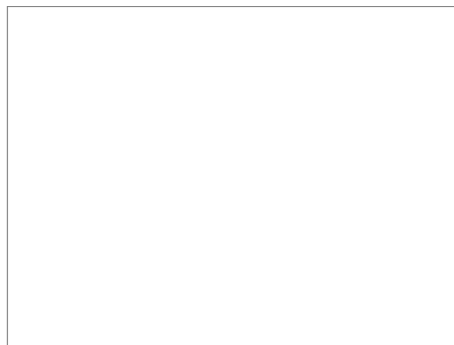# Expression of interest (EoI)

Briefing document

For

Juliana Project

[Click here to see Logo](#)

34 Soft Interactive Pvt Ltd

E 196 Phase 8B Industrial Area

Mohali, Punjab, 160055

16 September 2014

Vivek Mahajan

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1. Introduction

About this document

This document has been created to brief you and your organisation on our pending project and to ascertain your level of interest in participating in its delivery.

The document is only intended as a high level brief, full and detailed project documentation will be supplied to you soon, including functional requirements, should you wish to provide a quotation for the delivery of the project.

About 34 Soft Interactive Pvt Ltd

Becomes to be the Software Giant

Key project Objectives

Becomes to be the Software Giant

2. Project Scope

Currently we have identified a number of high level functional areas that we require the project to deliver upon. There are total **5** functional areas.

Future documentation will include a drill down into each of these areas, specifying a list of features within each.

- ## Contact Database

  In almost all membership system builds, whether on or off line, the contact database is a central feature. It is mandatory to the implementation of a working membership system.

  Your contact database records information on all of your constituency, independent of their relationship to your organisation. These attributes (for example, subscriber, current member, committee member) all refer back to the central contact database.

  A list of functional line items are provided below for you to include or exclude and to provide a ranking of importance for your project.

  Contact database features include:
  - Adding new contact details
  - Managing and editing contacts and status
  - Manage access and user permissions

- ## Membership management

  Members are the lifeblood of the organisation, delivering services to them and enhancing their lives is a key priority. Membership Management is therefore an essential function for Associations and many other other non-profits groups.

  The level of functionality required to support the management of your membership data and membership interactions will vary with the complexity of your membership structures and the overall level of automation and interaction you require.

  Closely tracking and growing membership numbers is often a primary goal and key revenue generator, so storing and (quickly and flexibly) accessing information on them is essential.

  Key Membership Management features include:
  - Membership cycles can be defined (calendar year, pro-rater etc)
  - Membership levels and pricing can be configured
  - Membership reporting tools

- ## Membership renewal

  Allowing members to renew through your website in a simple and intuitive way will also create significant cost savings.

It also represents improved service and convenience to many who are happy using the internet to make payments. It allows members to renew any hour of the day or night from anywhere. This convenience can be the difference between the renewal and a lapsed member.

Key features include:
- Automated notifications of membership expiry
- Members can modify their membership types, interests and settings
- Online payments processed for renewals

- **Member Services/benefits**

Providing the ability for members to self serve, can represent significant savings to your organisation as well as an improved service. It can also encourage quicker renewals and processing and an increased number of renewals and new members.

Being able to cost effectively provide members with additional online services and membership benefits and being able to provide different levels of services to different membership levels can increase the attractiveness of your offerings, enable you to upsell your memberships and encourage members to continue to maintain their membership.

Key features include:

- Members can update there own details at any time
- Different levels of memberships can have access to different information/services
- Non-members (contacts or lapsed members) can also update details

- **Member Directory**

In some cases the publication of certain membership details back to the website is necessary. This often occurs amongst networking groups or where members are organisations and the organisational details are being published.

These directories or lists can be published publicly or log in only areas. A list of functional line items are provided below for you to include or exclude and to provide a ranking of importance for your project.

Key features include:

- Members receive directory listings as part of their membership benefits
- Details to be included in the directory can be configured
- The member directory can be filtered by a range of custom options

3. Milestones and timelines

The project duration is expected to be **9** days.

- The intended start date is: **22 August 2014**

- The target completion date is: **31 August 2014**

The project will include key milestones, these will help us monitor and keep the project on time and budget. The milestones are not finalised, but are likely to include:

S Num	Milestone name	Date
1	Project Commencement	22 August 2014
2	Supplier engaged	23 August 2014
3	Scoping and planning complete	24 August 2014
4	Interface design complete	25 August 2014
5	Development complete	26 August 2014
6	User testing complete	27 August 2014
7	Training complete and system live	29 August 2014
8	Project Completion	31 August 2014