



Proposal to develop a Customer Relationship Management System for Rasa Idea

Customer Relationship Management System

Niolla Solutions

Prepared by:

Niolla Solutions

29 January 2026

Table of Contents

1. Project Scope	3
2. Project Management	3
3. Project Deliverables & Milestones	4
4. Financials	4
5. Conclusion	4

1.Project Scope

Assessment & Scope of Services:

Key Features:

- Admin-only access for secure user management
- Add and update user accounts
- Track user activity and detect 3-month inactivity
- Automatic notifications to admin and users
- SMS alerts for inactive users
- Activate / deactivate user accounts
- Responsive design for all devices

2. Project Management

Project Structure & Phases:

Project Team:

- Project Manager (1)
- Developers (2)

Project Phases:

1. Requirement Analysis & Information Gathering
2. System Architecture Design
3. UI/UX Design
4. System Development
5. Testing & Quality Assurance
6. Deployment & Maintenance

3. Project Deliverables & Milestones

- Information Gathering: 2 Days
- Architecture Designing: 3 Days
- UI/UX Designing: 3 Days
- Development & Testing: 11 Days
- Deploying: 2 Days

Project delivery within 21 Days after agreement. After delivery client has 20 day period for testing, with free bug fixes.

4. Financials

Project Costs:

Total cost for development: Rs. 94,500

Deployment, Maintain & Publication cost:

- Maintain & Server cost per month Rs.2000 (first month free)

5. Conclusion

In conclusion, Niolla Solutions proposes to develop a web application for Rasa idea. The project timeline, cost breakdown, and team structure outlined above ensure a comprehensive and successful implementation.