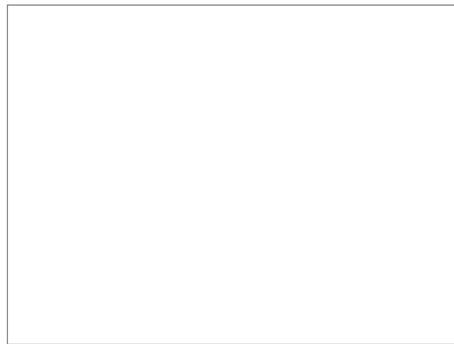


# Project Charter & Scope of work

## **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. Executive summary

The projects contribution to our organisations mission

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The projects contribution to our organisations current goals

Becomes to be the Software Giant

## Return on Investment

During the process of project scoping we have estimated the target yearly return on investment (ROI). For each feature and function we have estimated the time and cost savings.

The total ROI assumes a successful project, it is: **2485**

## Project Scope

The full project scope contains functional areas and features within each of these functional areas. Each of the features can present operational improvements (captured in ROI), or benefits to stakeholders. A breakdown of these [features and functions is provided below](#) , this table provides a summary.

Number of functional areas	5
Number of features to be implemented	93
Number of expected stakeholder benefits or improvements	1
Number of cost saving features	5
Estimated yearly cost savings (ROI)	2485

## Costs & Budget

We are going to market to finalise pricing, however we are suggesting allocating a provisional project budget of **32**.

The project will also require the involvement of the following team members:

- Vivek Mahajan
- Khushwinder

## Timeline & milestones

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

Commercial in confidence

Project introduction document  
16 September 2014

[Produced by Skopes](#)

- The intended start date is: **22 August 2014**
- The target completion date is: **31 August 2014**

## 2. Project objectives and benefits

### Introduction

This section presents the motivations for the project. These include project our objectives, how these fit with our organisational strategy and other benefits.

### Our mission

Becomes to be the Software Giant

### Our goals

Becomes to be the Software Giant

### The projects contribution to our organisations mission

dd

### The projects contribution to our organisations current goals

Becomes to be the Software Giant

### 3. Return on investment

This section presents the estimated return on investment (ROI) that can be achieved from a successful project implementation.

The section totals the ROI by the functional area, supporting details of [ROI at the feature level is provided below](#).

Functional area	Features in area	Total yearly savings (ROI)
Contact Database	1	540
Membership management	1	1197
Membership renewal	1	136
Member Services/benefits	1	306
Member Directory	1	306

## 4. Roles, Responsibilities and Effort

Successful execution of the project will require the input and participation of a number of team members, these are listed below along with the anticipated level of effort and their roles and responsibilities.

Team member	Role / title	Responsibility / contribution	Estimate effort
Vivek Mahajan	asASA	asASA	44
Khushwinder	dedd	dedd	44

## 5. Process and timelines

We are expecting the project to be delivered during the following period; the project is broken into key milestones shown below.

### Timeline & milestones

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:

Milestone #	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



## 6. Supplier evaluation criteria

We will be selecting a supplier based on the following criteria in the priority order shown.

Evaluation criteria	Weight
Referees (your current clients)	10
Locations and logistics	10
Warrantees (products & services)	10
Company history and stability	10
References (track record)	10
Strength of project process	10
Value for money	10
Organisational fit	15
Team (technical & relationship)	10
Match to functional requirements	5

These criteria will be published to all suppliers intending to be involved in the RFQ process.

## 7. Scope: Features and functions

### Functional areas : Priority score, ROI & Benefits

Each of the functional areas may provide a return on investment (through operational efficiency), and/or a benefits (e.g. a service improvement) to stakeholders. These are presented here by functional area; supporting detail at the [feature level is provided below](#).

Contact Database	
<p><b>Description</b></p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Contact database features include:</p> <ul style="list-style-type: none"><li>- Adding new contact details</li><li>- Managing and editing contacts and status</li><li>- Manage access and user permissions</li></ul>	<p><b>Number of features</b></p> <p>1</p> <p><b>ROI</b></p> <p>\$540/YR</p> <p><b>Priority</b></p> <p>- mandatory, - important, 1 nice to have,</p> <p><b>Benefit to:</b></p>
<p><b>Notes:</b></p> <p>\$FA1_notes\$</p>	

Membership management	
<p><b>Description</b></p> <p>Members are the lifeblood of the organisation, delivering services to them and enhancing their lives is a key priority.</p>	<p><b>Number of features</b></p> <p>1</p> <p><b>ROI</b></p>

<p>Membership Management is therefore an essential function for Associations and many other other non-profits groups.</p> <p>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.</p> <p>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.</p> <p>Key Membership Management features include:</p> <ul style="list-style-type: none"> <li>- Membership cycles can be defined (calendar year, pro-rater etc)</li> <li>- Membership levels and pricing can be configured</li> <li>- Membership reporting tools</li> </ul>	<p>\$1197/YR</p> <p><b>Priority</b></p> <p>- mandatory, - important, 1 nice to have,</p> <p><b>Benefit to:</b></p>
<p><b>Notes:</b></p> <p>\$FA1_notes\$</p>	

Membership renewal	
<p><b>Description</b></p> <p>Allowing members to renew through your website in a simple and intuitive way will also create significant cost savings.</p> <p>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.</p> <p>Key features include:</p>	<p><b>Number of features</b></p> <p>1</p> <p><b>ROI</b></p> <p>\$136/YR</p> <p><b>Priority</b></p> <p>- mandatory, - important, 1 nice to have,</p> <p><b>Benefit to:</b></p>

<ul style="list-style-type: none"> <li>- Automated notifications of membership expiry</li> <li>- Members can modify their membership types, interests and settings</li> <li>- Online payments processed for renewals</li> </ul>	
<b>Notes:</b> \$FA1_notes\$	

<b>Member Services/benefits</b>	
<b>Description</b> 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:  <ul style="list-style-type: none"> <li>- Members can update there own details at any time</li> <li>- Different levels of memberships can have access to different information/services</li> <li>- Non-members (contacts or lapsed members) can also update details</li> </ul>	<b>Number of features</b> 1 <b>ROI</b> \$306/YR <b>Priority</b> - mandatory, - important, 1 nice to have, <b>Benefit to:</b>
<b>Notes:</b> \$FA1_notes\$	

<b>Member Directory</b>	
<b>Description</b> In some cases the publication of certain	<b>Number of features</b> 1

<p>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.</p> <p>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.</p> <p>Key features include:</p> <ul style="list-style-type: none"> <li>- Members receive directory listings as part of their membership benefits</li> <li>- Details to be included in the directory can be configured</li> <li>- The member directory can be filtered by a range of custom options</li> </ul>	<p><b>ROI</b> \$306/YR</p> <p><b>Priority</b> - mandatory, - important, 1 nice to have,</p> <p><b>Benefit to:</b></p>
<p><b>Notes:</b> \$FA1_notes\$</p>	

## ROI & Benefits by feature

Each functional area is made up of a number of common and related features, each has been rated by importance and has an associated ROI estimate. Below is provided the feature list grouped into their functional areas.

### Contact Database

Contact Database can include both member and non-member details	
<p><b>Notes:</b></p>	<p><b>Priority</b> - mandatory, - important, 1 nice to have,</p> <p><b>ROI</b> \$540/YR</p>

	<b>Benefit to:</b>
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### Membership management

Pro-rata membership pricing is available for a number of time periods, e.g. daily, quarterly	
<b>Notes:</b>	<b>Priority</b> - mandatory, - important, 1 nice to have, <b>ROI</b> \$1197/YR <b>Benefit to:</b>

### Membership renewal

Automated communications to member through renewal workflow are supported -e.g. renewal reminder, renewal acknowledgement	
<b>Notes:</b>	<b>Priority</b> - mandatory, - important, 1 nice to have, <b>ROI</b> \$136/YR <b>Benefit to:</b>

### Member Services/benefits

Members can update there own details at any time	
<b>Notes:</b>	<b>Priority</b> - mandatory, - important, 1 nice to have, <b>ROI</b> \$306/YR <b>Benefit to:</b>

### Member Directory

Members receive directory listings as part of their membership benefits	
<b>Notes:</b>	<b>Priority</b> - mandatory, - important, 1 nice to have, <b>ROI</b> \$306/YR <b>Benefit to:</b>