BUSINESS PROPOSAL

PROJECT NAME

Elesonic Medical Systems Canada INC

[WEB BACKEND AND WEBSITE DEVELOPMENT]

FOR
ELESONIC HEALTHCARE PVT LTD

DOCUMENTED BY:

BUSINESS ANALYST TEAM

Proposal Version - 1.1

Business Proposal

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AUTHORS

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DOCUMENT RELEASE HISTORY

Date	Version	Document Revision Description	Document Author
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APPROVALS

Approval Date	Approved Version	Approver Role	Approver
03-02-2022	1.0	Lead Business Analyst	Sourav Pyne
08-02-2022	1.1	Lead Business Analyst	Sourav Pyne

Business Proposal

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2. EXECUTIVE SUMMARY

The client wants us to build a website where the potential users will be able to register as a buyer as well as sellers, where the seller will sell medical machinery in (second-hand price) to potential buyers. The website will also provide own-made products and services if any potential customer desires to have them. Basically, there will be 4 types of users – i. Back-end Admin, ii. Back-end Sub-Admin, iii. Frontend Buyer, iv. Front-end Seller.

Buyer lands on the homepage. Buyer browses through products and services. The buyer will register/login into the system. A verification link is sent to the registered E-mail Id. Buyer selects/filters/submits products and services and proceeds to checkout. Buyer selects at store pick-up and at the doorstep. Buyer adds address from the address book. Buyer views order placed confirmation message. Buyer views transaction confirmation message. Buyer views tentative delivery date/time. Buyer submits feedback. Buyer views CMS Page. Details are mentioned in the 10. Features Break-up section of this document.

Note

1. While selecting services, the Buyer submits an inquiry form having data fields like Name/number/Email/Address/Type of Service Required. Admin will contact Customer through Call/Email for providing services. Any communication between the service boy and Buyer is considered out of the system.

2. Customer will request quoted price for selected services. Admin will reply with quoted price where Customer can pay online the quoted price.

3. Buyer will pay product and services prices excluding shipping/delivery/repair/parts charges.

4. Any disputes regarding services will be handled outside of the system.

5. There will be no refund, replacement, or return of products for seller products.

6. For At Store Pick-Up Buyer will contact outside of the system.

Seller lands on home page. Seller browses through services and products. Seller registers through the platform by providing name/number/address/e-mail Id/Company/business name/logo/legal documents/authorization documents. Seller receives verification mail. Seller login through the verification link in e-mail. Seller post products/product variant/product make and model/price. Seller receives order list, ships to customer address. Seller views feedback. Seller views CMS Page. Details are mentioned in the 10. Features Break-up section of this document.

Note –

1. Seller will be able to register on the platform when his verification will be done and receives a verification and approval mail.
2. If a seller wishes to upgrade any product price than he has to request Admin to approve and then seller will be able to upgrade price.
3. Once a product purchased at the frontend by the buyer, payment will be sent to Seller (80%) and Admin (20%) directly.

Sub- Admin will login into the system. User will perform all the activities as assigned by Admin.

The Application owner, admin will be able to log in and the admin will be able to manage everything from the top and have the highest level of access on all significant features, like - Manage Customer Accounts (View/Add/Edit/Delete/Activate-Inactive), manage Sub-Admin account, manage seller account, manage services listing, manage own made product listing, manage payment, manage feedback, manage CMS page. Details are mentioned in the 10. Features Break-up section of this document.

The admin and sub-admin web portal, website for Customers will be mobile screen responsive. The web portal will be cross-browser as well as cross-platform supported. This means it will open with any operating system and browser. Admin web portal and all apps will support English Language and CAD currency.

Note –

1. The website will have URLs of other websites integrated into the platform.
2. Tracking of service boy/provider is considered out of the system.
3. If both the users that is Admin and Customer reschedule the service time/date it will go as an E-mail to both the users.
4. Services will be provided by Admin only
5. Admin will also list own-made products.
6. Return, replacement, and refund of own-made products are considered out of the system.
7. No Return, replacement, and refund of seller's products

8. Admin will have a 3rd party verification unit for verifying Seller.

9. Sometimes online payment methods might not support a huge amount, in that case, Client has to confirm the payment mode.

10. System will have multi-language and multi-currency settings. (Client has to purchase the multi-language plugin (99 USD Plan) from https://wpml.org/)

11. We will support up to 8 -10language (custom language settings for each page element)

3rd Party APIs

1. Payment Gateway API

3. **COMPANY OVERVIEW**

Ivan Infotech Pvt. Ltd. is anytime more than adroit IT consulting service providers. The entity has been crafted with pool of certified and immaculately experienced tech-savvy talents, in love with amalgamating latest and best technology with innovative ideas. Purpose of which is to serve each of our respective clients with triumphant glory in this competitive IT world.

Taking your business at a Zenith Point through our spectrum of modern and ace digital services is something that we prioritize-in. Our series of competent and ingenious service solution includes:

- ✓ Enterprise Resourcing
    - ✓ Business Analytics
    - ✓ Testing Services
    - ✓ Infrastructure Management Services
    - ✓ Microsoft Programming
    - ✓ Mobile App Development
    - ✓ ecommerce& Business Process Solution
    - ✓ IT-Consulting
    - ✓ Web Design & Development

Ivan Infotech Pvt. Ltd., makes no compromise in on-time project delivery combined with intelligent computing and promising technologies. We work as one fine team passionate about creating milestones for each of our valuable clients (big or small) & shine-up with their satisfactory growth rate. This is the reason why today; we have a strong client base across the globe (and adequate number of persistent clientele). We do not claim to be different but we are different, because of our:

- ✓ Pool of talents (More than 350 technologically acknowledged, certified, fresh & also, immaculately experienced skills)
- ✓ Proficiency in every new technological tool, languages & frameworks
- ✓ Obliging, dedicated and ardent tech-experts
- ✓ Potentiality to unleash new challenges
- ✓ Efficiency in delivering result-oriented IT solutions

- ✓ Competence to serve valuable global clients

- ✓ Positive approach towards every project

- ✓ Analyzed and well-planned mode of work

- ✓ Assurance for 24/7 transparent communication facilities

- ✓ Advanced services that are free from pocket-pinch

- ✓ Ability to make you related with, ROI (Return on Investment) and more.

With Ivan Infotech Pvt. Ltd., you get to engage your businesses with the power of smart & simplified IT-consulting solutions, as a whole.

4. ORGANIZATION AND EXECUTION

We at Ivan Infotech consider client satisfaction as priority and hence have evolved to capture the requirements in the most effective manner. To begin, we start with gathering information about the task at hand followed by a well thought allocation plan for each and every participant. The Experience stocked in our man power enhances the projects we partake in. Making everything the best version it itself. At Ivan Infotech, Projects are managed via a simple system like a chronological order and checkpoints at each stage as opposed to a more complicated system like writing incomprehensive reports submitted and read at intervals unplanned in use at various other places inciting a large chance of an irregular delivery.

5. EXECUTION APPROACH

Execution is the most important fold of this three-Fold plan. But to get there, Ivan uses intensive methods to achieve the perfect path for the project. To start with strategy, our process, which is customized to our client's needs, effectively allocates resources to achieve recognition by the capital markets of the intrinsic value inherent in the organization. In addition, our unique process provides the metrics for evaluating progress and achievement. Our advanced progressive techniques for information gathering have yielded results beyond expectations. And hence, we possess the unique ability to provide exactly want is asked for instead of an attempt.

To implement our strategy made during the gathering and understanding requirements process, we start with organizing the needs. Implementing a strategy consists of all the decisions and activities required to turn the two sets of strategic choices, corporate and business. If Ivan has the

capabilities, enterprise advantage, and business portfolio we want, the created strategy is implemented. Of course, the methods and ways put in action won't always stay same. Requirements change, Priorities change and most of all, a scope changes. In other words, the details of a proposal are in constant flux.

We at Ivan are well equipped with outmost fluidity enabling us to deliver nonstop even during deadlocks.

When we are well ahead planned with our implementation, the project is approved and executed by allocated teams with sufficient fallback contingency plans in place.

Role	Description	Name/Title
Executive Sponsor	Provide executive support for the project	Koushik Ganguly
Process Improvement	Advises team on process improvement techniques	<To be Decided>
Business Analyst	Analysis& Documentation	Sarmilee Patnaik
Project Manager	Manages the business case and project team	<To be Decided>
Project Coordinator	Co-ordinate with Client, PM, Team, BA, QA and Other Departments to fulfill requirements and updates	<To be Decided>
Account Manager	Co-ordinate with client or external stakeholders	
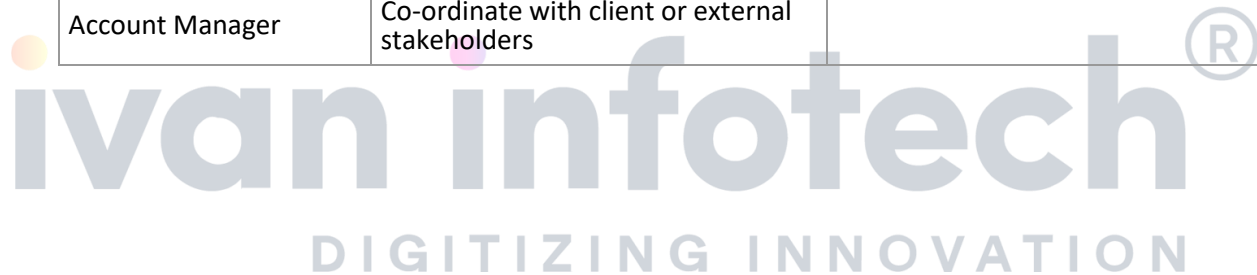
6. IVAN INFOTECH RELEVANT EXPERIENCE/CAPABILITIES

Ivan specializes in custom application, web portal development, in several areas of technologies and business. Some of the technology areas are:

- ✓ Java – J2EE
- ✓ .NET Technology
- ✓ Python
- ✓ PHP
- ✓ Multiple JS Frameworks
- ✓ Microsoft Solutions
- ✓ Enterprise Application Integration
- ✓ Web Application Development and Migration
- ✓ Mobile Technologies [Hybrid, Android and iOS]
- ✓ E-Commerce
- ✓ Mainframes
- ✓ iSeries

Ivan has been providing custom application, Web Portal and Mobile development to various industries such as automotive, energy, marketing, healthcare, product development companies, Tourism, and Real-estate. Our team comprises of dedicated and highly technical professionals with strong leadership skills who support in developing and delivering the solution to our customers.

7. DEVELOPMENT METHODOLOGY

Based on customer need, approach and requirement we set our development methodology. For this project, we intend to follow the **Waterfall** methodology.

WATERFALL MODEL
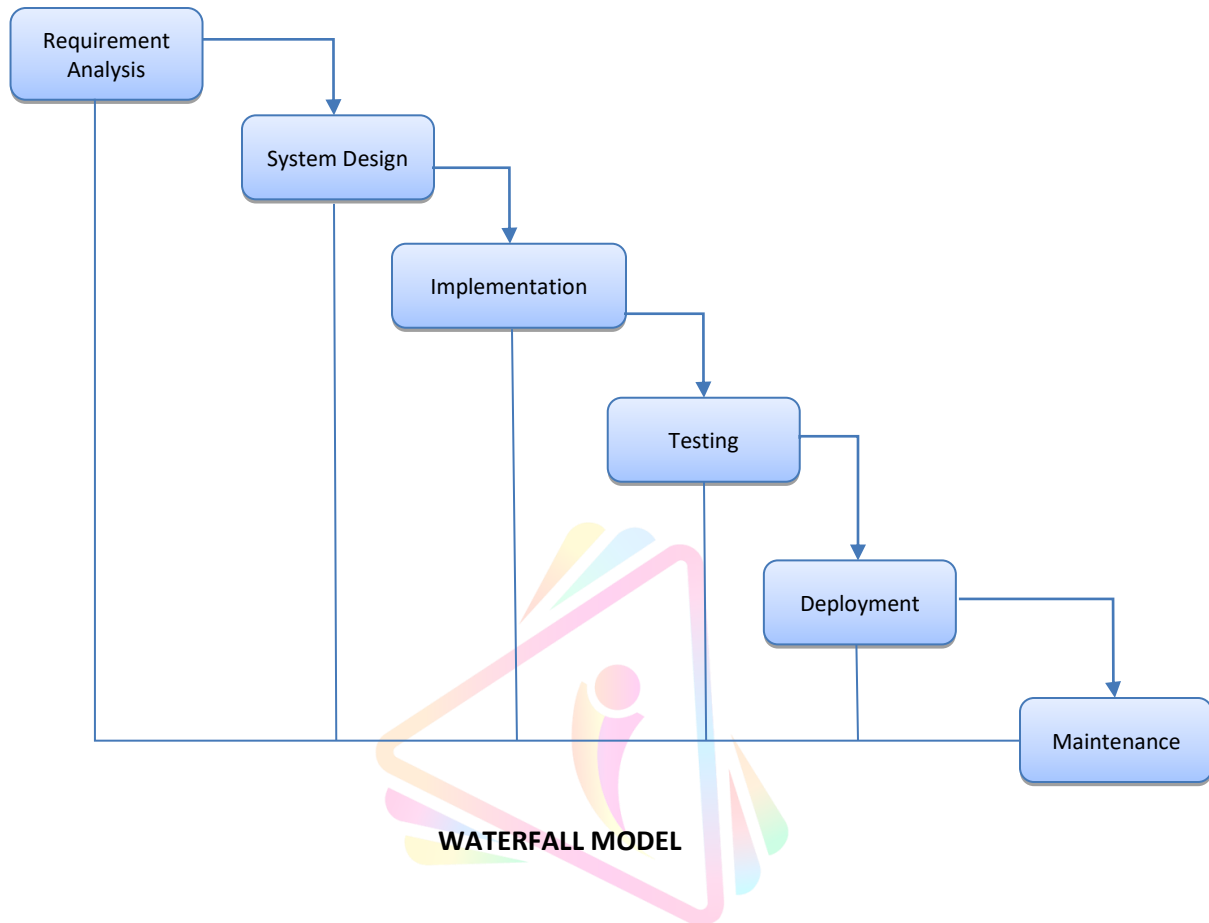
Application

- ✓ Requirements are very well documented, clear and fixed.
- ✓ Product definition is stable.
- ✓ Technology is understood and is not dynamic.
- ✓ There are no ambiguous requirements.
- ✓ Ample resources with required expertise are available to support the product.
- ✓ Phases are processed and completed one at a time.

8. ASSUMPTIONS AND DEPENDENCIES

1. Ivan Infotech will appoint a Project Manager / Project Leader / Team Lead on the project as a single point of contact for communication over Email, Phone, and Skype

2. Ivan Infotech assumes that they will not only get subject matter expertise from a client but also a contact empowered to make real-time decisions shall be assigned to the project

3. Once this document is approved it supersedes any other documents provided by client before or after approval of this document accepts where mutually agreed and stated.

4. The performance of the application depends on the hardware selected, internet bandwidth allocated, network connectivity, size of data and concurrent users.

5. Ivan Infotech will send updates on daily / weekly / fortnightly basis for the project progress depending on the size of the project.

6. Client understands any limitations in 3rd party application will be deemed not in scope of this document Whilst every effort would be made to ensure accurate functioning of 3rd party modules, extensions, code base or integrations as possible; their accuracy can only be as good as the information provided by the suppliers / developers of the module, extension, code base or suppliers (in case of integrations).

7. Ivan Infotech is not responsible for the development and / or operational performance of any third-party partners / tools used or selected by the client.

8. The client will provide the necessary graphics required for the designing tasks. Ivan Infotech can use Royalty Free graphics available at www.shutterstock.com or at www.istockphoto.com, in which case the Client will have to pay the actual costs of the graphics as purchased.

9. Logo / Branding are not a part of the project.

10. Ivan will share project tracking progress with Client either through Asana or other softwares.

11. The Admin web portal and website for all users will be developed for the English Language Only.

12. The Admin web portal and website for all users will be developed for the CAD Currency Only.

13. Client has to share the Payment Gateway API credential for purchasing products and services.

14. Ivan Infotech will open an FTP account for downloading the software developed for testing purposes.

15. The client will also provide for and do basic quality assurance to confirm the features developed.

16. Ivan Infotech will provide technical support via Email, Phone, Messenger, and other services only.

17. Ivan Infotech will be using their indigenously developed coding standards and style for the application – if the Client has any specific standards to be followed then they must be sent to the development team before the start of the project in a comprehensive technical document.

9. SCOPE OF THE PROJECT

- Requirement Analysis and Documentation
- UI/UX Design
- Database Design
- Development
- Testing and Deployment
- Post production service – Client will get 2months free support for only bug fixing (on which we will be working) and it includes design fixing, functional issue, crash and errors in project.

The development scope of Elesonic Medical Systems Canada INC Website development would not include:

- Arrangement of Hosting Server and Domain. Ivan will only suggest best server configuration Client's plan.
- Concurrent User Testing on Live Server Environment
- On-Site User Training.
- Content Writing
- Digital Marketing
- On/Off-Page Search Engine Optimization

10. FEATURES BREAK-UP

A. ADMIN FEATURES (Web Based)

  a. Login

    1. **Log In -** Admin open Admin link to login to Admin panel for manage everything as top access level of user. Details has to provide -

      a. Email ID

      b. Password

    2. **Forget Password** - Admin click on Forget Password option to reset their account password.

    Admin clicks submit to receive password reset link.

    Admin clicks password reset link and system redirects to website password reset page where Admin put their New Password and Old Password.

3. **Remember Me -** Admin checks Remember Me option to save account credential to browser cookies that Admin don't have to login every time when they come back.

4. **Logout** - Admin clicks logout to logout from Admin panel.

b. **Settings**

1. **Basic Setup**

   a. Settings Manage – Admin clicks Manage Settings to update settings.

   These are-

   i. Payment Method Setup – API Settings for Payment Gateway

   ii. Multi-Currency and Multi Language Settings

   iii. Tax Rate Settings (in % on various purchases pricing)

c. **Dashboard** -View all Statics of Revenue and Users in the section to access and manage valuable information

d. **Buyer Management** –

1. Manage Buyer Account – (View/Add/Delete/Active/Inactive)

   Note – All communication with Buyer is considered out of the system for services selected by Buyer.

e. **Seller Management** –

1. Manage Seller Account – (View/Add/Delete/Active/Inactive)

2. Accepts/Rejects Product Price Upgradation Request.

   Note – Admin will send seller will get Registration and account verification email.

f. **Own Product Listing Management** –

1. Manage Product Listing – Create/Add/Edit/Delete/Active/Inactive Product Type/Product Category/Product Sub-Category/Product Variant.

   Note – Admin will list only own products

g. **Product Pricing Management** –

1. Manage Product Pricing – Add/Edit/Delete/Update Product Pricing

   Note – Product Pricing excludes shipping charges, delivery charges

h. **Services Listing** –

1. Add/Edit/Delete/Update services

Note – Services are provided by Admin only. Customer will book services and fill a service enquiry form and request a quote where Customer will pay the quoted price. Any extra cost will be incurred outside of the system.

i. **Product Order Management** –

   1. View Product Orders (Both own-made and Seller made)
   2. Views Order ID

j. **Services Order Management** –

   1. Views services enquiry form
   2. Accept/Reject Services Request
   3. Creates and sends quotes for selected services

k. **Payment Management** –

   1. Views and Downloads Payment Receipts and tax invoices

l. **Feedback Management** –

   1. View/Delete feedbacks submitted by users

m. **Website URL Management** –

   1. Manage Website URLs – Add/Edit/Delete

n. **Report** -

   1. View Listing of total Users
   2. View Listing of Active and Inactive Users
   3. Total Sales and Revenue

o. **Invoice Management** –

   1. Views and downloads tax invoices

p. **CMS Pages Management** - Home page, About Us, Contact Us, FAQ, News, how it Works, Terms of use, Privacy Policy, Social Media Link, Training, Plans, and how it works.

q. **Contact Us Management**

   1. **Contact Us Messages**

      a. View Messages
      b. View Message details with Person Name, Email ID and Contact Phone Number

   r. **Email Notification**

1. User Login

2. 3rd party Verification Unit

3. Verification Request from Seller

4. Product Price Upgradation Request for seller
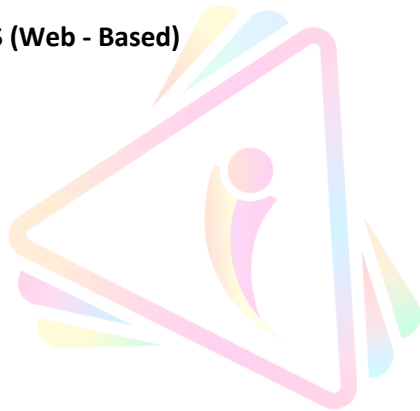
5. Services Quote Request

B. BACK-END SUB-ADMIN FEATURES(Web-Based)

   a. Sub-Admin will login into the system and perform all activities as assigned by Admin

C. FRONT-END BUYER FEATURES (Web - Based)

   a. **Home Page**

1. User notifications

2. Preview of Sellers

3. Preview of Products

4. Preview of Services

   b. **Buyer Signup and Login**

1. **Registration/Signup -** Buyer clicks Registration/Create New Account option and system load registration form.
   Details has to fill -

   a. Name

   b. Email ID

   c. Phone Number

   d. Address

   User fills the details and click on save to proceed in to Phone and Email Verification Stage.

2. **Accounts Email ID Verification:** Buyer on email verification link from email inbox so that system can verify provided email.

   Note –

   - Buyer can verify their email.

   - If Buyer don't verify then email will be in not verified state and will show the status under My Account section.

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3. **Log In -** Registered Buyer clicks Login option to login to their account. Details has to provide -

   a. Email ID/Phone Number

   b. Password

   Note -After login system will redirect to home page of the Website.

4. **Forget Password** - Buyer click on Forget Password option to reset their account password.

   Buyer clicks submit to receive password reset link.

   Buyer clicks on password reset link and system redirects to app password reset page where Buyer put their New Password and Old Password.

5. **Remember Me -** Buyer checks Remember Me option to save account credential to browser cookies that Buyer don't have to login every time when they come back.

6. **Logout** - Buyer clicks Logout to logout from their account.

c. **My Account**

   1. **Dashboard**- View all Statics in the section to access and manage valuable information

   2. **My Profile** -View/Edit profile details such as Name, Email, Contact number, Password, Address

   3. **My Orders Listing** - View Details - Buyer views past history of products purchased

   4. **My Services Listing** – View Details – Buyer views History of services purchased

d. **Products Purchase Management -**

   1. View/Browse/Select Products and Select At store pick-Up or doorstep delivery.

   2. View Pricing

e. **Services Purchase Management**

   1. View/Select services

   2. View Pricing of Services

      Note – For services, as it is are provided by Admin only. Buyer will book services and fill a service enquiry form and request a quote where Buyer will pay the quoted price. Any extra cost will be incurred outside of the system.

f. **Feedback on Viewing**

   1. Submits feedback– (View/Edit)

g. **CMS Page** – **View CMS Page**

h. **Email Notification**

1. Successful/Unsuccessful login

2. Verification link

3. Product Purchases

4. Services Purchases Confirmation

5. Delivery Id

6. At store Pickup mails

D. **FRONT-END SELLER FEATURES (Web - Based)**

a. **Home Page**

1. User notifications

2. Preview of other Sellers

3. Preview of Buyers

4. Preview of Products

5. Preview of Services

b. **Seller Login**

1. Log In - Seller Login option to login to their account. Details has to provide -

2. Email ID/Phone Number

3. Password

4. Forget Password - Seller click on Forget Password option to reset their account password.

5. Seller clicks submits to receive password reset link.

6. Seller clicks on password reset link and system redirects to app password reset page where Seller put their New Password and Old Password.

7. Remember Me - Seller checks remember me option to save account credential to browser cookies so that they don't have to login every time when they come back.

8. Logout - Seller clicks Logout to logout from their account.

c. **My Account**

1. **Dashboard** - View total sales statistics, total buyers purchasing, in the section to access and manage valuable information

2. **My Profile**– View/Edit profile details such as Name, Photo, Email, Contact number, Password, Address

3. **My Product Listing** – View total number of products listed.

d. Product Listing Management

1. Add/Edit/Delete/Active/Inactive Products/Type/Variant

e. Product Pricing Management –

1. Add/Edit/Delete/Upgrade Products Pricing

   Note –

   i. In order to upgrade prices, seller has to get approval from Admin.

   ii. Pricing excludes shipping and delivery charges.

f. Order Management –

1. View order details – Name/Quantity of order

g. Invoices Management

1. View and download Tax invoices.

h. Feedback

1. Submit feedback (Add/Edit)

i. Reports

1. Total Purchases

2. Total Active Buyers

3. Total Sales and Revenue

j. Notification

1. Successful/Unsuccessful login

2. Verification request Accept/Reject

3. New Purchase order

4. Price Upgrade Accept/Reject

k. CMS Page – View CMS Page

l. E-mail Notification

1. Successful/Unsuccessful login

2. Verification request Accept/Reject

3. Price Upgrade Accept/Reject

11. TECHNOLOGY IMPLICATION

Upon measuring the complexities involved to build a robust system and further considering all possible areas the following section lists the technology stack that we propose to deploy for the proposed development.

Design

✓ Adobe Photoshop / Illustrator shall be used to build the template of the site

✓ HTML5, CSS3, Bootstrap 4.0, JavaScript

✓ Editor: Notepad++, Sublime Text (As per developer choice)

Website Development

✓ Laravel 8.8.x+, PHP MVC Framework

✓ PHP 7 Scripting Language

✓ MySQL as Database

✓ HTML5, CSS3, JavaScript

✓ Editor: Notepad++, Sublime Text, Atom (As per developer choice)

✓ Payment Gateway API Integration for product and services purchase

12. IVAN INFOTECH -QA AUTOMATION EXPERTISE

We provide specialized product testing services that not just rectify bugs and errors, but also paves way for adding significant enhancements and value factors to the products/Services.

We offer wide range of services that meet international standards. Our QA professionals have many years of valuable experience and expertise under their belt to execute the most complex applications.

We assure a time-bound and successful testing service delivery with ready-to-be-deployed re-sources and facilities.
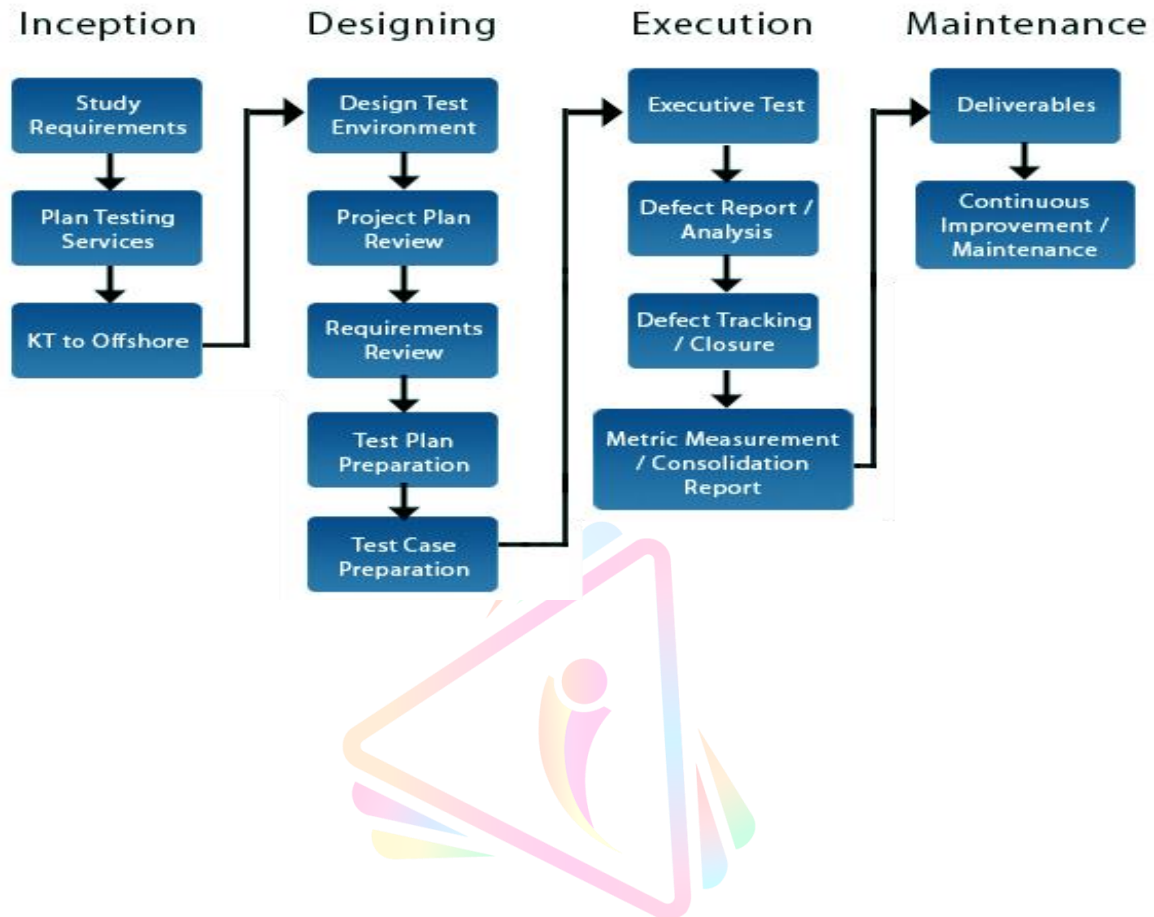
13. COMMUNICATION PROCESS

Communication Type	Objective of Communication	Medium	Frequency	EURience	Owner	Deliverable
Kickoff Meeting	Introduce the project team and the project. Review project objectives and management approach.	Face to face	Once	•Project sponsor •Project Team •Stakeholders	Project Manager	•Agenda •Meeting Minutes
Project Team Meetings	Review status of the project with team.	•Face to face •Conference call	As needed	•Project Team	Project Manager	•Agenda •Meeting Minutes
Monthly Project Status Meetings	Report on the status of the project to management.	•Face to face •Conference call	Monthly	•PMO	Project Manager	
Project Status Reports	Report the status of the project including activities, progress, cost and issues.	•Face to face •Professional email	Weekly	•Project sponsor •Project Team •Stakeholders	Project Manager	•Project status report

14. APPLICATION COST

Activities	Cost (INR)
Web Backend for Admin and Sub-Admin and Website (for Buyer and Seller) Design and Development	**7,50,000**

15. PAYMENT MILESTONES

#	Milestone Name	Payment Amount (INR)
1	Sign Up	3,00,000.00
2	UI/UX Design	1,87,500.00
3	Web Backend Development	1,12,500.00
4	Buyer and Seller Website Design & Web Frontend Development	1,12,500.00
5	Final QA + Delivery (Pre-Live)	37,500.00

Note –

- Client will bear the server and 3rd party API-related cost.

- After the project is on-board, we will share the project schedule.

- Pricing excludes GST and taxation

16. PROJECT DURATION

Total Estimated: 55-70 Business Days

- Ivan considers 5 business days in a week (Saturday & Sunday are a week off)

- Considering a Total of 20 business days @month

17. SUPPORT AND MAINTENANCE

Ivan would like to propose fixed price engagement for the maintenance of the web app on regular basis after it goes live. Initially, Post production client will get 2months free support for only bug fixing (on which we have worked) and it includes design fixing, functional issues, crashes, and errors in the project. Bugs identified within 2 months need to be rectified free of cost even if 2 months have elapsed.

After this time frame, project support and maintenance service would not come under the development proposal. Ivan will send you a separate proposal for the Support and Maintenance Agreement. In general, Ivan's AMC (Annual Maintenance Charge) charge is 35% - 40% of the total project cost. Otherwise, we can agree on Hourly effort spent and billing.

Please find the details of the process involved in this.

i.   Website modification & update as per change request.

ii.   Regular web service modification & update as per change request.

iii.   Bug fixing in web & mobile applications on regular basis.

iv.   Add, edit or delete pages from the existing structure.

v.   Textual & color changes.

vi.   Website optimization.

vii.   App optimization.

viii. Server Backup – Time to Time

ix.   Crash handling & fixing.

x.   Google Analytics Integrate in - Website and App.

Note –

- Any major CR means a new module or new functionality development would not come under Support & Maintenance. The same will be treated as new work/enhancement and will be discussed with you prior to proceeding.

- Availability of support will be depending on the service level agreement between the client and Ivan Infotech Private Limited.

18. TERMS AND CONDITIONS

1. This response is valid for 30 days from the date of submission.

2. Digital Marketing, Content Writing/Uploading and Images (Banner, Product and Other Photos, Other) Editing service would be treated as a different project if the client wants those services from us. These will not cover under Elesonic Medical System Canada INC Website Development scope, effort, and cost.

   Ivan will upload a few contents and images during the time of delivery of the project up to 5 working days. Contents should be supplied from the client's end.

3. We will provide a maximum of 3 revisions against each design.

4. There wouldn't be any problem in delivery time or any communication gap because we have 24 hours as a turn-around time. Along with that, we are an organization, so there wouldn't be any mid-way leaving of the project.

5. The acceptance of any deliverables has to be within one week of submission. After a one-week period, the deliverables will be deemed as accepted.

6. The payment shall be due and payable within five (5) days of the invoice date.

7. Any change in scope due to additional requests will call for re-negotiations on the timelines and the project fees.

8. If occur any delay in confirmation/feedback from the client-side then it may impact on total project duration/deadline. In case of a major delay from the client end, Ivan will renegotiate on project cost.

9. The delivery of the work product shall be subjected to normal force majeure conditions like Act of Government (Domestic or foreign), Act of God, war, lockouts, etc., and in such cases, the delivery shall be extended on a mutually agreeable basis.

Signature of the Client and Date

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