

PROPOSAL OF
CRM SOFTWARE (Web application)
FOR
M/s. LEADERS SCHOOL OF FASHION & BEAUTY, DUBAI

SUBMITTED BY
RELENT SOFTWARE TECHNOLOGIES
MAIN ROAD, PAYYANUR, DUBAI,
KERALA, 670307
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Submission Date : 09/04/2024

MODULES LIST FOR CRM SOFTWARE

- Dashboard
- User
- Role
- Locations
- Lead Source
- Course
- University
- Student
- Student Enrollment
- Repayment Dashboard
- Repayment Report
- Repayment Assigned
- Repayment
- Report
- CRM - Dashboard
- CRM - Leads
- CRM - Leads Assigned
- CRM - Lead Report

Greetings from Relent Software Technologies!!!

We are happy to serve you with our product & services.

On discussions, we came to know that you have a requirement of a best Administration & Management Software for your organization to enhance your functions so that it can continue to serve you effectively.

Therefore, RELENT Software Technologies hereby introduces its service towards CRM SOFTWARE development for your requirement.

This correspondence outlines the complete scope of work you requested, including objectives, procedures, terms & conditions, cost etc.

OBJECTIVE

Design & development of CRM SOFTWARE for M/s. LEADERS SCHOOL OF FASHION & BEAUTY, DUBAI. Setting up of website, including implementation & professional assistance.

SCOPE OF THE PROJECT

CRM Software is a web based application that lets you easily manage the databases related to your institute **24 X 7 with secured passwords**. It is a responsive application suitable for any of your devices. It also gives you a very easy to use interface to manage different information related to your institute much more than you expect.

PROJECT CO-ORDINATION AND REVIEW

We recommend that project is steered by a Project review committee as suggested below. The members may be modified on mutual consultations.

- Management – M/s. LEADERS SCHOOL OF FASHION & BEAUTY, DUBAI
- Managing Director – M/s RELENT SOFTWARE TECHNOLOGIES
- Project Co-ordinator – AN EXECUTIVE OF RELENT SOFTWARE TECHNOLOGIES

TERMS & CONDITIONS

1. Client should ensure that functional & user representatives will be available for coordination, consultations and clarifications during the system study.
2. The system requirements would be frozen after the end of system study phase. Any major customizations involve additional efforts & hence would be taken up on additional costs. This would be taken up based upon the decision of the project co-ordination & monitoring group.
3. After the installation of the software, training will be provided to the Clients team. After the completion of the Project a completion certificate has to be signed by Client accepting the completion. All the payments towards Relent Software Technologies have to be completed within one week of completion of the Project.
4. Note the client has paid only for the results of the labour: for example, if a client commissions us to build an online quiz app, they pay for and own the working application, but have no rights over the code itself which is of the Company only. The client shall have no rights to copy or resell the software code of the product to any person. The software code of the product is the sole property of Relent & will be protected from any access to the client or any other third party acting on behalf of the client.

NOTE: THIS COST DOES NOT INCLUDE ANY COST FOR EXTRA SERVICE, WHICH REQUIRES EXTRA EFFORT & THUS WOULD BE TAKEN UP ON ADDITIONAL COSTS ONLY.

5. Our CRM Software is a complete software with all basic options required for the operations & is easily customizable on client's special needs. Any major customization requirement shall attract extra time & money depending on the work. Customization will be done on payment basis without changing the database structure. Charges for such customization will be decided on case to case basis depending upon quantum of work & time required.
6. The cost of this software is Rs.2,48,750. SMS charges are extra for text message in the software.

SERVICE LEVEL AGREEMENT

1. Relent Software Technologies hereby guarantees up to 99.9% software efficiency to the Management.
2. In case of any technical issue that may arise while using our software, the response time required by Relent shall be 2 hours & the resolve time required shall be 6 hours. This does not include any customization work.
3. Relent Software Technologies hereby assures complete data backup guarantee to the Management.
4. Relent Software Technologies guarantees to maintain 100% database confidentiality.
5. In case of any violation of this agreement made by either party, legal action can be taken under the court of law.
6. Relent shall provide online training and clear all doubts regarding the software online.
7. Relent shall provide online and offline backup facility.

RELENT SOFTWARE TECHNOLOGIES

MAIN ROAD, PAYYANUR

DUBAI - 670307

QUOTATION

Date : 09/04/2024

To : LEADERS SCHOOL OF FASHION & BEAUTY, DUBAI

Software : CRM

SOFTWARE

Software Cost :

SI No	Description	Cost
1	ONLINE CRM SOFTWARE TOTAL COST (WEB APPLICATION)	RS.2,48,750/-
2	Server Charge (10 GB hosting space)	Rs.19391.5/- (yearly charge)
3	AMC (10% of Total Software cost)	Rs.24,875/-

PAYMENT TERMS :

- 1) 30% advance payment of Total Software cost on the date of agreement signing.
- 2) Balance 70% payment of Total Software cost on project completion date.
- 3) Rs.19,391.5 to be paid on yearly basis towards Server charges starting from first year and AMC 10% of Total Software cost.
- 4) Payment once received shall not be returned.
- 5) Payment through Net Banking or At par cheques only in favour of 'RELENT SOFTWARE TECHNOLOGIES'.

DELIVERY TERMS : 90 working days from the date of agreement signing.

We appreciate the opportunity to service your software needs. If you accept this proposal, please sign one copy and return for acknowledgement.

Sincerely,



Dileesh P.V
Managing Director

Enclosure : Quotation for CRM Software for **M/s. LEADERS SCHOOL OF FASHION & BEAUTY, DUBAI**

CLIENTS RESPONSE

This letter covers all areas that have to be communicated & therefore we agree with the Proposal.

Accepted by

Designation

Date

"We appreciate your trust, and we'll do our best to continue to give you the kind of service you deserve."