Request for Quotation

**Juliana Project**

34 Soft Interactive Pvt Ltd

E 196 Phase 8B Industrial Area

Mohali, Punjab, 160055

01 October 2014

Vivek Mahajan

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# Executive summary

## About this document

This document has been created to brief you and your organisation on our upcoming project and to gather detailed information on how your organisation and technology platform can deliver our requirements.

The document contains background information about 34 Soft Interactive Pvt Ltd, our mission and the project objectives. It also details the functionality that we wish the project and platform to support.

## 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, or benefits to stakeholders. A breakdown of these [features and functions is provided below](#_Scope:_Features_and).

In total there are 93 desired features, broken into 7 Functional areas or groups.

In this project we wish to implement the following high level functional areas:

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  
  
  
Marketing Communications  
  
Moving your communications from the traditional posting of letters also represents significant savings and flexibility. Many organisations are in-fact being pushed by there members and constituents to stop sending letters, in preference to email.   
  
 Whilst for many the transition from letters to email can take some time, even moving 50% of your communications will save money and benefit the environment. 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:  
 - Newsletters (as well as notifications to individuals) can be sent from the system  
 - Subsets of database can be chosen based on a range of profile information and/or custom segments  
 - Statistics are available to allow analysis of success of communication  
  
  
Events Registration  
  
The management of events is a common activity and therefore requirement for Associations and non-profit systems. Its automation often represents dramatic savings because of the high level of manual processing required for each ticket and attendee for every event.   
  
 A list of functional line items relating to Event Registration are provided below for you to include or exclude and to provide a ranking of importance for your project.  
  
 Key features include:  
  
 - Events can be quickly and easily published onto the website  
 - Members receive different event pricing to non-members  
 - Registrants can purchase tickets to all events in a suite of events or purchase in groups  
  
  
Event Administration  
  
The 'back-office' activities required when running an event can be extensive and time consuming. Many however can be automated to some extent, which represents a significant saving of time and money.   
  
 Key features include:  
  
 - Seating allocation can be done automatically but with manual override as required  
 - Name tags can be automatically generated for event  
 - Follow up emails can be sent to both attendees and non-attendees after event  
  
  
Continuing Professional Development  
  
Many Associations focus on assisting in improve industry standards by providing, monitoring and rewarding members for undertaking ongoing professional development activities.   
  
 The steps and actions required to be taken by members in this process vary between industries, but many are based on points systems that require tracking. 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:  
  
 - CPD goals and points can be set-up flexibility in the system  
 - Members can be prevented from renewing their membership if CPD goal(s) have not been met  
 - Members can track and manage their own CPD record e.g. to add external activities that qualify for CPD recognition  
  
  
Resource Library  
  
Many membership organisations have accumulated a considerable library of resources that need to be readily accessible to either to the public or, more often, available only to members as a benefit of membership.   
  
 The usefulness of this library is predicated on it being easily browsed or filtered via a variety of meta data relevant to the resources and their application.   
  
 Key features include:  
  
 - Resources within the resource library can be publicly available or restricted to members  
 - Metadata to be assigned to resources can be configured  
 - The resource library can be browsed by category or search/filtered by metadata

## Project Timeline

The project duration is expected to be **25** days.

* The intended start date is: **04 September 2014**
* The target completion date is: **29 September 2014**

# About 34 Soft Interactive Pvt Ltd

## Our mission

fdsfds

## Our short / medium term goals

jhgjh

# 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.

## The projects contribution to our organisations mission

bnmnbmbn

## The projects contribution to our organisations current goals

bnmbnm

# Roles and Responsibilities

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

## Our project team

The project team leader is Vivek Mahajan.

|  |  |
| --- | --- |
| Team member | Role (title) |
| Vivek Mahajan | dfdf |
| Kimti | dfdsfds |

# Process and timelines

We are expecting the project to be delivered during the following period, the project is broken into key milestones shown:

## Timeline & milestones

The project duration is expected to be **25** days.

* The intended start date is: **04 September 2014**
* The target completion date is: **29 September 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 name | Date |
| 1: Project Commencement | 04 September 2014 |
| 2: Supplier engaged | 12 September 2014 |
| 3: Scoping and planning complete | 15 September 2014 |
| 4: Interface design complete | 18 September 2014 |
| 5: Development complete | 21 September 2014 |
| 6: User testing complete | 24 September 2014 |
| 7: Training complete and system live | 27 September 2014 |
| 8: Project Completion | 29 September 2014 |

# Evaluation criteria

Your response will be evaluated on the following criteria in priority order:

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

We are following a fair and transparent engagement process, supported by well structured documentation. Please follow this process and do not modify the format of the documentation.

We will not be releasing our individual assessments for each response, however we will be sticking to the assessment mechanism.

# Scope: Features and functions

## Functional areas

This project will see the delivery of 93 features, broken into 7 groups or functional areas. The functional areas are:

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  
  
Features details

|  |  |  |
| --- | --- | --- |
| Feature name | Importance | Notes |
| Membership pricing can be configured including early bird discounts, joining fee, late fee | Nice to have | sdsdsa |

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  
  
Features details

|  |  |  |
| --- | --- | --- |
| Feature name | Importance | Notes |
| Automated communications to member through renewal workflow are supported -e.g. renewal reminder, renewal acknowledgement | Nice to have | 123222222222222222222 |

Marketing Communications  
  
Moving your communications from the traditional posting of letters also represents significant savings and flexibility. Many organisations are in-fact being pushed by there members and constituents to stop sending letters, in preference to email.   
  
 Whilst for many the transition from letters to email can take some time, even moving 50% of your communications will save money and benefit the environment. 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:  
 - Newsletters (as well as notifications to individuals) can be sent from the system  
 - Subsets of database can be chosen based on a range of profile information and/or custom segments  
 - Statistics are available to allow analysis of success of communication  
  
Features details

|  |  |  |
| --- | --- | --- |
| Feature name | Importance | Notes |
| Both members can non-members can be targeted | Nice to have |  |

Events Registration  
  
The management of events is a common activity and therefore requirement for Associations and non-profit systems. Its automation often represents dramatic savings because of the high level of manual processing required for each ticket and attendee for every event.   
  
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Features details

|  |  |  |
| --- | --- | --- |
| Feature name | Importance | Notes |
| Events can be quicklyand easily published onto the website | Nice to have |  |

Event Administration  
  
The 'back-office' activities required when running an event can be extensive and time consuming. Many however can be automated to some extent, which represents a significant saving of time and money.   
  
 Key features include:  
  
 - Seating allocation can be done automatically but with manual override as required  
 - Name tags can be automatically generated for event  
 - Follow up emails can be sent to both attendees and non-attendees after event  
  
Features details

|  |  |  |
| --- | --- | --- |
| Feature name | Importance | Notes |
| The details to be captured for an event can be configured and presented to the end user in a consistent layout | Nice to have |  |

Continuing Professional Development  
  
Many Associations focus on assisting in improve industry standards by providing, monitoring and rewarding members for undertaking ongoing professional development activities.   
  
 The steps and actions required to be taken by members in this process vary between industries, but many are based on points systems that require tracking. 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:  
  
 - CPD goals and points can be set-up flexibility in the system  
 - Members can be prevented from renewing their membership if CPD goal(s) have not been met  
 - Members can track and manage their own CPD record e.g. to add external activities that qualify for CPD recognition  
  
Features details

|  |  |  |
| --- | --- | --- |
| Feature name | Importance | Notes |
| Any number of different CPD goals can be defined to reflect different requirements for different types of members | Nice to have |  |

Resource Library  
  
Many membership organisations have accumulated a considerable library of resources that need to be readily accessible to either to the public or, more often, available only to members as a benefit of membership.   
  
 The usefulness of this library is predicated on it being easily browsed or filtered via a variety of meta data relevant to the resources and their application.   
  
 Key features include:  
  
 - Resources within the resource library can be publicly available or restricted to members  
 - Metadata to be assigned to resources can be configured  
 - The resource library can be browsed by category or search/filtered by metadata  
  
Features details

|  |  |  |
| --- | --- | --- |
| Feature name | Importance | Notes |
| Resources within the resource library can be publicly available or restricted to members | Nice to have |  |

# Submitting your response

Thank you for taking the time to review our Request for Quotation.

We have provided an associated Request for Quotation response document, which contains a structured format for your response.

In the RFQ response we also ask you to provide further background and supporting information about your company and services, as well as how your system matches our functional requirements.

Our cut off date for responses is: $RFQ\_reponse\_date$

Once these responses are submitted we will assess them on their merits and contact vendors with further any questions, or the outcome of our decision.