



Software Development Proposal

Prepared for

THE IT MANAGER
NATIONAL INSURANCE COMPANY

Prepared by

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NEXLURA LIMITED

1. Introduction

Purpose of this Proposal:

This proposal aims to outline the software solution we envision for the National Insurance Company. As technology evolves, we understand the importance of aligning software solutions with business objectives, and we are eager to partner with you to achieve your goals.

About Us:

Nexlura is a seasoned software development company specializing in web applications, mobile apps, cloud solutions. With 4+ years in the industry, we have helped businesses like yours transform challenges into opportunities through innovative software solutions.

2. Client's Needs

Understanding Your Needs:

Our preliminary discussions and assessments have given us insights into the unique challenges faced by the National Insurance Company. We understand that:

- Clients need an intuitive and easy-to-navigate interface to manage their policies, claims, and other insurance-related tasks effortlessly.
- The ability to view, update, and renew insurance policies directly through the app. Clients want to access policy details, coverage limits, and payment history at their convenience.
- Clients need a streamlined process for filing claims and tracking their status in real-time. This includes uploading necessary documents and receiving notifications about claim updates.
- Secure and diverse payment options for premium payments. Clients prefer methods such as credit/debit cards, bank transfers, and digital wallets.
- The ability to upload, store, and access important documents related to their insurance policies, such as policy documents, ID proofs, and claim forms.
- A responsive design that ensures a seamless experience across various devices, including smartphones, tablets, and desktops.
- Timely notifications and alerts for policy renewals, premium due dates, claim status updates, and other important events. Clients want to stay informed without manual checking.

Your Goals:

Based on our findings, we've identified the following as your primary goals for this software project:

- Immediate Goals (Customer-centric):
 - Enhance customer satisfaction through personalized service, 24/7 online access, and simplified policy management.
 - Reduce customer inquiries through self-service options and proactive communication.
- Short-Term Goals (Operational Efficiency):
 - Streamline policy issuance, claims processing, and customer service.
 - Automate repetitive tasks, reducing manual effort and minimizing errors.
 - Gain valuable insights into customer behavior and market trends through data analytics.
- Long-Term Goals (Business Growth):
 - Increase customer acquisition and retention through innovative digital channels.
 - Expand market reach by offering convenient online and mobile access.
 - Enhance cross-selling and upselling opportunities.

3. Project Overview

Proposed Solution:

At Nexlura, we believe in tailored solutions that align with specific business needs. For the National Insurance Company, we propose a web-based and mobile application that addresses the challenges and meets the goals previously outlined.

Key Features and Functionalities:

- Feature 1:
 - Application Portal - A personalized space where users can manage policy (issuance, renewals, endorsements), process claims (filing, tracking, settlement).
 - User access control and permissions - Provides a space where user management can be handled and access rights can be granted.
 - Existing Integration - Ensuring swift integration with existing core systems.
- Feature 2:
 - Real-time Analytics - Provides instant data on user behavior, helping in informed decision-making.

- Push notifications for alerts and reminders - Provides easy access to notices and policy guides to help clients understand their coverage and benefits better.
- Feature 3: Secure Payment Gateway - Ensuring safe and swift transactions for your customers (Policy purchase and renewal).

Our software solution is designed to be intuitive, scalable, secure and tailored to both current needs and future growth potential for the National Insurance Company.

4. Scope of Work

Detailed Scope:

The success of any software project lies in a well-defined scope that outlines deliverables and expectations. Below is a detailed scope for our proposed solution:

- Requirement Analysis: Conduct detailed sessions to gather and finalize software requirements. Expected duration: **2 weeks**.
- Design Phase: Creation of wireframes, mockups, and system architecture diagrams to visualize the end product. Expected duration: **3 weeks**.
- Development Phase Web-based: Writing and testing the actual code for the web-based software. This phase will be divided into three (3) sprints of **[8 weeks for feature 1], [4 weeks for feature 2] and [4 weeks for feature 3]**.
- Development Phase Mobile-based: Writing and testing the actual code for the mobile-based app. This phase will be divided into three (3) sprints of **[4 weeks for feature 1], [4 weeks for feature 2] and [4 weeks for feature 3]**.
- Quality Assurance: Rigorous testing to ensure the software meets quality standards and is free from bugs. Expected duration: **4 weeks**.
- Deployment (Web-based & Mobile-based): Rolling out the software for end users and ensuring smooth integration with existing systems. Expected duration: **2 weeks**.

Specific Deliverables and Milestones:

- Milestone 1: Completion of Requirement Analysis by **14th March, 2025**.
- Milestone 2: Finalization of Software Design by **4th April, 2025**.
- Milestone 3: Completion of Web based first sprint by **30th May, 2025**.
- Milestone 4: Completion of Web based second sprint by **27th June, 2025**.
- Milestone 5: Completion of Web based third sprint by **25th July, 2025**.

- Milestone 6: Completion of Web based Quality Assurance by **8th August, 2025**.
- Milestone 7: Completion of Web based Deployment by **15th August, 2025**.
- Milestone 8: Completion of Mobile based first sprint by **12th September, 2025**.
- Milestone 9: Completion of Mobile based second sprint by **10th October, 2025**.
- Milestone 10: Completion of Mobile based third sprint by **7th November, 2025**.
- Milestone 11: Completion of Mobile based Quality Assurance by **21st November, 2025**.
- Milestone 12: Completion of Mobile based Deployment by **28th November, 2025**.

5. Timeline

Project Duration:

We anticipate the total duration of the project to be **9 months (6 months for web-based and 3 months for mobile based)**, starting from **3rd March, 2025** and targeting completion by **28th November, 2025**.

Key Dates and Milestones:

- Project Kick-off: **[3rd March, 2025]** - Formal initiation of the project, setting up teams, tools, and initial meetings.
- Requirement Analysis Completion: **[14th March, 2025]** - By this date, all software requirements will be gathered and finalized.
- Design Phase Completion: **[4th April, 2025]** - All wireframes, mockups, and system architecture designs will be completed and approved.
- Web-based Development Sprints Completion: **[25th July, 2025]** - All sprints and features of the web-based will be developed and ready for initial testing.
- Web-based Quality Assurance Completion: **[8th August, 2025]** - All system testing to ensure the software meets the needs and bugs fixing will be finalized.
- Web-based Deployment Completion: **[15th August, 2025]** - The web-based application will be deployed and ready for operation.
- Mobile-based Development Sprints Completion: **[7th November, 2025]** - All sprints and features of the mobile-based will be developed and ready for initial testing.
- Mobile-based Quality Assurance Completion: **[21st November, 2025]** - All system testing to ensure the software meets the needs and bugs fixing will be finalized.

- Mobile-based Deployment Completion: **[28th November, 2025]** - The mobile-based applications will be submitted for approval in app stores.

6. Budget and Pricing

Total Project Cost:

The comprehensive cost for the proposed software development project is estimated to be **\$25,000**.

Pricing Breakdown:

- Requirement Analysis: **\$1,000 (SLL 24,400)** - Includes sessions to gather and finalize software requirements.
- Design Phase: **\$2,000 (SLL 48,800)** - Encompasses wireframe creation, mockups, and system architecture diagrams.
- Development Phase: **\$20,000 (SLL 488,000)** - This covers the cost of coding, testing, and iterating the software across all development sprints.
- Quality Assurance: **\$1,000 (SLL 24,000)** - Encompasses rigorous testing, bug fixing, and ensuring the software meets all quality standards.
- Deployment: **\$1,000 (SLL 24,000)** - Covers the rollout for end-users and integration with existing systems.

Payment Schedule and Terms:

- Initial Deposit: **10%** upon signing the contract.
- Milestone Payments:
 - **20%** upon completion of the Design Phase
 - **40%** upon completion of the Web-based Development Phase
 - **20%** upon completion of the Mobile-based Development Phase
- Final Payment: **10%** upon successful deployment and handover.

Note: All payments are due within **30 days** of invoicing. Any additional requirements outside the scope will be billed separately.

7. Technical Approach

Methodologies and Practices:

For this project, we will employ the Agile methodology, ensuring flexibility, iterative development, and regular feedback loops. Our practices prioritize transparency and consistent communication with stakeholders.

Technology Stack:

The proposed software solution will utilize the following technologies:

- Frontend: NextJS for dynamic user interfaces | MUI for components | TailwindCSS for stylings.
- Mobile: React for cross-platform apps
- Backend: Golang for server-side operations and API development
- Database: PostgreSQL for robust and scalable data storage
- DevOps: Docker for containerization and Kubernetes for managing the deployment
- Other: GitHub for source codes versioning and workflow management

Rationale for Technical Choices:

Our chosen technology stack is based on the National Insurance Company's requirements, the scalability needs of the project, and our expertise. These tools and frameworks are known for their reliability, strong community support, and alignment with modern software development best practices.

8. Team and Expertise

Our Dedicated Team:

To ensure the success of this project, we've assembled a team of seasoned professionals who bring with them a wealth of experience and specialized skills. Here's a quick overview:

- Business Development Manager: Claudius Frazer-Williams
 - Role: Oversees the implementation of business objectives.
 - Experience: Over 5+ years of ensuring software development teams and companies meet their objectives.
- Project Manager: Cyril Euan George-Wilson
 - Role: Oversees the entire project, ensuring timely deliveries and effective communication.

- Experience: Over 5+ years managing software development projects across various domains.
- System Analyst: Bernard Metzger
 - Role: Oversees the analytical phases of systems.
 - Experience: Over 5+ years analysing how well software development projects and wider IT systems fit the business needs of clients.
- UI/UX Designer: Alieu Bangura
 - Role: Ensures all UI elements and user experiences are well detailed for each client.
 - Experience: 4+ years of designing high end quality wireframes and graphics for a variety of software development projects and apps.
- Lead Front-end Developer: Afiz Savage
 - Role: Heads the frontend development team, ensuring coding standards and optimal performance.
 - Experience: 4+ years in web and mobile application development with expertise in JavaScript, TypeScript, ReactJS, NextJS, MUI, React Native and API integration.
- Lead Back-end Developer: Muhammad Mustapha Sesay
 - Role: Heads the backend development team, ensuring coding standards and optimal performance.
 - Experience: 4+ years in web and mobile application and API development, with expertise in Golang, Python, Database architecture, Systems application security, JavaScript, TypeScript.

Why Choose Our Team?

Each member of our team has been handpicked based on their expertise and alignment with the National Insurance Company's needs. Together, they represent:

- A cumulative 20+ years of experience in software development.
- Proven track records with over 5 successful projects completed.
- Certifications and experiences in Full-stack Web Development, Agile methodologies, Kubernetes cloud solutions, and secure coding practices.

9. Case Studies

For a deeper dive into our work:

- Project for the Sierra Leone Police in partnership with Interpol: We developed a web based application for recording crimes and tracking case flow from the police station and other governmental agencies (PRISONS, SLRA & IMMIGRATION). In addition with swift integration and data communication with interpol, resulting in a 30% increase in their missing vehicles, documents and persons searches and data availability. Portal Link: <https://crimesync.com>
- Project for GIZ: We developed a website and a portal for farmers and buyers to trade agricultural products and follow market trends. Website Link: <https://agrilinks.sl> | Portal Link: <https://portal.agrilinks.sl>

10. Benefits and ROI

Value Proposition:

Our software solutions are not just about coding; they're about delivering tangible value and driving business growth. Here's what you can expect:

- Increased Efficiency: The tailored software will streamline the National Insurance Company's operations, potentially reducing time spent on claims processing, tracking, settlement, payments and renewals by 50%.
- Enhanced User Experience: With intuitive interfaces and user-friendly designs, expect heightened user satisfaction and 20% increased user engagement.
- Scalability: Designed with growth in mind, our solution will effortlessly accommodate your expanding user base and future business needs.
- Robust Security: Our development practices prioritize protecting sensitive data and ensuring the software remains resilient against potential threats.

Return on Investment (ROI) Analysis:

Based on our experience with similar projects:

- Initial Investment: **\$25,000 (SLL 610,000)** for software development.
- Projected Monthly Savings: With increased efficiency, we anticipate a monthly saving of **\$3,000 (SLL 73,200)** from reduced operational costs.
- Break-even Point: By saving **\$3,000** per month, the project will pay for itself in just 10 months (**SLL 732,000**).

- 1-Year ROI: After the first year, the National Insurance Company can expect a return of **\$36,000 (SLL 878,400)** on the initial investment.

11. Terms and Conditions

Contractual Duration:

This proposal remains valid for **30 days** from the date of submission. Post this period, terms, and prices might be subject to change.

Confidentiality:

Both parties agree to treat all information exchanged during the course of this project as strictly confidential. Unauthorized dissemination or use of such information can lead to legal action.

Changes to Scope:

Any changes to the project scope after the commencement of work may result in adjustments to the timeline and pricing. Such changes should be mutually agreed upon in writing.

Ownership:

Upon full payment, the National Insurance Company will have complete ownership rights to the developed software, including source code, assets, and documentation.

Termination:

Either party may terminate the contract with **30 days notice**. In the event of termination, the National Insurance Company is responsible for payments corresponding to work completed up to the termination date.

Warranty:

The developed software comes with a **3-month warranty**, during which any bugs or malfunctions will be corrected free of charge.

Limitation of Liability:

Nexlura's liability in connection to this project, whether based on breach of contract or negligence, is limited to the total amount paid by the client.

12. Next Steps

Your Path Forward:

Taking the leap towards a transformative software solution is simple. Here's how you can proceed:

- Review & Feedback: Thoroughly review the proposal. Should you have any queries or require clarifications, reach out to us at **nexlura@gmail.com**.

- **Contract Signing:** If the proposal aligns with your expectations, we'll provide a detailed contract for you to sign.
- **Initial Deposit:** Based on our payment schedule, an initial deposit will set the project into motion.
- **Kick-off Meeting:** We will arrange a kick-off meeting to align our teams, clarify any lingering questions, and set the stage for a successful partnership.
- **Regular Updates:** Expect consistent communication and updates from our side, keeping you informed at every project milestone.

Our Assurance:

At Nexlura, we're invested in your success. As we embark on this journey together, our commitment is not just to meet, but to exceed your expectations at every step.

Ready to Get Started?

Contact our project lead, **Cyril Euan George-Wilson**, directly at Email Address: **cyril_georgewilson@yahoo.com** or call us at contact number **(232) 34-308989**.

13. Appendix (Optional)

The appendix section provides additional context, references, and supporting documentation to enhance the proposal's comprehensiveness.

Supplementary Documents Included:

- **Detailed Technical Specifications:** An in-depth look into the architectural decisions, design patterns, and frameworks that will be employed during the project.
- **Project Management Approach:** Describes the methodologies, tools, and platforms we'll use for tracking the project's progress, as well as the communication strategies we'll employ with the National Insurance Company.
- **Previous Work Portfolio:** Case studies and detailed breakdowns of projects similar to the proposed solution, showcasing our expertise and success stories.
- **Team Resumes:** Extended resumes of the key team members assigned to this project, offering insights into their qualifications and relevant experiences.
- **Software Maintenance and Support Details:** This document elaborates on our post-development support commitments, covering areas like software updates, bug fixes, and potential future enhancements.

Note: Each document in the appendix can be provided upon request or be made available through a secure online portal.

Closing:

Thank You:

We truly appreciate the opportunity to present our proposal to the National Insurance Company. Our team is eager to demonstrate our capabilities and to embark on this exciting journey with you.

Feedback:

Your insights and feedback are invaluable to us. Kindly let us know if there are any aspects of the proposal you'd like to discuss further or if there are additional details you require.

Connect With Us:

For any inquiries or to begin the project initiation process, please reach out to:

Cyril Euan George-Wilson

Project Manager

Email: cyril_georgewilson@yahoo.com

Phone: (232) 34-308989

We look forward to the potential collaboration and the shared vision of creating impactful software solutions.

Warm regards,

Claudius Frazer-Williams

Nexlura Limited

Claudius Frazer-Williams

The IT Manager

Signature: _____

Signature: _____

Date: _____

Date: _____