONFIDENTIAL SPECIAL PRICING AGREEMENT

We further affirm that we have had sufficient opportunity to evaluate and assess the foregoing terms and information prior to execution of this Agreement, and that our acknowledgment is made voluntarily and with full understanding of its contents and implications.

Represented by

BOD _____

BOD _____

