NEXOVIA

Your expertise. New opportunities.

A website that turns Nexovia's contact-centre expertise into a clear business offer: help buyers find the right service, give your sales team useful context, and create a dedicated route for multilingual talent.

11	3	9
page types	website languages	core services

TECHNICAL & COMMERCIAL PROPOSAL

20,000 EGP · content included 15–21 working days

USD 150 / year · hosting + domain

01

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Executive Summary

For a BPO buyer, the first questions are practical: which services can you deliver, in which languages, and how does the relationship begin? Nexovia's website will answer those questions through nine clear service sections, evidence of its operating approach, and direct quote and consultation routes. Arabic, English and French content support a consistent business message, while a separate careers journey keeps recruitment organised.

20,000	15–21	3	150
EGP · one-time website fee	Working days	Website languages	USD / year · hosting + domain

One complete launch website: 11 page structures, three content languages, nine service sections, a CMS, sales enquiries and recruitment. The following sections define the deliverables, acceptance checks and commercial terms in one document.

A clearer commercial conversation

Service, language and workload fields give your team context before the first call.

Confidence across markets

Present the operating model consistently in three languages, supported by approved company facts.

An organised recruitment route

Give candidates a clear application process and authorised staff a protected place to review it.

02

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Scope of Work

The disciplines, deliverables and approval points behind the website.

DISCIPLINE	WHAT WE WILL DELIVER	CHECKPOINTS
Design	✓ Information architecture and approved sitemap ✓ Two visual directions, with one selected for development ✓ Desktop and mobile layouts using the approved brand ✓ Two consolidated design review rounds	04
Frontend experience	✓ The 11 public page types in the sitemap ✓ Arabic RTL plus English and French layouts ✓ Navigation, internal search and clear interactive states ✓ Keyboard, form labels and contrast checks ✓ Image optimisation and measured loading performance	05
Backend & data	✓ Content models, admin access and editing permissions ✓ Validated quote, brochure and application records ✓ Private CV storage with file type and size limits ✓ Request protection and production configuration	04
Integrations	✓ One client-owned Calendly calendar ✓ Email notifications and delivery verification ✓ One client-owned Google Sheet with separate sales, brochure and application-reference tabs ✓ GA4, Search Console and analytics consent controls	04
Content & localisation	✓ Company narrative and page copy from approved facts ✓ Content for the nine core service sections ✓ Arabic, English and French writing and translation ✓ Page titles, descriptions and service terminology ✓ Approved imagery and brochure population	05

DISCIPLINE	WHAT WE WILL DELIVER	CHECKPOINTS
Quality & handover	✓ Chrome, Safari, Edge and Firefox checks ✓ Mobile, language switching and Arabic RTL review ✓ End-to-end forms, booking, search and downloads ✓ CV access, consent and permission checks ✓ HTTPS, backup restoration and production verification ✓ Training, source files and documented handover	06

Counts refer to the delivery checkpoints listed here, not to hours or individual development tasks. Page-specific requirements follow in the next section.

01
Design
3–4 working days

02
Development
7–9 working days

03
Content finalisation
2–3 working days

04
Testing & launch
3–5 working days

One scope. One implementation fee.

The complete proposed website is EGP 20,000, including content in three languages. Hosting and one standard domain are USD 150 annually.

03

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Pages, Sitemap & Specifications

Every page has a purpose, a content structure and a completion criterion.

B2B enquiries
Services → industries → request a quote or book a consultation.

Confidence in delivery
Company → locations → approach, technology and verified proof.

Recruitment
Careers → vacancy information → application and CV upload.

The proposed sitemap

NEXOVIA

AR / EN / FR

Discover & evaluate

- 01 Home — /
- 02 About Nexovia & Locations — /about
- 03 Services — /services
- 04 Industries & Solutions — /industries
- 05 Why Nexovia, Technology & Security — /why-nexovia

Connect & apply

- 06 Careers — /careers
- 07 Resources & Brochure — /resources
- 08 Contact & Request a Quote — /contact
- 09 Book a Consultation — /book-a-consultation

Find & understand

- 10 Search Results — /search
- 11 Privacy, Cookies & Website Terms — /policies

The 11 page types share one design system, localised into Arabic, English and French. About + Locations, Why Nexovia + Technology + Security, and Privacy + Cookies + Terms are combined pages with clearly labelled sections. All nine services appear on one Services page; separate service URLs are an optional expansion. Search results and policies are included in the count.

Launch scope at a glance

AREA	INCLUDED BASIS
Initial content	One complete content set for the listed pages and nine service sections in three languages; up to three supplied vacancies and one supplied brochure with available language versions. Brochure writing/design/translation is separate.
Included connections	One Calendly event type/calendar, one notification mailbox and one client-owned Google Sheet. Paid subscriptions are optional; client account access is needed for setup.
Proof, maps and expansion	Approved proof is placed on Home and Why Nexovia; the location uses an external map link. Standalone case studies, individual service URLs and interactive map features are outside this launch scope.

What each page includes

01 Home

/

Introduce Nexovia and guide visitors toward commercial enquiries or recruitment.

- Hero message and consultation CTA
- Nine service summaries and target sectors
- Service languages, delivery from Egypt, approved client logos/testimonials and a brochure action; proof appears only when supplied and authorised.

Complete when

The primary consultation and quote actions lead to complete user journeys; every service and industry link opens the correct section.

02 About Nexovia & Locations

/about

Build confidence in the team and delivery model.

- Company story, mission, values and approved leadership details
- Egypt delivery centre, nearshore/offshore model and an external map link to the approved address.
- Team photography and capacity information approved before publication

Complete when

Company facts and imagery are approved; the delivery-centre location and contact route are correct in all three languages.

03 Services

/services

Present all nine core services in one organised, searchable hub.

- A dedicated section and anchor for every core service
- Service scope, channels, operating options and enquiry CTA
- Present Nexovia’s confirmed BPO pricing models: hourly, full-time equivalent (FTE), per call/ticket or tailored quotation. BPO operating rates are distinct from the website fee.

Complete when

All nine core services have a clearly labelled section and working enquiry action; optional topics are separately identified.

04 Industries & Solutions

/industries

Connect the offer to the buyer's operational needs.

- E-commerce, telecom, banking, healthcare, NGOs and travel
- Typical use cases and relevant services for each sector
- Sector-specific links to the quote form

Complete when

All six sectors show relevant use cases; each enquiry link preselects or carries the sector into the quote form.

05 Why Nexovia, Technology & Security

/why-nexovia

Explain how delivery quality, onboarding and data care work.

- Discovery → staffing → onboarding → delivery → quality review
- Training, quality controls, reporting and workforce approach
- Verified tools, data-handling statements and approved credentials

Complete when

The operating approach is readable, and every published technology, security and certification claim has client approval.

06 Careers

/careers

Keep job applications separate from sales enquiries.

- Editable job listings with language, location and requirements
- Application form and private PDF/DOC/DOCX CV upload up to 5 MB
- Initial population of up to three client-supplied vacancies

Complete when

An applicant can select a real vacancy, submit valid data and upload an allowed CV; unauthorised visitors cannot access the file.

07 Resources & Brochure

/resources

Convert brochure interest into a qualified contact.

- One approved company brochure; supplied language versions linked
- Name, company and email capture before download
- Consent notice, download confirmation and email notification

Complete when

The approved brochure becomes available after a valid submission; the lead is recorded and notification delivery is verified.

08 Contact & Request a Quote

/contact

Collect enough context to qualify a B2B opportunity.

- Name, company, email, phone, country, service and message
- Optional language, workload and operating-hours fields
- Confirmation screen, email delivery, Google Sheets and contact links

Complete when

Required fields, errors and confirmation states work. A valid test request creates one protected record and reaches the mailbox and agreed Sheet tab; invalid submissions are rejected.

09 Book a Consultation

/book-a-consultation

Offer a direct route to an introductory call.

- One Calendly calendar embed or booking link
- Client-owned availability, time zones and confirmation flow
- A quote-form fallback if the calendar cannot load

Complete when

The selected calendar loads or a clear fallback appears; booking availability remains controlled by Nexovia's account.

10

Search Results

/search

Help visitors find content in their selected language.

- Keyword search across public pages and open jobs, including service content within the Services page.
- Language-filtered titles, excerpts and links
- Clear no-results state and contact route

Complete when

Results match the selected language and link to public content; no application data or CV files appear in search.

11

Privacy, Cookies & Website Terms

/policies

Explain website data collection and visitor choices.

- Privacy, recruitment-data handling and retention information
- Cookie categories and accept/reject/preferences controls
- Website-use terms; final legal wording approved by the client

Complete when

Policies are client-approved; accept, reject and preferences work, and optional analytics do not run before the required consent.

Nine core services to showcase

01

Inbound Customer Support

Voice support, enquiry handling, customer care, and escalation workflows.

02

Outbound Calls & Telemarketing

Outbound campaigns, prospect qualification, telemarketing, and lead generation.

03

Email & Ticket Support

Written support, ticket categorisation, follow-up, and resolution communication.

04

Live Chat & Social Support

Customer conversations across live chat and social messaging channels.

05

Back-office Operations

Data entry, document processing, and routine administrative support.

06

Appointment Setting & Sales Support

Appointment qualification, scheduling, sales follow-up, and pipeline support.

07

Multilingual Customer Support

French, English, Arabic, German, and Spanish service coverage.

08

Quality, Training & Workforce Management

Quality monitoring, coaching, agent training, staffing, and workforce planning.

09

Analytics & Process Improvement

Operational reporting, performance analysis, and improvement recommendations.

Two optional service topics

Technical Support / Helpdesk — L1, L2

Optional in the brief: first- and second-level technical support. This topic can be added after scope confirmation.

Collections & Customer Retention

Optional in the brief: collections follow-up and customer retention. This topic is separate from the nine core launch services.

Service delivery languages: French, English, Arabic, German and Spanish. Website content languages: Arabic, English and French. These are two different scopes.

Forms and integrations

Quote and enquiry handling

Validated forms save a protected website record before showing confirmation. One notification mailbox and one client-owned Google Sheet receive the agreed fields. The website record remains available if an external delivery fails.

Booking and brochure capture

One Calendly calendar, one brochure download flow, and verified click-to-call, WhatsApp and social links. Client accounts and approved assets are required.

Recruitment applications

Editable vacancies and protected applications, initially populated with up to three supplied jobs. CVs and candidate details stay in the protected admin area; the Sheet receives only an application reference, vacancy and date. Notifications link authorised staff to the record.

> Live chat and social support above describe Nexovia's outsourced services. A chat widget or AI chatbot installed on this website is a separate optional feature.

Reference direction

The recommended structure draws on the clear service and sales paths in iCall and BPO Hive, the credibility and recruitment emphasis in RAYA CX, and the services/industries separation used by Concentrix and TaskUs. It keeps the navigation proportionate to this project.

iCall · eDigital · RAYA CX · BPO Hive · TaskUs · Transcom · Concentrix · TTEC

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Website Features

Brand-led design

Layouts and visual choices based on the approved Nexovia logo.

Mobile-first layouts

Responsive pages for phones, tablets and desktop screens.

Three website languages

Arabic RTL, English and French with linked language equivalents.

Clear navigation

Separate routes for services, consultation and careers.

Quote requests

A service selector and useful qualification fields.

Consultation booking

Client-owned calendar with a contact-form fallback.

Brochure downloads

Capture contact details before providing the approved file.

Careers and applications

Editable listings, application form and private CV upload.

Internal search

Search public content in the selected language.

Direct contact

Click-to-call, WhatsApp and approved social links.

Optimised imagery

Compressed images and appropriate modern formats.

Accessible interaction

Keyboard navigation, labels, focus states and readable contrast.

05

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Website Goals

Qualified B2B leads

Let decision makers explain their service, language and staffing needs.

A credible company profile

Present the team, delivery model and approved business facts clearly.

Better recruitment flow

Collect applications through a dedicated candidate journey.

French-speaking reach

Use French content alongside Arabic and English to reflect the brief.

Fewer qualification gaps

Forms and brochure capture provide useful context to the sales team.

Measurable conversion

Track enquiries, brochure interest, booking clicks and applications.

Nexovia's initial targets are 30 leads and 50 applications per month, with a 5% website conversion rate. The website provides the journeys and measurement foundation; reaching those targets also depends on traffic, the service offer and sales follow-up. They are planning targets rather than guaranteed results.

06

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Content Management

Users & permissions

Named administrator and editor accounts. Restrict access to content, applications and settings according to the assigned role.

Homepage sections

Edit the hero, introductory copy, service highlights and approved proof points from a structured screen.

Company pages

Maintain About, locations, approach and policy content without changing the agreed page structure.

Services & industries

Update the service sections and industry use cases, with consistent titles, descriptions and enquiry links.

Enquiry inbox

Read quote and brochure enquiries in the protected administration area, with their source form and submission date.

Page metadata

Edit the title and description for every public page in each language, with consistent links between translations.

Images & documents

Replace approved images and the brochure, maintain image alternatives and validate supported uploads.

Contact details

Keep phone, enquiry email, address and approved social destinations consistent across the website.

Navigation

Edit the menu labels and order of existing pages while preserving the agreed language structure.

Three-language publishing

Maintain Arabic, English and French versions, select the corresponding page and review content before publication.

Jobs & applications

Publish or close vacancies, review candidate details and access CVs only through authorised accounts.

Mobile administration

Use responsive editing screens for routine updates, with one training session on the approved workflows.

The protected admin area is separate from the 11 public page types. Editing capabilities follow the scope in this document; new systems and workflows require a scope change.

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Content Included

Content production is part of the EGP 20,000 website fee.

Writing and editing

Website copy for the agreed pages and nine services, shaped around the client's approved business information.

Three-language content

Arabic, English and French copy preparation, translation, proofreading and content entry are included.

Ready for publication

Populate approved copy, imagery, contact details and metadata before launch.

Responsibilities

Trickces will provide

Content structure, copywriting, three-language preparation, page population, layout and editorial review.

Nexovia will provide and approve

Final logo, accurate business facts, service coverage, team/location images or approved stock choices, brochure PDF, vacancies, testimonials and any certification evidence. Legal and factual statements require client approval.

The brief lists 500+ seats and a five-language service capability. Capacity, operating hours, named clients and certifications will only be published after Nexovia confirms them.

WORKSTREAM	TRICKCES	NEXOVIA
Business facts	Structure and draft the copy.	Confirm service coverage, capacity, hours and claims.
Three languages	Write, translate and proofread Arabic, English and French.	Approve terminology and final factual meaning.
Visual assets	Crop, optimise and place approved images.	Supply team photos, final logo and evidence rights.
Brochure & vacancies	Configure the download and populate initial vacancies.	Supply the approved brochure and real job requirements.
Final review	Prepare staging content and apply agreed corrections.	Provide consolidated approval before publication.

Technology & Delivery Approach

A focused WordPress implementation keeps the approved features within one maintainable website. Shared components support all three languages. The implementation fee covers the listed functionality without mandatory paid-plugin subscriptions; optional premium additions are quoted before approval.

WordPress

A tailored WordPress website built with a shared visual system and reusable page components.

> **Why this choice:** Fits the page, recruitment and publishing scope within the agreed delivery window.

PHP

Handles forms, content operations and server-side processing.

> **Why this choice:** Widely supported by managed hosting at the proposed annual budget.

MySQL / MariaDB

Stores content, settings and protected submission records.

> **Why this choice:** A standard, maintainable database choice for WordPress.

HTML / CSS / JavaScript

Responsive interfaces, forms and accessible interactions.

> **Why this choice:** Supports a lightweight branded experience across common browsers.

Polylang

Connects Arabic, English and French page versions.

> **Why this choice:** Provides multilingual publishing without requiring machine-translation subscriptions.

Calendly + Google Sheets

Booking and a simple operational record of form submissions.

> **Why this choice:** Uses the client's existing accounts and keeps the workflow easy to review.

Hosting, Email & Domain Options

Recommended annual package

Managed Linux Web Hosting

USD 150 / year

Hosting and one standard domain together. This annual fee is separate from the EGP 20,000 website implementation fee.

Proposed server setup

- Managed shared hosting with PHP 8.3+ and MySQL/MariaDB support
- Target capacity: 10 GB SSD storage and one website database
- HTTPS, domain/DNS setup and automated backup capability
- Provider, exact quotas and backup storage confirmed before purchase

The package uses shared hosting; it does not promise dedicated CPU or RAM. If a VPS becomes necessary because of traffic or storage growth, its specification and revised fee will be agreed separately.

Business email

Set up one host-provided enquiry mailbox, or connect the existing business mailbox, for authenticated SMTP notifications. Configure the DNS authentication records supported by the provider and test delivery. Mailbox quota is confirmed with the hosting plan; Google Workspace and Microsoft 365 subscriptions are optional and separate.

Domain registration

Register the selected standard domain in the client's name, connect DNS and document renewal access. Domain availability is checked before purchase.

Recommended naming shortlist

Brand recommendations, subject to availability and standard-package pricing checks.

nexoviahq.com

First choice for a broad corporate identity. Short and independent of a single market or service.

nexoviacontact.com

A clear connection to the contact-centre business, with room for multiple service lines.

nexoviapartners.com

A partnership-led brand direction for long-term B2B relationships.

18 proposed domain names

nexoviasolutions.org	nexoviatech.org	nexoviaglobal.org
nexovia.systems	nexoviaapp.com	nexoviafr.com
nexoviapartners.com	nexoviacontact.com	nexoviasupport.com
nexoviahq.com	nexoviagroup.com	nexoviain.com
nexoviacon.com	nexoviac.com	nexoviacall.com
nexoviacalls.com	nexoviacc.com	nexoviav.com

The annual USD 150 package covers hosting and one standard domain selected after checking availability and registration/renewal pricing. This is a list of naming options, not reserved domains. Any premium acquisition or extension outside the standard package requires a separate approved quotation. Names supplied without an extension use .com.

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Security & Backups

Encrypted connections

HTTPS across the live website, forms and administration area.

Protected administration

Named accounts, controlled permissions and login rate limits.

Validated forms

Server-side validation, spam controls and request protection.

Private CV handling

PDF/DOC/DOCX files up to 5 MB, validated on the server and stored outside public media access or behind an authenticated download route. Unauthorised users cannot retrieve a CV by its URL.

Backup configuration

Automated backup configuration and one restore test are included. Frequency, retention, access controls and storage location are documented for the selected USD 150 annual package before purchase. Any requested additional storage or extended retention is quoted and approved separately.

Restore and handover check

One restore test and a handover note describing the confirmed backup location and recovery steps.

Nexovia approves who can access personal data and how long it is retained. Access to the website, mailbox and Sheet is restricted accordingly. Legal assessment of GDPR compliance, formal security certification and PCI DSS validation are separate from website implementation; company credentials are published only with supporting evidence.

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Search Visibility & Measurement

Page metadata

Titles and descriptions for Arabic, English and French pages.

Indexable structure

Clean language URLs, XML sitemap and canonical/hreflang links. Staging is access-restricted and marked noindex; private records and CVs are excluded from public search and sitemaps.

Relevant service language

Content themes such as call-centre outsourcing in Egypt and French-speaking customer support.

Structured business data

Organisation and service markup using approved factual information.

GA4 and Search Console

Set up client-owned accounts and track submitted leads, brochure actions and booking clicks, with consent controls for optional analytics.

Performance checks

Optimise images, fonts and scripts. Target LCP ≤ 2.5 seconds for Home and Contact in an agreed mobile Lighthouse test, reporting the median of three runs on the launch host. Device, network and consent/embed state are recorded; real visitor performance can vary.

These foundations help search engines understand the website. Rankings, traffic and lead volume depend on competition, content, demand and ongoing marketing.

Ongoing SEO is a separate service

Recurring keyword research, new articles, link building, advertising and monthly marketing reports are not part of the one-time implementation fee.

What will be measured

EVENT	RECORDED WHEN
`generate_lead`	A quote or contact form submits successfully.
`brochure_access`	A valid brochure request is accepted and the download link is displayed; this records access being offered, not completion of a file transfer.
`booking_link_click`	A visitor opens the calendar; this does not claim that a booking was completed.
`application_submit`	A valid application is accepted, without sending CV data to analytics.
`contact_click`	A click on an approved telephone or WhatsApp link.

Optional analytics respect the visitor's consent choice. Names, emails, messages and CV contents are not sent as analytics event parameters.

Suggested lead conversion rate: measured sessions with at least one successful quote/contact submission divided by measured sessions in the same period. Consent choices affect coverage. Lead qualification and deduplication belong to Nexovia's sales process; ongoing reporting is separate from the initial analytics setup.

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Delivery Timeline

01

Design 3–4 working days

Work in this stage: Confirm the sitemap, brand direction, page layouts and Arabic RTL behaviour.

Nexovia action: Approve the logo, factual profile and consolidated design feedback.

02

Development 7–9 working days

Work in this stage: Build pages, language switching, CMS, forms, search, careers and integrations.

Nexovia action: Provide calendar, email and Google account access through an agreed secure method.

03

Content finalisation 2–3 working days

Work in this stage: Finalise, review and populate the three language versions. Drafting and translation begin during design/development; this 2–3 day stage covers final consolidation and entry.

Nexovia action: Confirm service facts, approved images, brochure and translations.

04

Testing, Launch & Training 3–5 working days

Work in this stage: Test conversion journeys, devices, languages, privacy controls and backups; deploy and hand over.

Nexovia action: Provide acceptance feedback, approve launch and attend the training session.

Delivery window: 15–21 working days after scope approval, initial payment and receipt of the agreed starting inputs. Content drafting runs alongside design and development; the final content stage is reserved for consolidation and entry. The plan assumes one decision-maker and consolidated feedback within two working days. External approval/account-verification delays shift the dates; the start date and working-week calendar are confirmed at kickoff.

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Investment & Payment Terms

DELIVERY STAGE	OUTPUT	WORKING DAYS	CHECKPOINTS
Design	Approved sitemap and selected design direction.	3–4	4
Development	Working pages, CMS, forms and integrations.	7–9	13
Content finalisation	Approved content in Arabic, English and French.	2–3	5
Testing & launch	Acceptance checks, production launch and handover.	3–5	6

FIXED WEBSITE IMPLEMENTATION FEE

20,000 EGP

One-time fee · content included · 15–21 working days

USD 150 per year for hosting + one standard domain

Included

- The 11 page types and nine core service sections described in this proposal
- Arabic, English and French website content, translation and population
- Responsive design, CMS, forms, search, careers and the listed integrations
- Basic SEO, analytics setup, testing, deployment and one training session
- Two consolidated design review rounds and a 60-day defect warranty

Separate / not included

- Annual hosting + one standard domain: USD 150. Premium domain acquisitions require a separate approved quotation.
- Technical support L1/L2 and collections/retention service content, if added later
- Separate service-detail pages, blog/news, client portal, CRM or ATS systems
- Optional website chatbots/live chat, premium upgrades, purchased stock assets and external paid subscriptions beyond the included functionality
- Brochure design/translation, photography/video production, legal review and additional website languages
- Ongoing SEO/ads, Meta Pixel, LinkedIn Insight Tag, Hotjar and monthly maintenance

Proposed payment schedule

MILESTONE	SHARE	AMOUNT
On signing	50%	**10,000 EGP**
On design approval	25%	**5,000 EGP**
On acceptance, before launch	25%	**5,000 EGP**

First-year budget: EGP 20,000 + USD 150. The two currencies remain separate; no exchange-rate assumption is included. The payment schedule is proposed for agreement at signing.

Handover & Support

60-day defect warranty

Correction of reproducible defects in the agreed website scope for 60 calendar days from the documented launch/handover date. Scope defects remain covered; new features, later content edits, external-provider outages and problems caused by subsequent third-party changes require separate handling.

Training and ownership

One recorded training session, a short administration guide, source/theme files, database export and credentials after full payment.

Optional maintenance

Ongoing updates, monitoring and later content work can be covered by a separate maintenance agreement. No monthly fee is assumed in this proposal.

Your handover package

01	Website source/theme files and a database export, transferred through an agreed encrypted channel to authorised recipients.
02	Client-owned domain, hosting and administration access through an agreed secure handover.
03	Integration register: notification mailbox, Google Sheet and calendar account.
04	One recorded training session and a short guide in the agreed working language.
05	Backup location, retention schedule, recovery steps and one restore-test record.
06	A launch checklist and a dated record of the 60-day defect warranty.

Why Trickces

Each commitment below points to a concrete part of this offer.

Defined scope	Review every page, function and completion criterion before committing to the project.
Visible pricing	See the complete implementation fee, annual infrastructure cost and optional expansions before approval.
Content responsibility	A coordinated content set gives your services a consistent voice across Arabic, English and French.
Three-language delivery	Menus, content and form states follow one multilingual experience, including natural Arabic RTL layouts.
Lead-focused journeys	Service and sector context help your team move from an enquiry to a relevant first conversation.
Editable content	Your team can maintain pages, services and vacancies through documented editing workflows.
Separate candidate path	Recruitment has its own forms, records and access permissions, separate from commercial enquiries.
Measured delivery	Acceptance is based on working pages, integrations and user journeys that you can inspect.
Search foundations	Launch with search metadata and defined conversion events, ready for your ongoing marketing work.
Clear timeline	Four delivery stages make outputs, review points and required inputs visible from the start.
Documented handover	Receive the files, access, training and recovery instructions needed to take control of the website.
Defined warranty	A documented 60-day correction period supports the transition from launch to daily use.

Terms & Acceptance

Scope of work

The pages, features, language coverage and exclusions within this proposal are the project scope. Changes are estimated and approved in writing before implementation.

Offer validity

Valid until 31 October 2026. Final scope and commercial terms are approved at signing.

Payment

Proposed: 50% on signing, 25% on design approval and 25% after acceptance of the completed scope on staging, before launch and final handover. The standard hosting/domain package is USD 150 annually, payable before activation or renewal.

Inputs and approvals

Nexovia supplies accurate facts, approved assets, account access and consolidated feedback. Client or provider delays adjust the delivery date.

Reviews and scope changes

Two consolidated design review rounds are included. Each stage is reviewed against this proposal; reproducible in-scope defects are corrected without consuming a design round. New requirements or changes to an approved direction are estimated and approved in writing before work begins.

Accounts, hosting and domain

The client owns the domain and external accounts. Provider quotas and availability are confirmed before purchase; paid third-party upgrades require separate agreement.

Ownership and handover

Project files and credentials are handed over after full payment. Third-party software and assets remain subject to their original licences.

Factual and legal content

Nexovia approves company claims, privacy/retention wording and any certification statements. The project does not include legal advice or certification.

Content approval

Trickces prepares and proofreads all three website languages; Nexovia confirms business facts and terminology. Corrections to the agreed content are included before approval. New content or a different direction after approval is treated as a scope change.

Launch domain and existing address

The website launches on the selected domain. The address cited in the requirements, www.nexovia.contactcenter.com, is a reference to be confirmed with Nexovia. Migration of legacy content/data and redirects from an existing site are assessed after access review and agreed separately if required.

Acceptance checklist

- All 11 page types are available in Arabic, English and French, with correct RTL and language links.
- All nine core services are represented accurately, with approved company and content facts.
- Quote, brochure and application tests create protected website records. Email and Sheet delivery are verified against the agreed fields; candidate details and CV files remain in the protected admin area, with application references only in the Sheet.
- CV uploads reject unsupported types and oversize files; applicants' data is not publicly accessible.
- Calendar, contact links, search, cookie choices and analytics consent behaviour work as agreed.
- Check current Chrome, Firefox, Edge and Safari on representative desktop/mobile layouts. Review delivered templates for keyboard access, focus, form labels, errors and contrast against relevant WCAG 2.1 AA criteria; record limitations of third-party embeds.
- HTTPS, metadata, sitemap and language links are complete. The confirmed backup configuration passes one restore test; training, access details and the handover checklist are delivered.

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Next Steps

01 · Approve the proposal

Confirm the sitemap, included functions, three website languages, domain choice and commercial terms.

02 · Sign and start

Complete the initial payment and provide the agreed brand assets and account access to begin the delivery schedule.

Let's build Nexovia's next business touchpoint.

Confirm the page structure, launch priorities and source materials. We will turn the agreed direction into a website your team can use, measure and manage.

TRICKCES × NEXOVIA

Software, websites and business automation

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Proposal v3.0 · 11 October 2026 · Prepared from Nexovia's requirements dated 4 October 2026 and the agreed project parameters. Scope and commercial terms are confirmed at signing.