



COLAN INFOTECH

PROPOSAL PRESENTATION

Service Management System

- Company **Founded in 2009**
- Privately held - by founding team
- CMMi Level 3, currently audited by KPMG for CMMi Level 5
- On a pre-IPO stage and going public in 2018
- ISO 27001-2015 certified



250+
Technical
Consultants



150+
Apps **Launched**



350+
Clients



350+
Websites **Launched**



15+ years Offshore Development Experience

Member
NASSCOM[®]

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Project Title

Service Management System

Develop the web application for users to access multiple services(Support Ticket System, Survey Management and Church Management) for different industries in one single platform as SAAS model.

Our Understanding

- User can Register/Login to the application with the credentials. User will have to verify his/her email address.
- User can change profile information from the dashboard.
- Once logged in, User will find the list of services and add services into the dashboard. Services are Support Ticket System, Survey Management and Church Management. All services will display as content page in Phase 1.
- The application will have single sign on feature where user can use single user name and password in accessing of all services in the application.
- Admin from the backend can Add/Edit/Delete Users and Manage services (only content of services) and update manual documents.
- Note: Client will suggest the Open source platform to integrate the following services(Support Ticket System, Survey Management and Church Management) to cover in Phase 2.

Programming Language



Framework



Database



Scripting Languages

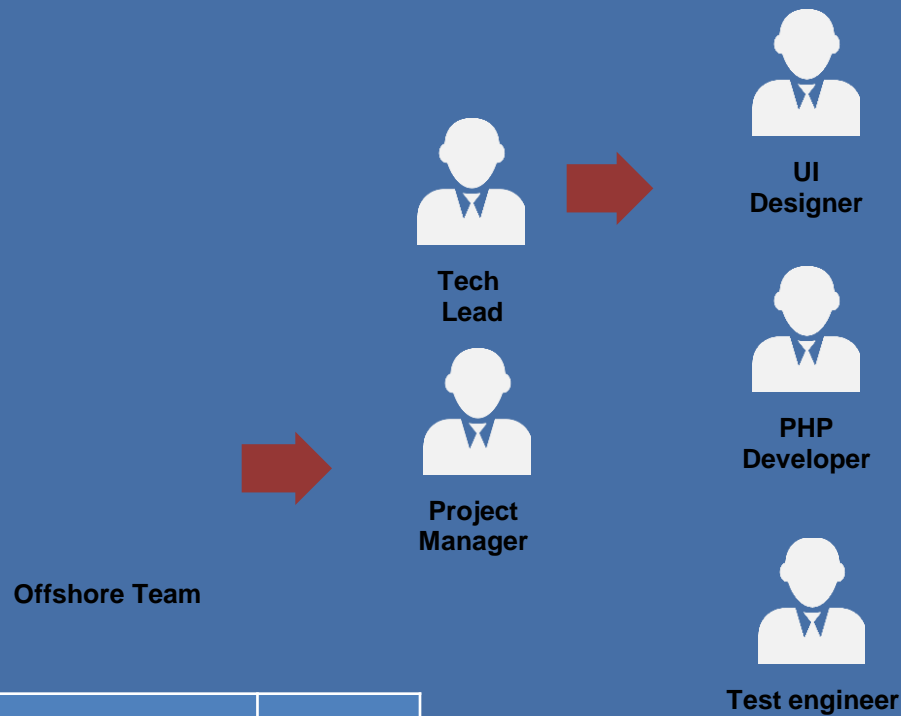


Query Language



- Requirement gathering
- UI Design
- UI Implementation
- User Registration/Login
 - Email verification for account activation
 - Password strength indicator
 - Captcha
 - Password recovery
- Manage profile
 - Email, Password, Picture
 - First Name, Last Name, Middle Name, Title
 - Address, Company, Line1, Line2, City/Town, State/Province, Zip/Postal code
 - Home phone, Mobile phone, Fax
- Service list - HTML Static
 - List services as tree view menu
 - Customize the menu
 - Service description, demo link, list of installed instances
- Single Sign on
- Admin - Manage profile
 - Add/Edit/Delete Users
 - Manage Services (Support Ticket System, Survey Management and Church Management).

- Testing
 - UI Testing
 - Functional Testing
 - Regression Testing
 - Sanity Testing
- Build & Release



Team Member Role	FTE
Project Manager	1
Technical Lead/Architect	1
Test Engineer	1
Designer	1
Developer	1

Milestones	Timeline Chart	
Requirement Gathering, Analysis & Documentation	Week 1 - 2	
UI Design & Implémentation	Week 2-3	
Functionality Implementation	Week 3-5	
Internal Testing	Week 3 - 5	
UAT Release, Sign off & Deployment		Week 5-6

Note:

- The given project delivery plan is based on our regular resource planning. **In case of any deadline we can tweak the plan based on mutual consent.**
- CIPL will be sharing regular build hosted on CIPL server, from week 3 onwards
- CIPL will provide 12 months of support after UAT sign off to fix any issues within scope, with no extra cost.

- 1) The estimate covers the efforts for developing functionalities mentioned in WBS.
- 2) The estimates are based on requirement shared by the client.
- 3) We assume that users can view services as content page and not dynamic in Phase 1.
- 4) We assume that Admin from the backend to add content for each services and it will display the same content in front end.
- 5) CIPL assume that the stakeholders will be available for clarifications and support throughout the project timeframe.

Support



Level 1 Support – Basic Troubleshooting and Resolution



Level 2 Support – Minor Fixes, Troubleshooting and Resolution



Level 3 Support - Large Fixes, Redeployments & Change Management



JIRA Tracker would be used for Managing the Tickets

● **Total Development Cost:** **\$2340**

S No.	Milestones	Payment %
1	Project Initiation	50%
2	Full Development completion & Release	50%

Note: The project will be completed within 6 weeks

- ✓ CIPL expects client to provide us a suitable host that will support the bandwidth needed for this website/web application. CIPL will give recommendations based on client's request.
- ✓ CIPL expects client to provide us the login credentials of the CMS & host, APIs for 3rd party software, contents, images, banners for sliders, logo images, video & audio files etc needed for this project at the time of project initiation (Refer slide – Assumptions & Constraints). Any delays will cause changes in the project deadline.
- ✓ CIPL expects client to purchase and provide the plugins, widgets, theme needed for this project at the time of project initiation (Refer slide – Assumptions & Constraints).
- ✓ CIPL will provide 3 months free support after Delivery & Release. We will fix issues and provide support for the same for free of cost if it is within the scope of this project.
- ✓ Any changes that are not part of the scope or not listed in the Work Breakdown Structure in this proposal will be considered as 'Change Request' (CR) and CIPL will give separate cost estimate for the changes needed by the client. It will be billed separately.
- ✓ Client project representative would sign-off on completed work in all phases.
- ✓ CIPL shall request sign off on Milestone achievement
- ✓ Scope changes that will have monetary impact or schedule impact to the current scope of work
- ✓ Any change in payment schedule as mutually agreed upon by the customer and CIPL's sales team
- ✓ Client will provide the necessary resources for acceptance testing and would sign-off complete work.
- ✓ Source code will be delivered by Colan Infotech only after the final payment from the client.
- ✓ During the Design phase, we will send 2 or 3 design templates and send it for approval from the client. 'N' number of changes in the templates will be accepted.
- ✓ The client will be able to look at the progress of the project development via Jira, Trillo, TFS etc or any other if needed.
- ✓ Only for Retainer engagement model, the source code can be shared to the client through Github etc during the project development. Source code will not be shared until final payment in Fixed bid.

- ✓ Sign off request would be in CIPL's format and would need to be sent back by the customer with changes requested or signed and faxed within two working days, failing which CIPL retains the right to put the work on hold until we achieve sign off.
- ✓ Upon receiving sign off, if the sign off has been delayed for in excess of 2 working days CIPL shall provide a time line to restart work based on resource availability position at that point in time.
- ✓ Client would provide the latest and working version of source code and database if applicable.
- ✓ The proposal does not include hardware and other related aspects and addresses only the application design and development.
- ✓ This proposal does not include maintenance of the application.

CIPL Refund Policy

- ✓ CIPL does not provide any refunds on projects that have been initiated. Our business model calls for us to provide our services upon initiation and full or partial refunds are not possible based on the amount of work done. All work products (Documents, code and other artifacts) created In association with the project shall be provided to the client upon cancellation of the project
- ✓ On projects that have NOT YET been initiated, we offer to adjust the amount paid against any subsequent project ONLY within a timeframe of 6 calendar months from the date of intimation of cancellation
- ✓ We do not offer monetary adjustments arising out of scope changes on an individual scope of work against any other.

We follow a design methodology covering 7 steps of iterative designs



STEP 1

Persona Identification & Development

Limit top level personae to a manageable number (less than 7)

Allows hierarchy of up to 3 levels to support more fine grained insights into the user

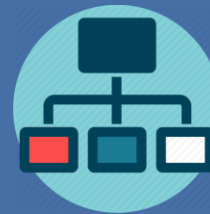


STEP 2

User Journeys

Steps through the end to end journeys with distinct phases that each of the personae go through

Maps directly to the Information Architecture in the next step



STEPS 3, 4

Information Architecture

3 pronged approach with distinct “Navigation”, “Layout” and “Theme” tracks

Permutations and combinations are produced for selection of primary journeys



STEPS 5, 6, 7

Decision Points

Stakeholder reviews of the design options result in up to 3 (indicative) final designs

Focus Group reviews of the 3 clickable prototypes (implicit and explicit feedback) identified final design

Type	Description	Deliverables
Handover *	Client would handover all assets & documented information to Colan Infotech and Services will also exposed to check for Service assurance	<ul style="list-style-type: none">• Services Assurance Checklist• Wireframes (Handed over by Client)• Use Cases Documentation (Handed over by Client)
Grooming *	Think through the use cases (in form of development stories) and also create wireframes that would satisfy the use cases	<ul style="list-style-type: none">• Use Cases Identification (Colan Infotech)• Wireframes (Colan Infotech)
Pre-Sprint	Create the mocks satisfying the wireframes and also flesh out the technical specification such as API signature, sequence diagrams or test cases related to the stories	<ul style="list-style-type: none">• Mocks• API Signature• Sequence Diagram• Test Cases
Sprint	Take the stories that are groomed during grooming period and use the specifications during pre-sprints to develop the stories. At the end of development, we will also perform a QA on the test cases for the stories that we are developing.	<ul style="list-style-type: none">• Codes• Service Integration• QA Reports
Post Sprint	Ensure that the stories that we have developed doesn't break other features developed prior, we will perform the End to end testing (E2E) for the current and prior features that we have developed.	<ul style="list-style-type: none">• Regression Testing• Performance Testing• Security Testing

* Indicates either Handover or grooming will be part of the sprint and not both at any case

We offer a comprehensive set of services

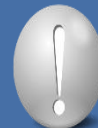
To address these challenges head on

Our offerings include

Requirement Analysis



Determine - Types of Testing



Derive Test Plan



Determine Platform Matrix



Review - Requirements



Create Test Cases & Test Scripts



Testing & Defect Management



Weekly Test Reports



Daily Defect Analysis Report



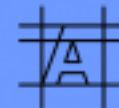
Standup Calls



QA Sign-Off for a Release



Over 300+ happy customers
across 3 continents.
Many are ready to refer us



Digital
Strategy
Consulting

Disruptive
Product
Innovation

Data Driven
Design

Innovative
UI / UX

Cutting Edge
Architectural
Solutions

THANK YOU!