

# MS Custom Cloud Application Solution

For

Nanavati & Contractor Advocates



CUSTOM CLOUD APPLICATION SOLUTION



Cloud | ERP | Enterprise Solutions | IT Services

## Company Overview

Million Solutions LLP is leading Cloud Application vendor who provides Custom ERP, CRM, Dynamic Website solutions for all industries, companies, schools/education Institutes, government organizations/association, etc.

Million Solutions LLP (MSLLP) established in 2017 in Gujarat and founder of the Company & developer team have huge experience in developing Customized Cloud based applications & Customized ERP to fulfil clients all common requirements like sales, accounts, manufacturing, human resources, etc. and covering every industry's sectors like retail, manufacturing, textile, chemical, construction, hospitality & food.

We Provide	Our Product Line-up
<ul style="list-style-type: none"><li>○ Custom Cloud ERP/CRM</li><li>○ IT/ Custom ERP/Application Consultancy</li><li>○ Website Development</li><li>○ SEO / SMO Services</li><li>○ Task oriented Custom Application Development</li></ul>	<ul style="list-style-type: none"><li>○ MS-ERP Solution</li><li>○ MS-CRM Solution</li><li>○ MS-Flex Solution</li><li>○ MS-CCA Solution</li><li>○ MS-Billing Solution</li></ul>

## Work History

- Million Solutions LLP have custom designed a dynamic database driven ERP solution (MS-ERP) for **Ahmedabad Mega Clean Association** & successfully implemented MS-ERP (Robust ERP Solution) and running smoothly on our Cloud Server since February 2017.
- We have developed an Online Recruitment Portal that powered by MS-CCA Solution for **Gujarat Urban Development Mission** and successfully received more than 800+ candidate's online application and handled 350+ GB of data and tackled with 2000+ daily traffic on the portal during August,2017.
- Currently we are about to finish our custom ERP Tier III Solution for **Vapi Green Enviro Ltd.,Vapi**.

✓ LLP Identification Number: AAI-3019 | ✓ PAN: ABEFM8224F | ✓ GSTIN: 24ABEFM8224F1ZG

📍 Registered Office Address: 44, Chandrlok Society, Vyara, Dist.Tapi, Gujarat-394650, India

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As per your requirement and according to our expert development panel we have derived a robust solution for your origination.

Currently, we have 3 Solution Packages to present to you:

1. MS-CCA Tier-I Solution Package with included 1-year Free AMC
2. MS-CCA Tier-II Solution Package with included 1-year Free AMC
3. MS-CCA Tier-III Solution Package with included 18 Months Free AMC

## Overview:

	MS-CCA TIER-I SOLUTION PACKAGE	MS-CCA TIER-II SOLUTION PACKAGE	MS-CCA TIER-III SOLUTION PACKAGE
SERVER DETAILS	Tier-I Private Server	Tier-II Private Server	Tier-III Private Server
STORAGE DETAILS	Min. 30 GB Storage Required	100 GB SSD storage Provided	250 GB SSD storage Provided
ROLE BASE ACCESS SYSTEM	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
DOCUMENT MANAGEMENT SYSTEM	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
AGENCY MANAGEMENT SYSTEM	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
QUERY MANAGEMENT SYSTEM	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
ZONE MANAGEMENT SYSTEM	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
PROCESS MANAGEMENT SYSTEM	<input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
OFFICE AUTOMATION SYSTEM	<input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes
MOBILE APP SUPPORT	<input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
EMAIL NOTIFICATION	<input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes
SMS NOTIFICATION	<input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes
APPLICATION COSTING	1,20,000 (One time)	2,20,000 (One time)	4,00,000 (One time)
SERVER COSTING	20,000 / year	30,000 / year	45,000 / year
TOTAL COSTING & TAX	1,40,000 + 18 % GST	2,50,000 + 18 % GST	4,45,000 + 18 % GST
FREE AMC	<input checked="" type="checkbox"/> 12 Months	<input checked="" type="checkbox"/> 12 Months	<input checked="" type="checkbox"/> 18 Months
AFTER FREE AMC	20 % of the invoice total amount excluding tax*	18 % of the invoice total amount excluding tax*	15 % of the invoice total amount excluding tax*

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Module Proposed for MS-CCA Tier I, II, III Solution Packages are following below:

Sr. No.	Module Name	Module Code
1.	Master CCA Module	MAS
2.	Role Base Access System	RBA
3.	Document Management System	DM
4.	Agency Management System	AM
5.	Query Management System	QM
6.	Zone Management System	ZM
7.	Process Management System <sup>*#</sup>	PM
8.	Office Automation System <sup>#</sup>	OA

*\*=Included only in Tier- II Solution Package  
#=Included only in Tier-III Solution Package*

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## 1) Role Base Access System (RBA)

### Module Function

- Manage Admin Users and employee.
- Manage Access rights Agency/User.

### Features

- Every user has with data that can allowed access for only User/Agency.
- This Module is required to restrict access to the MS-CCA from unauthorized person or bot.
- It can make new Department and Department Employee with their access table.

## 2) Document Management System

### Module Function

- Manage Agency & admin Document Upload.
- Download/Delete document uploaded by Agency.

### Features

- Agency can upload their official documents used in basic office work and it can be viewed, downloaded or updated from Admin Control Panel at any time.
- Agency can replay query raised by Admin User regarding document uploaded in past from Agency's Portal.

## 3) Agency Management System

### Module Function

- Manage Registered Agency
- Approve/Disapprove Agencies actions Process

### Features

- Modify basic details of Member's address, contact details from Control Panel and on fly it will automatically push on Master Database.
- Import / Export Agency Reports in format of excel or pdf.
- Online Agency Portal for communicate between agency & admin agency.
- Agency can login, check their details, upload documents and answer query on online Agency Portal.

#### 4) Query Management System

##### Module Function

- Manage/Respond Agency's Query
- Registered Agency/Admin can raise query.

##### Features

- Raise a new query from Agency's Portal and it have been resolved from Admin's Control Panel.
- When admin responds, Agency will get notified by MS-CCA by sending On Portal or Email/SMS with information.

#### 5) Zone Management System

##### Module Function

- Assign/Manage Agency by Zone
- Apply Action zone wise.
- Rise notice to the zone.
- Assign/Manage Zone to admin user to manage Zone & under assigned agency.

##### Features

- Manage actions by zone wise taken by assigned admin user on Admin Portal.
- Rise notice to the zone that can be visible on Agency Portal in Zone notice section.

#### 6) Process Management System

##### Module Function

- Make/Edit query/order/Purchase Order process step by step.
- Assign/Manage process to the agency or admin user.
- Live Process report.

##### Features

- Manage or Make process and assign to the agency & admin user and process will be seen in Admin Portal / Agency Portal.
- View / Export live report of ongoing process & finished or unfinished process in pdf/Excel format.

## 7) Office Automation System

### Module Function

- Add/Edit Departments.
- Assign/Manage Users to the departments.
- Assign/Manage Process to the departments.
- Assign/Manage Zone to the departments.
- Assign/diverted to other Users or Departments.
- Inter-department Communication System.

### Features

- Reduce Paper communication/Email communication between inter departments and documents can share to the use or agency inside MS-CCA portal.
- This module can help office work operated in managed way.

## Solution Cost & Estimation Overview

	MS-CCA TIER I SOLUTION PACKAGE	MS-CCA TIER II SOLUTION PACKAGE	MS-CCA TIER II SOLUTION PACKAGE
PERFORMANCE	20 request/Sec	100 request/Sec	Auto Increase Limit
BUG/ QUERY RESOLVE TIME	Within 72 working hours	Within 48 working hours	Within 8 working hours
SUPPORT	Mon-Sat 11:00 am - 2:00 pm 3:00 pm – 6:00 pm 2 <sup>nd</sup> & 4 <sup>th</sup> Saturday Closed.	Mon-Sat 11:00 am - 2:00 pm 3:00 pm – 6:00 pm 2 <sup>nd</sup> & 4 <sup>th</sup> Saturday Closed.	Mon-Sun 11:00 am - 11:00 pm Closed on public holiday.
AMC COST	28,000 20 % Total Invoice Excluding Tax	45,000 18 % Total Invoice Excluding Tax	66,750 15 % Total Invoice
RECURING COST	48,000	75,000	1,11,750
AMC REQUIRED	Yes	Yes	Optional
DEVLOPMENT TIME REQUIRED	28-33 Days	30-40 Months	48-55 Days
ONE TIME COSTING	1,40,000* + 18% GST	2,50,000* + 18% GST	4,45,000* + 18% GST

### Terms of Payment

- We will require a Purchase Order to start the work.
- 50% payment with GST will be made with Purchase Order.
- 50% payment with GST will be made on installing the full Solution in Master server & final hand over.

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## Project Implementation Details

### Project's Milestones following below:

- **Milestone 1:**
  - Purchase Order Document Generation and advance amount received.
  - Gap analysis and data collection and beta version of the application installed on our cloud server.
  - Required Working Days: 3-5
- **Milestone 2:**
  - Customization and required master data import to the application.
  - Testing on our Development Center.
  - Required Working Days: Tier I : 15-20  
Tier II : 25-30  
Tier III : 35-40
- **Milestone 3:**
  - Testing and Training onsite.
  - Required Working Days: 10-15
- **Milestone 4:**
  - Completion of the project handover.

**Project's Expected time to deliver final hand over to the client company is 40-50 Days.**

#### Note

- Work on project will start after we get Pre Order on official letterhead from company.
- Training Process will be for 10-15 days and it will have done by our trainers.
- We assign a team of 2 UI Designer, 1 Database Analyst, 2 Backend Developer & 1 Server Manager lead by Project Manager.

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## SLA: Post Installation/Implementation Support

We will carry out the following activities as per our after-Service level agreement (SLA):

Million Solutions will carry out the following activities as per this agreement:

- Solve all problems/bugs related to the modules or visual presentation.
- Implement any customer requested enhancements to the Application.
- Apply any software “patches” and upgrades to the software system, as they become available, to make sure software is reliable and protected from known security issues and bugs.
- Address any training/administrative issues faced by customer's staff responsible for data feeding in the application.

### Servers Maintenance

As part of Servers maintenance, Million Solutions would carry out the following activities:

- Apply any software “patches” and upgrades as they become available to the operating system, database server, apache server etc. system to make sure software is reliable and protected from known security issues/bugs.
- Monitor health of the servers by checking resources utilization, so as to ensure optimal speed of delivering content to the application users.

### Support Hours and Response Time

- Million Solutions will assign a developer to solve all **severe** problems on the application or server (severe problems are: server down, major application errors or data loss or any other disruption that is hindering the functioning of the application as a whole) within 4 hours on Mondays – Fridays (10am – 6 pm). The actual solution of the error will depend on the complexity of the problem.
- Million Solutions will respond back to all non-severe client reported application problems within 24 hours during Mondays – Fridays (10am – 6 pm) and 1<sup>st</sup> & 3<sup>rd</sup> Saturday (10 am – 2pm). This response may include the solution of the problem or an estimate of when Million Solutions will solve the problem by.

### Support Timings

- Mail based: 10am to 6pm; Mon-Fri
- Phone based: 10:30am to 5:30pm; Mon-Fri
- Emergency support :2 hours' notice

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