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September 18th, 2022

Sung & Co Limited
341 Main Street
Brookings, SD, 56007
Sung.Shin@gmail.com

Dear Mr. Shin,

Thank you for giving the QNet Corporation the opportunity to make a proposal for the innovative B Bay E-Commerce System.

This proposal contains all the necessary information that you will need to understand our solution for the B Bay E-Commerce System. The B Bay E-Commerce system is a smart software tool that vendors and buyers in Brookings can use to get the most out of their online shopping experience.

The solution incorporates an intelligent recommendation system, which is going to make it easier for users to make effective decisions and find items faster. There is also an auction tool that will enable buyers to get great deals, thereby making it their number one shopping site.

This project in total will demand a total cost of **USD 7,766,773**. This estimate has been done with the help of our business model and experience over the years. You will see the details later in the proposal.

The project is expected to take four months to complete and our estimated delivery date, which considers all holidays, is **January 3rd, 2023**.

The maximum delay for the sum mentioned above, upon acceptance of the deal, is 30 days. On that note, The QNet Corporation hereby presents its proposal and is looking forward to doing business with you.

Sincerely,

Joshua Lee
CEO QNet Corp.



Prepared By
Fatoumata, Ceesay
Habiba Karim, Rinky
Linsong, Li
Project Team

B-BAY ECOMMERCE SYSTEM PROPOSAL

Delivery Date
January 3rd, 2023

PREPARED FOR:

Sung, Shin

Owner of

Sung's & Co Limited
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September 19, 2022

Table of content

1. Introduction	1
a) Challenges in Market	1
b) Proposed solution	2
c) Organization chart	5
2. Plan	6
a) Functional work Breakdown Structure	6
b) Milesones	9
c) Activity table	9
d) Activity Graph	13
e) Critical path Analysis	19
f) Project Schedule	22
g) Risk Management Plan	23
h) Test Plan	26
i) Security Plan	27
j) Server Selection	29
k) Deliverables	30
3. Estimates	31
a) Estimates for AG	31
b) Estimates for FWBS	34
c) COCOMO Estimation	39
4. Alternatives	41
5. Training and Maintenance Plan	42
6. Terms and Conditions	43
7. Warranty	54
8. Terminology	55



Introduction

The biggest eCommerce marketplaces account for more than \$1 trillion in global sales annually. With a rapid growth in online shopping, there is a projected \$4.8 trillion retail eCommerce sales predicted globally for 2023. Therefore, it is an excellent idea that your company invests in ecommerce with an experienced company like QNet.

The QNet Corporation has witnessed different eras in the digital marketplace and is better suited at giving starters expert solutions.

Challenges in the Market

There are a lot of challenges associated with Ecommerce today. Some of these are highlighted below and we will discuss how our company provides solutions to such problems.

I. Customers' Exploding Expectations

Retailers worldwide are continuously trying to build their reputation and a sharp brand image with the promise of a great experience. It is challenging to match customer expectations in an era where experience matters the most, and tech giants like Amazon take the online buying process to the proverbial 'next level' with anticipatory shipping methods. Competing with these giants and matching the ever-evolving customer demands is a huge challenge for retailers today. 86% of buyers are likely to pay extra money for a better experience, with a more significant 89% starting their own business and turning into competitors due to poor experience.

II. Consistency

Consistency is an essential element when curating a successful omnichannel strategy. Customers use numerous platforms to search for items before deciding, requiring businesses to provide smooth buying touchpoints through every product or service. However, analyzing and understanding customer interactions across all touchpoints and using them to build a consistent and smooth customer experience is one of the significant eCommerce challenges for retailers.

III. Data Security

Building strong ecommerce security is critical to your company's success. The increased use of eCommerce raises security concerns, and this is one of the most pressing eCommerce issues. Hackers and fraudsters threaten to attack the host server, steal confidential data, and introduce viruses. Breach of credit and debit card information has become commonplace, and such lapses directly impact a consumer's trust. Phishing is another threat hackers pose as a company and request sensitive information from their customers. Several users are increasingly concerned about the ability of eCommerce websites to protect their identity and transaction details effectively.



IV. Customer Retention

Even some prominent players in the eCommerce segment struggle to retain their customer base. Customer-centric eCommerce challenges can be attributed to many factors such as the evolving expectation of the consumer, similar options, the failure to create a pleasant shopping experience, and sometimes the offers and discounts being more substantial on the other platforms. Customer loyalty is indeed a determining aspect of a business's success, and even a minor glitch from the retailer can entirely ruin the brand's reputation. Many businesses fail to understand that retaining a user is about building a steady & rewarding relationship with them over time and employing every communication channel to materialize this relationship.

V. Cyber Security

Cyber security is critical for e-commerce because cyberattacks can result in revenue, data, and overall business viability losses. When it comes to e-commerce, you must protect your data and your customers. A breach in your cyber security systems may lose your customers' data. And that could cost your company the trust and reputation you've worked so hard to establish.

Our Proposed Solution

The Brookings Bay Ecommerce system

This is our proposed smart marketplace for buyers and sellers in Brookings. This incorporates an intelligent recommendation system that will help improve shopper's experience while promoting high customer retention. It is designed to be user-friendly with a very welcoming user interface. There will be extra measures taken for data and cyber security. Explore some of the solutions the B Bay Ecommerce systems tackles below.

I. Customers' Exploding Expectations

To meet customer expectations for a user experience, our company analyzes eCommerce trends and focus on using this data to develop personalized customer experiences. The customers must feel acknowledged and valued right from the moment they start using your service. Send them notification alerts or product updates to facilitate this customer connection.

II. Consistency

Our model aims to achieve this by helping clients to optimize their online platforms to deliver complete consistency between search options, various shopping pages, and shipping details. This will help them make the shopping experience seamless and satisfactory for the shoppers. Clients should also work on product quality, fulfillment, and distribution.

III. Data Security

To maintain the client's reputation and attract repeat customers, Our company prioritizes security. Switching to HTTPS protocols, using credible third-party payment processing systems, and obtaining Payment Card Industry Data Security Standard (PCI DSS) accreditation are steps used to protect the business's data and its customers. Firewall software and plugins that protect



against SQL injections and cross-site scripting help avoid suspicious networks while allowing reliable traffic to the website.

IV. Customer Retention

Building customer relationships takes both time and effort, and businesses ought to engage their customers in different ways besides transactional correspondence to make them feel valued. While endeavoring to offer a better experience on the website, our client needs to nurture their customers with a personalized communication strategy. Loyalty stems from an emotional connection with the brand, and every business should align its marketing effort towards building that bond. For this reason, we propose a smart customer retention strategy. This will work wonders for a brand, turning the consumers into brand advocates and spreading the brand reach.

V. Cyber Security

Having a cyber security policy helps establish ground rules for everyone in your organization to follow, stating unequivocally that critical activities must not slip through the cracks. Second, we have incorporated various security features and options. Multi-factor authentication, customer data encryption, real-time threat alerts, and compliance features are examples of such elements.

Kaur, Arshpreet. "Top 10 Ecommerce Challenges and Easy Ways to Overcome Them." *Insights - Web and Mobile Development Services and Solutions*, 7 Sept. 2022, <https://www.netsolutions.com/insights/ecommerce-business-challenges-and-solutions/>



About US

We are a group of talented experts specializing in delivering the best Software solutions in the US and across the globe. This company has been running for over 50 years now and has been adjusting and adapting to the changes in the market ever since. Therefore, if you are looking for experience and expertise, you are in the right place. We have partaken in numerous Multi-Million Dollar projects across the world thus winning notable awards like the INC 5000 Award, SXSW Innovations Award twice and the EY Entrepreneur of the year 2021. Our company has about 2000 employees but for this project, the brightest trio of all time will be working with your Company. When you work with us, rest assured that you are in safe hands.

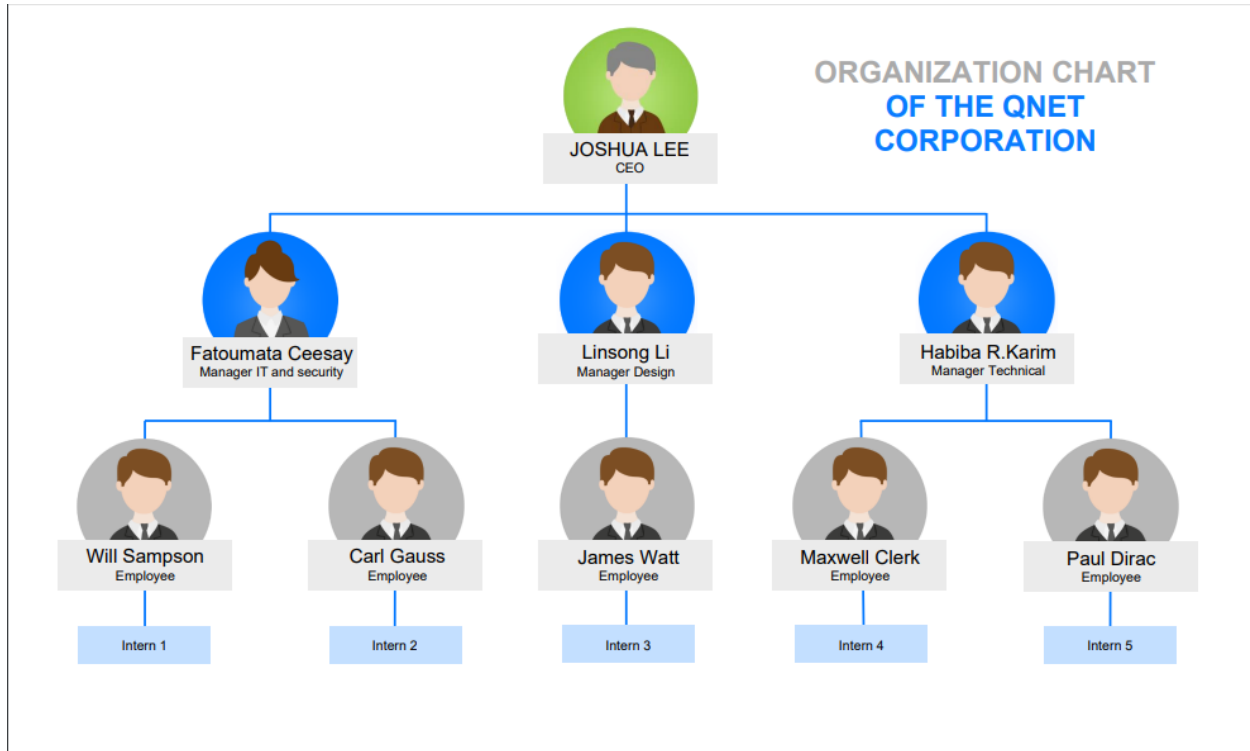
Value for your Money

Not only are we great at providing technical solutions, but Financial as well. With the experience we have, we have helped all types of entrepreneurs get the maximum value for their money be it beginners or business moguls. Having stated the projected \$4.8 trillion for retail eCommerce sales for 2023, the B-Bay Ecommerce system can very well reap at least 90% of the benefits and with the right people, it can be part of one of the top 8 high tech companies.



Organigram

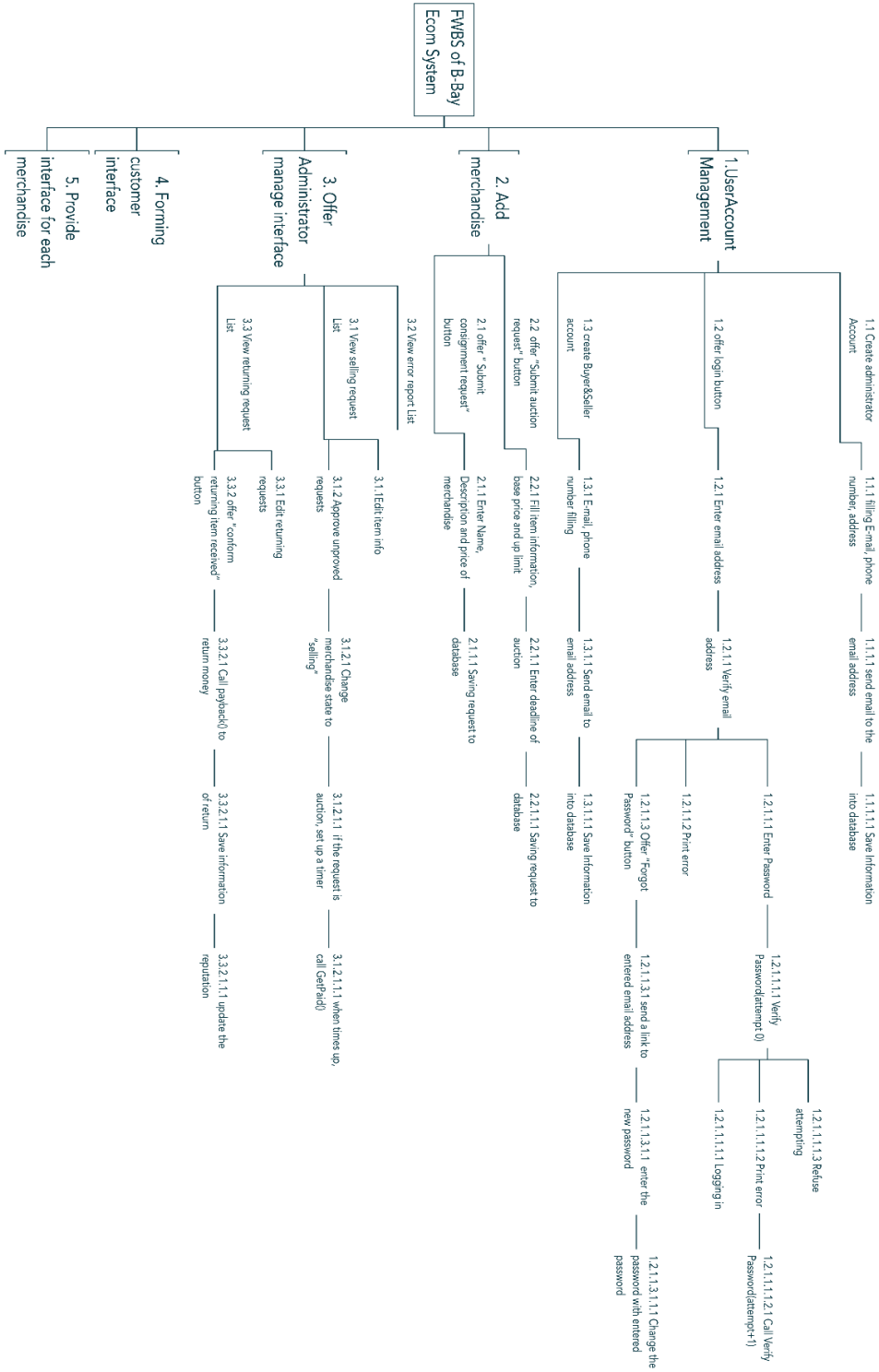
I1 Organizational chart

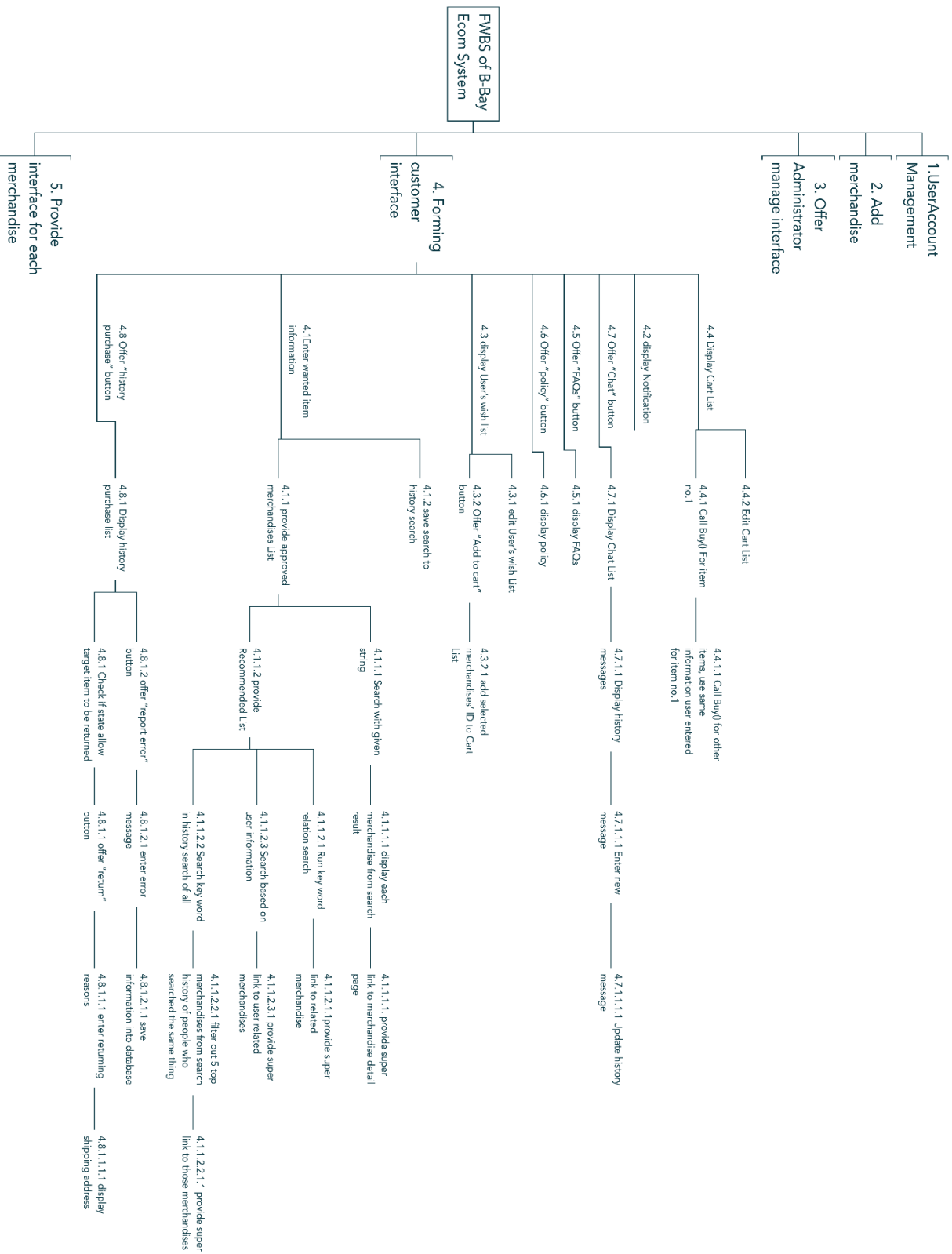


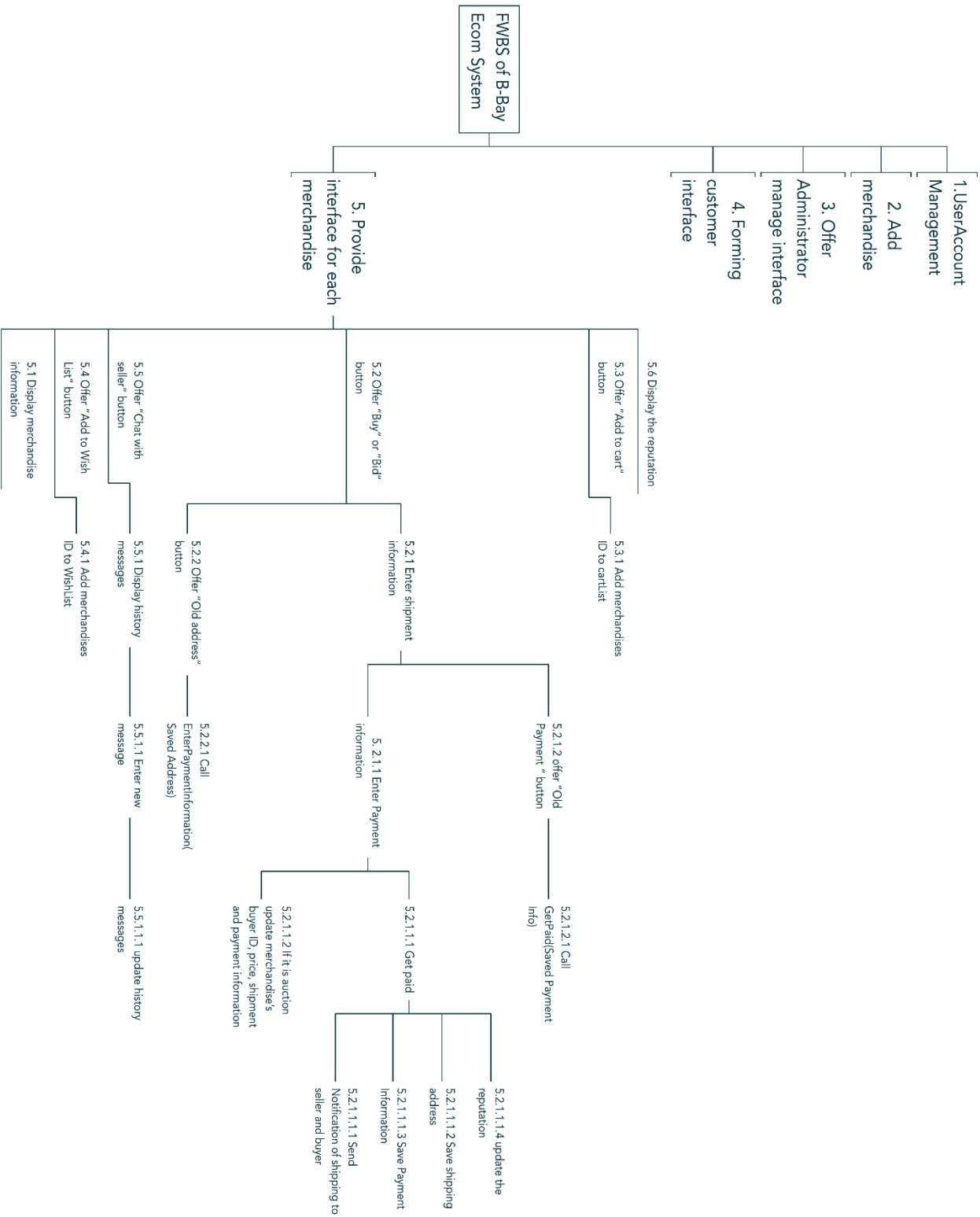
Plan

Functional Work Breakdown Structure

I2, FWBS part 1







Milestone

Milestone No.	Milestone Name	Responsibility	Date
M1	Get request from client	Qnet, Sung's & Co Limited	8/22/2022
M2	Complete Proposal	Qnet	9/19/2022
M3	Document all requirements	Qnet	10/3/2022
M4	Project presentation 1	Qnet	10/TBA/2022
M5	Complete design specification	Qnet	10/23/2022
M6	Complete acceptance test plan	Qnet	10/26/2022
M7	Complete system test plan	Qnet	11/1/2022
M8	Complete basic B-bay system	Qnet	11/18/2022
M9	Complete testing basic B-bay system	Qnet	11/21/2022
M10	Project presentation 2	Qnet	12/8/2022
M11	Complete all proposed B-bay system	Qnet	12/18/2022
M12	Complete testing B-bay system	Qnet	12/28/2022
M13	Project presentation 3 & official terms signing	Qnet&prof.Shin Company	12/30/2022

Activity table

No.	Activity	Location	Member	Deadline(mid noon)
A1	Plan to finish proposal			
A1.1	Recruit team	Zoom	Linsong	24-Aug
A1.2	Decide leader of project, build basic communication	SDSU Daktronics 128	All team	25-Aug
A1.3	Standard work report & Assign	SDSU Daktronics 128	All team	30-Aug
A1.3.1	Creating google document	SDSU Daktronics 128	Fatoumata	30-Aug
A1.3.2	Build basic FWBS	TBA	Linsong	1-Sep
A1.3.3	Build basic Cost chart	TBA	Habiba	6-Sep
A1.3.4	Build Milestone	TBA	Fatoumata	6-Sep
A1.4	Meeting with client about FWBS	SDSU Daktronics 127	All team	1-Sep
A1.4.1	Discuss about meeting with client	SDSU Daktronics 128	All team	2-Sep
A1.4.1.1	Do changes base on client's suggest	SDSU Daktronics 128	All team	5-Sep
A1.5	Standard work report & Assign	SDSU Daktronics 128	All team	
A1.5.1	Complete FWBS	TBA	Linsong	8-Sep

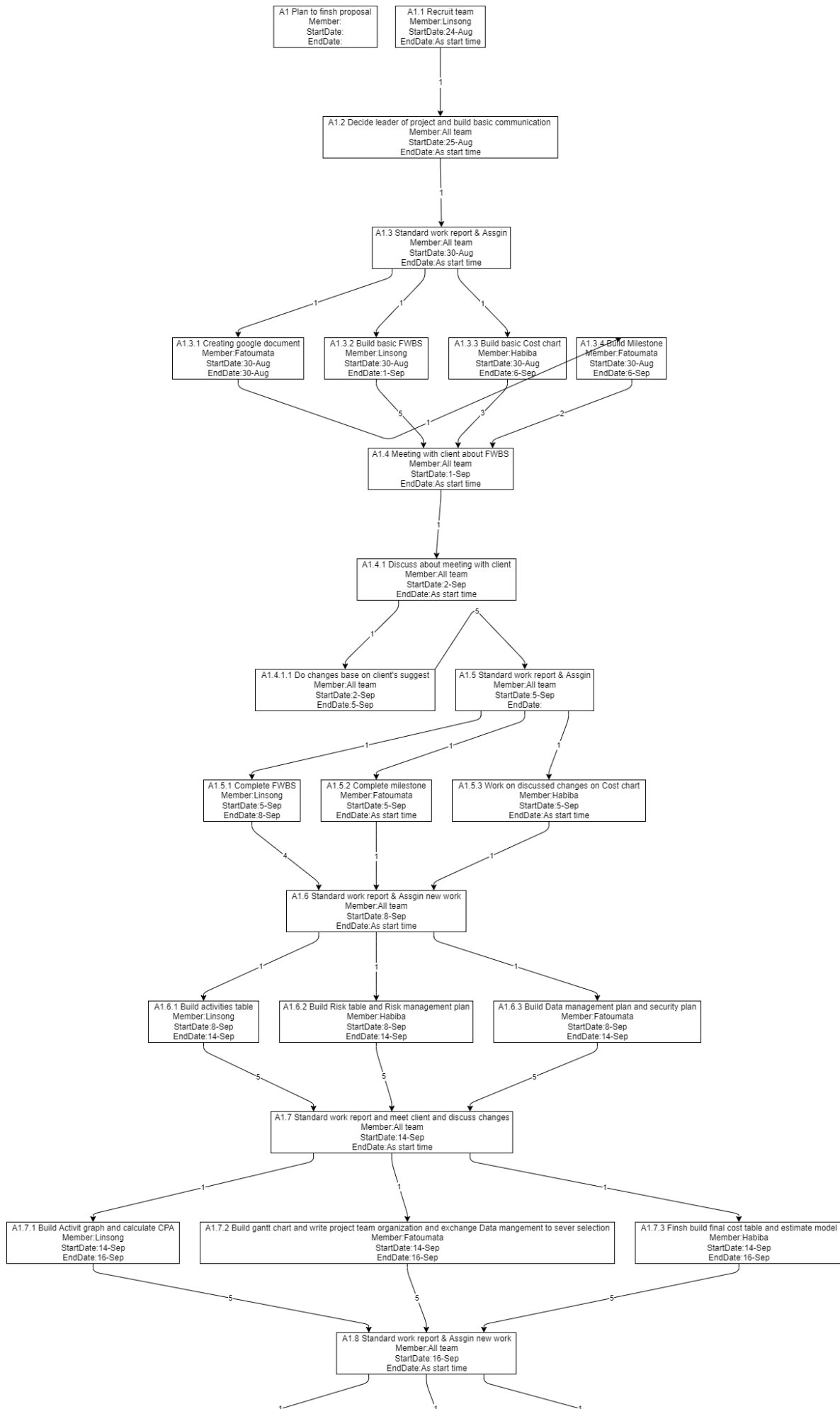
A1.5.2	Complete milestone	TBA	Fatoumata	5-Sep
A1.5.3	Work on discussed changes on Cost chart	TBA	Habiba	5-Sep
A1.6	Standard work report & Assign new work	SDSU Daktronics 127	All team	8-Sep
A1.6.1	Build activities table	TBA	Linsong	14-Sep
A1.6.2	Build Risk table and Risk management plan	TBA	Habiba	14-Sep
A1.6.3	Build Data management plan and security plan	TBA	Fatoumata	14-Sep
A1.7	Standard work report, meet client and discuss changes	SDSU Daktronics 127	All team	14-Sep
A1.7.1	Build Activity graph, calculate CPA	TBA	Linsong	16-Sep
A1.7.2	Build gantt chart, write project team organization, exchange Data mangement to sever selection		Fatoumata	16-Sep
A1.7.3	Finish build final cost table, estimate model	TBA	Habiba	16-Sep
A1.8	Standard work report & Assign new work	SDSU Daktronics 127	All team	16-Sep
A1.8.1	Write Deliverables, maintenance plan, warranty and terminology	TBA	Linsong	17-Sep
A1.8.2	Write Cover letter, title and intro	TBA	Fatoumata	17-Sep
A1.8.3	Write Alternatives, Terms of Acceptance and Conditions	TBA	Habiba	17-Sep
A1.9	Standard work report, meet client and discuss changes	TBA	All team	17-Sep
A1.10	Submit the Proposal	TBA	All team	18-Sep
A2	Plan to finish RD			
A2.1	Standard work report, meet client and discuss changes	SDSU Daktronics 128	All team	20-Sep
A2.1.1	Build basic Appendix	TBA	Linsong	22-Sep
A2.1.2	Write basic Introduction and General Description	TBA	Fatoumata	22-Sep
A2.1.3	Write Functional Requirements	TBA	Habiba	22-Sep
A2.2	Standard work report & Assign new work	SDSU Daktronics 128	All team	22-Sep
A2.2.1	Finish build Appendix and start Log of meeting etc.	TBA	Linsong	27-Sep
A2.2.2	Finish Functional Requirements and start Non-Functionl Requirements		Habiba	27-Sep
A2.2.3	Finish writing intro, Description and Change Control	TBA	Fatoumata	27-Sep
A2.3	Standard work report, meet client and discuss changes	SDSU Daktronics 128	All team	27-Sep

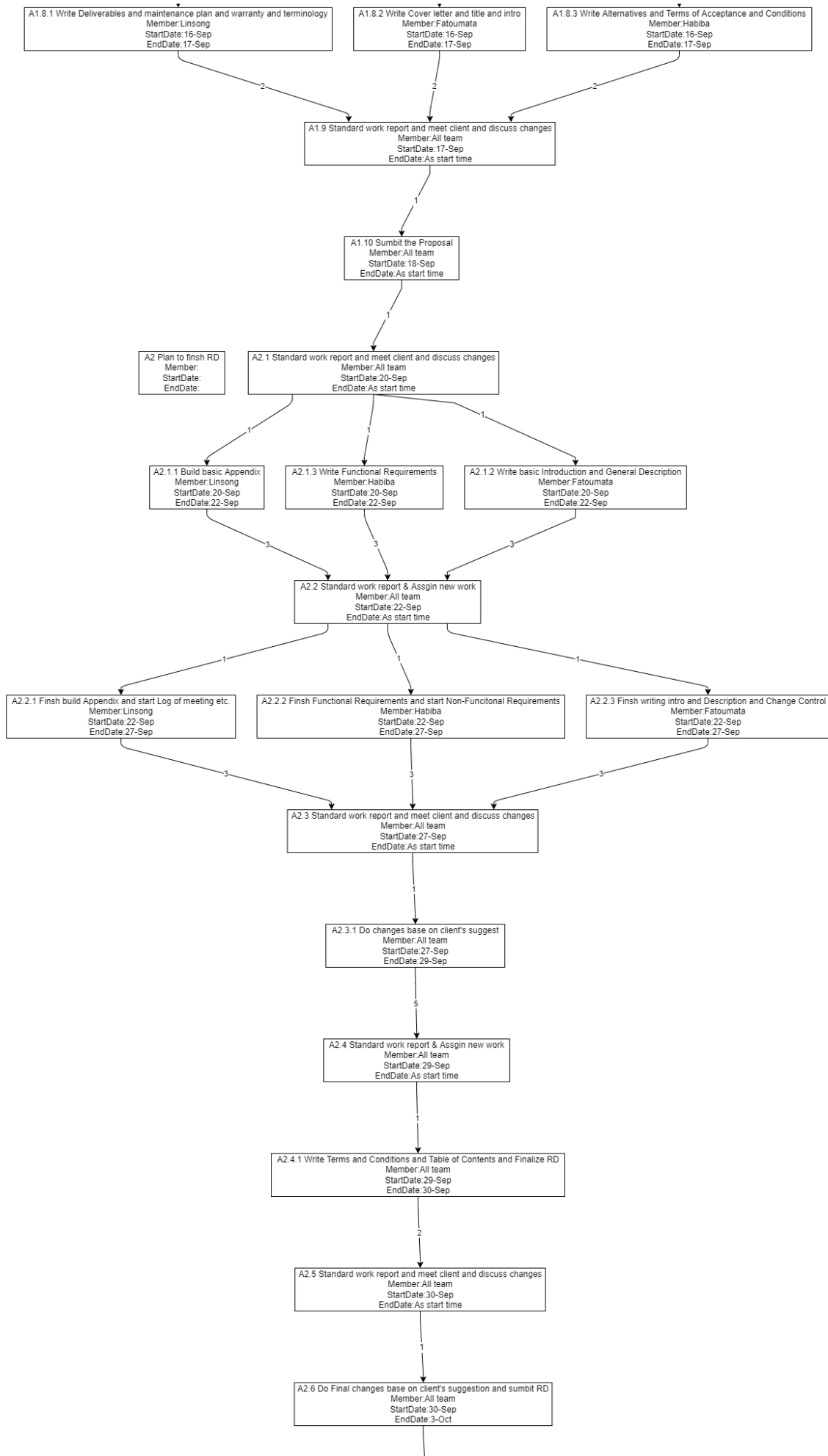
A2.3.1	Do changes base on client's suggest	TBA	All team	29-Sep
A2.4	Standard work report & Assign new work	SDSU Daktronics 128	All team	29-Sep
A2.4.1	Write Terms and Conditions, Table of Contents and Finalize RD	TBA	All team	30-Sep
A2.5	Standard work report, meet client and discuss changes	TBA	All team	30-Sep
A2.6	Do Final changes base on client's suggestion and sumbit RD	TBA	All team	3-Oct
A2.7	Presentation of project	TBA		TBA
A3	Plan to finish DS			
A3.1	Standard work report, meet client and discuss changes	SDSU Daktronics 128	All team	4-Oct
A3.1.1	Write basic design	TBA	Linsong	6-Oct
A3.1.2	Write basic intro	TBA	Fatoumata	6-Oct
A3.1.3	Help others	TBA	Habiba	6-Oct
A3.2	Standard work report & Assign new work	SDSU Daktronics 128	All team	6-Oct
A3.2.1	Finish writing design	TBA	Linsong	11-Oct
A3.2.2	Finish writing intro	TBA	Fatoumata	11-Oct
A3.2.3	TBA	TBA	Habiba	11-Oct
A6	Plan to finish Coding of basic B-bay system			
A6.1	Standard work report & Assign new work	SDSU Daktronics 128	All team	11-Oct
A6.1.1	Build the basic framework of website for B-bay	TBA	Linsong	13-Oct
A3.3	Standard work report, meet client and discuss changes	SDSU Daktronics 128	All team	13-Oct
A3.3.1	continue working on DS base of clients suggestion	TBA	All team	18-Oct
A4	Plan to finish ATP			
A4.1	Standard work report, meet client and discuss changes	SDSU Daktronics 128	All team	18-Oct
A4.1.1	Build Proposed system overview	TBA	Linsong	20-Oct
A4.1.2	Build Test schedule and test sets	TBA	Fatoumata	20-Oct
A4.1.3	Write Hardware Requirements and Software Requirements	TBA	Habiba	20-Oct
A4.2	Standard work report & Assign new work	SDSU Daktronics 128	All team	20-Oct
A4.2.1	Wtrite log of meetings etc, and Acceptance	TBA	Linsong	21-Oct
A4.2.2	Write Individual test cases	TBA	Fatoumata	21-Oct
A4.2.3	Write Appendix, intro and rest of APT	TBA	Habiba	21-Oct

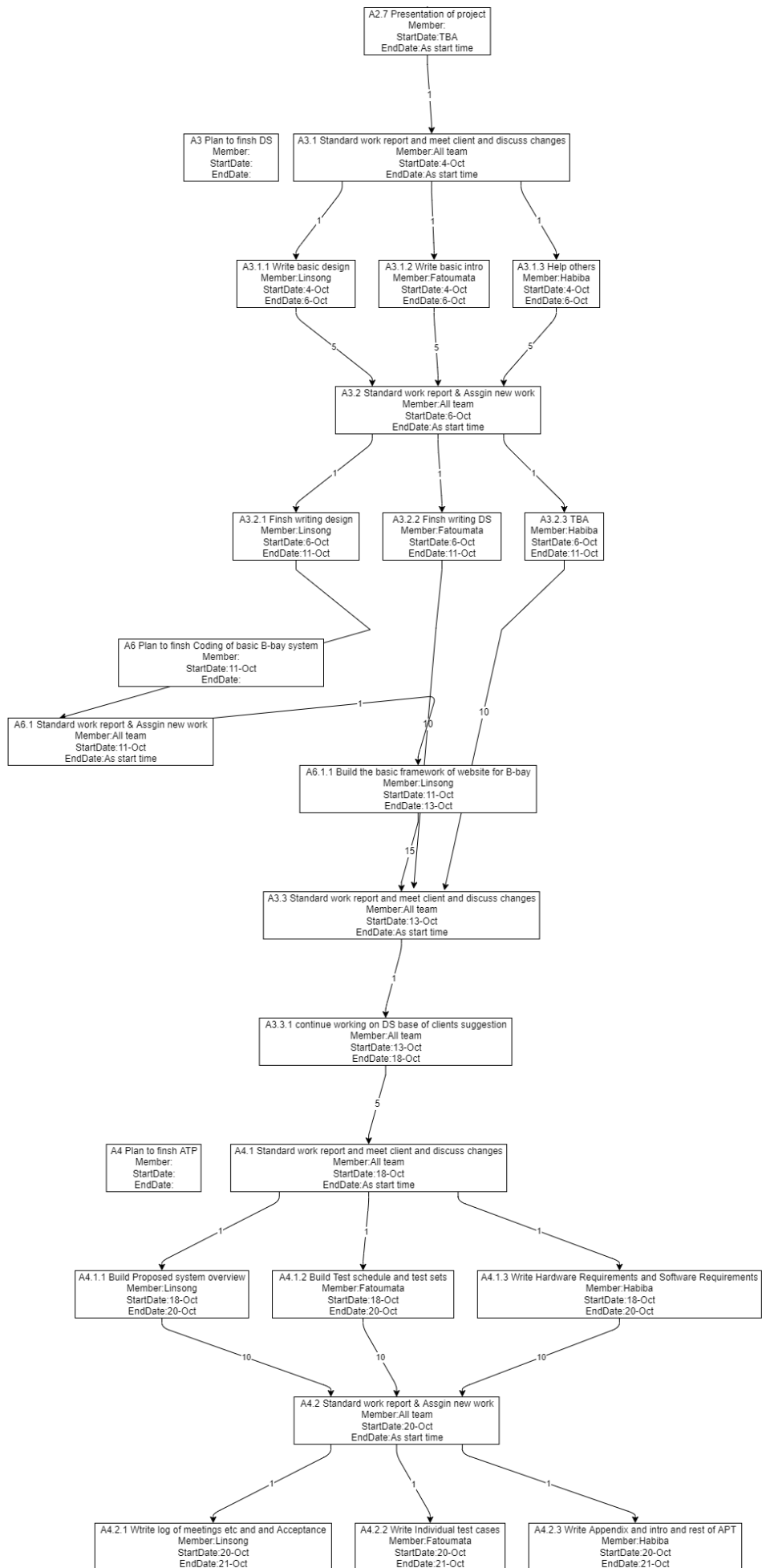
A3.5	Standard work report, meet client and discuss changes	SDSU Daktronics 128	All team	21-Oct
A3.5.1	Do Final changes base on client's suggestion and submit DS		All team	21-Oct
A4.3	Standard work report, meet client and discuss changes	SDSU Daktronics 128	All team	25-Oct
A4.3.1	Do Final changes base on client's suggestion and submit ATP		All team	25-Oct
A5	Plan to finish STP			
A5.1	Standard work report & Assign new work	SDSU Daktronics 128	All team	27-Oct
A5.1.1	Build table of test data and expected output of FWBS4	TBA	Linsong	1-Nov
A5.1.2	Build table of test data and expected output of FWBS2	TBA	Fatoumata	1-Nov
A5.1.3	Build table of test data and expected output of FWBS1	TBA	Habiba	1-Nov
A6.2	Standard work report & Assign new work	SDSU Daktronics 128	All team	1-Nov
A6.2.1	Code FWBS1.1 and all sub functions of those	TBA	Habiba	3-Nov
A6.2.2	Code FWBS2. Add merchandise and sub functions of FWBS2.	TBA	Fatoumata	3-Nov
A6.2.3	Code half of FWBS4. ,FWBS 4.1 and sub functions of FWBS4.1	TBA	Linsong	3-Nov
A6.3	Standard work report & Assign new work	SDSU Daktronics 128	All team	3-Nov
A6.3.1	Code FWBS1.3 and all sub functions of those	TBA	Habiba	8-Nov
A6.3.2	Code FWBS2. Add merchandise and sub functions of FWBS2.	TBA	Fatoumata	8-Nov
A6.3.3	Code FWBS4. ,FWBS 4.1 and sub functions of FWBS4.1	TBA	Linsong	8-Nov
A5.2	Standard work report, meet client and discuss changes	SDSU Daktronics 128	All team	8-Nov
A5.2.1	Debug and test FWBS 4.1	TBA	Linsong	10-Nov
A5.2.2	Debug and test FWBS2	TBA	Fatoumata	10-Nov
A5.2.3	Debug and test FWBS1.1 and FWBS 1.3	TBA	Habiba	10-Nov
A6.4	Standard work report & Assign new work	SDSU Daktronics 128	All team	10-Nov
A6.4.1	Code half of FWBS 1, FWBS1.2 and all sub functions of it	TBA	Habiba	15-Nov
A6.4.2	Code half of FWBS 3. and all subfunctions of it	TBA	Fatoumata	15-Nov

A6.4.3	Code FWBS 5.1, 5.6 and sub functions of them	TBA	Linsong	15-Nov
A6.5	Standard work report, meet client and discuss changes	SDSU Daktronics 128	All team	15-Nov
A6.5.1	Code FWBS 5.2 and sub functions of them	TBA	Linsong	17-Nov
A6.5.2	Code FWBS 3. and all subfunctions of it	TBA	Fatoumata	17-Nov
A6.5.3	Code FWBS 1, FWBS1.2 and all sub functions of it	TBA	Habiba	17-Nov
A5.3	Standard work report & Assign new work	SDSU Daktronics 128	All team	17-Nov
A5.3.1	Debug and test FWBS 5.2	TBA	Linsong	18-Nov
A5.3.2	Debug and test FWBS 3	TBA	Fatoumata	18-Nov
A5.3.3	Debug and test FWBS 1 and FWBS 1.2	TBA	Habiba	18-Nov
A5.8	Standard work report, meet client and discuss changes	TBA	All team	18-Nov
A5.8.1	Write rest of SPT base on client's suggestion	TBA	All team	18-Nov
A5.9	Do Final changes base on client's suggestion and submit STP	TBA	All team	21-Nov
A6.6	Presentation of project's current process	TBA	All team	
A7	Plan to finish Coding of the whole B-bay system			

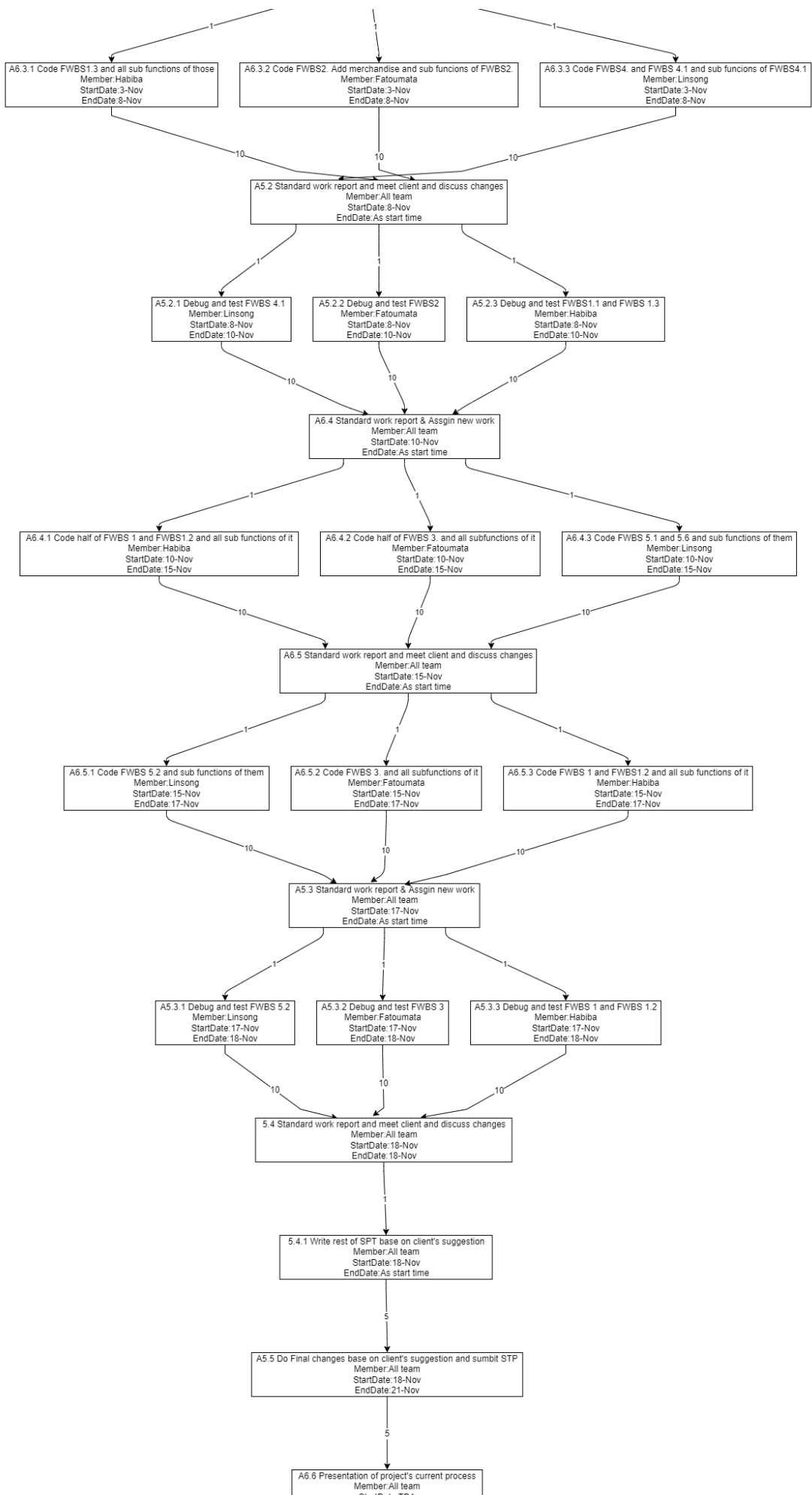
Activity Graph











Critical path Analysis

No.	Member	Date	Year	Duration(Hour)	Deadline(mid noon)	Slack	Critical path time sum
A1			2022			0	
A1.1	Linsong	24-Aug	2022	2	24-Aug	0	2
A1.2	All team	25-Aug	2022	1	25-Aug	0	3
A1.3	All team	30-Aug	2022	1	30-Aug	0	4
A1.3.1	Fatoumata	30-Aug	2022	1	30-Aug	0	5
A1.3.2	Linsong	30-Aug	2022	5	1-Sep	0	10
A1.3.3	Habiba	30-Aug	2022	5	6-Sep	0	10
A1.3.4	Fatoumata	30-Aug	2022	2	6-Sep	2	10
A1.4	All team	1-Sep	2022	1	1-Sep	0	11
A1.4.1	All team	2-Sep	2022	1	2-Sep	0	12
A1.4.1.1	All team	2-Sep	2022	4	5-Sep	0	16
A1.5	All team	5-Sep	2022	1		0	17
A1.5.1	Linsong	5-Sep	2022	4	8-Sep	0	21
A1.5.2	Fatoumata	5-Sep	2022	1	5-Sep	3	21
A1.5.3	Habiba	5-Sep	2022	1	5-Sep	3	21
A1.6	All team	8-Sep	2022	1	8-Sep	0	22
A1.6.1	Linsong	8-Sep	2022	5	14-Sep	0	27
A1.6.2	Habiba	8-Sep	2022	5	14-Sep	0	27
A1.6.3	Fatoumata	8-Sep	2022	5	14-Sep	0	27
A1.7	All team	14-Sep	2022	1	14-Sep	0	28
A1.7.1	Linsong	14-Sep	2022	5	16-Sep	0	33
A1.7.2							
A1.7.3	Habiba	14-Sep	2022	5	16-Sep	0	33
A1.8	All team	16-Sep	2022	1	16-Sep	0	34
A1.8.1	Linsong	16-Sep	2022	2	17-Sep	0	36
A1.8.2	Fatoumata	16-Sep	2022	2	17-Sep	0	36
A1.8.3	Habiba	16-Sep	2022	2	17-Sep	0	36
A1.9	All team	17-Sep	2022	5	17-Sep	0	41
A1.10	All team	18-Sep	2022	5	18-Sep	0	46
A2			2022			0	46
A2.1	All team	20-Sep	2022	1	20-Sep	0	47
A2.1.1	Linsong	20-Sep	2022	3	22-Sep	0	50
A2.1.2	Fatoumata	20-Sep	2022	3	22-Sep	0	50
A2.1.3	Habiba	20-Sep	2022	3	22-Sep	0	50
A2.2	All team	22-Sep	2022	1	22-Sep	0	51
A2.2.1	Linsong	22-Sep	2022	5	27-Sep	0	56
A2.2.2							
A2.2.3	Fatoumata	22-Sep	2022	5	27-Sep	0	56

A2.3	All team	27-Sep	2022	1	27-Sep	0	57
A2.3.1	All team	27-Sep	2022	5	29-Sep	0	62
A2.4	All team	29-Sep	2022	1	29-Sep	0	63
A2.4.1	All team	29-Sep	2022	2	30-Sep	0	65
A2.5	All team	30-Sep	2022	1	30-Sep	0	66
A2.6	All team	30-Sep	2022	5	3-Oct	0	71
A2.7	TBA	2022	1	TBA			
A3		2022				0	
A3.1	All team	4-Oct	2022	1	4-Oct	0	72
A3.1.1	Linsong	4-Oct	2022	5	6-Oct	0	77
A3.1.2	Fatoumata	4-Oct	2022	5	6-Oct	0	77
A3.1.3	Habiba	4-Oct	2022	5	6-Oct	0	77
A3.2	All team	6-Oct	2022	1	6-Oct	0	78
A3.2.1	Linsong	6-Oct	2022	5	11-Oct	0	83
A3.2.2	Fatoumata	6-Oct	2022	3	11-Oct	2	83
A3.2.3	Habiba	6-Oct	2022	TBA	11-Oct	TBA	83
A6		11-Oct	2022				
A6.1	All team	11-Oct	2022	1	11-Oct	0	84
A6.1.1	Linsong	11-Oct	2022	10	13-Oct	0	94
A3.3	All team	13-Oct	2022	1	13-Oct	0	95
A3.3.1	All team	13-Oct	2022	5	18-Oct	0	100
A4		2022				0	
A4.1	All team	18-Oct	2022	1	18-Oct	0	101
A4.1.1	Linsong	18-Oct	2022	10	20-Oct	0	111
A4.1.2	Fatoumata	18-Oct	2022	10	20-Oct	0	111
A4.1.3	Habiba	18-Oct	2022	10	20-Oct	0	111
A4.2	All team	20-Oct	2022	1	20-Oct	0	112
A4.2.1	Linsong	20-Oct	2022	10	21-Oct	0	122
A4.2.2	Fatoumata	20-Oct	2022	10	21-Oct	0	122
A4.2.3	Habiba	20-Oct	2022	10	21-Oct	0	122
A3.5	All team	21-Oct	2022	1	21-Oct	0	123
A3.5.1							
A4.3	All team	25-Oct	2022	1	25-Oct	0	129
A4.3.1							
A5		2022				0	
A5.1	All team	27-Oct	2022	1	27-Oct	0	135
A5.1.1	Linsong	27-Oct	2022	10	1-Nov	0	145
A5.1.2	Fatoumata	27-Oct	2022	10	1-Nov	0	145
A5.1.3	Habiba	27-Oct	2022	10	1-Nov	0	145
A6.2	All team	1-Nov	2022	1	1-Nov	0	146
A6.2.1	Habiba	1-Nov	2022	10	3-Nov	0	156
A6.2.2	Fatoumata	1-Nov	2022	10	3-Nov	0	156
A6.2.3	Linsong	1-Nov	2022	10	3-Nov	0	156

A6.3	All team	3-Nov	2022	1	3-Nov	0	157
A6.3.1	Habiba	3-Nov	2022	10	8-Nov	0	167
A6.3.2	Fatoumata	3-Nov	2022	10	8-Nov	0	167
A6.3.3	Linsong	3-Nov	2022	10	8-Nov	0	167
A5.2	All team	8-Nov	2022	1	8-Nov	0	168
A5.2.1	Linsong	8-Nov	2022	10	10-Nov	0	178
A5.2.2	Fatoumata	8-Nov	2022	10	10-Nov	0	178
A5.2.3	Habiba	8-Nov	2022	10	10-Nov	0	178
A6.4	All team	10-Nov	2022	1	10-Nov	0	179
A6.4.1	Habiba	10-Nov	2022	10	15-Nov	0	189
A6.4.2	Fatoumata	10-Nov	2022	10	15-Nov	0	189
A6.4.3	Linsong	10-Nov	2022	10	15-Nov	0	189
A6.5	All team	15-Nov	2022	1	15-Nov	0	190
A6.5.1	Linsong	15-Nov	2022	10	17-Nov	0	200
A6.5.2	Fatoumata	15-Nov	2022	10	17-Nov	0	200
A6.5.3	Habiba	15-Nov	2022	10	17-Nov	0	200
A5.3	All team	17-Nov	2022	1	17-Nov	0	201
A5.3.1	Linsong	17-Nov	2022	10	18-Nov	0	211
A5.3.2	Fatoumata	17-Nov	2022	10	18-Nov	0	211
A5.3.3	Habiba	17-Nov	2022	10	18-Nov	0	211
A5.8	All team	18-Nov	2022	1	18-Nov	0	212
A5.8.1	All team	18-Nov	2022	5	18-Nov	0	217
A5.9	All team	18-Nov	2022	5	21-Nov	0	222
A6.6	All team	TBA	2022	1			223
A7						0	

The shortest time we need to finish basic B-bay system(A6.6) is 223 work hours



Risk Management Plan

Risk is defined as an event that has a probability of occurring, and could have either a positive or negative impact to a project should that risk occur. A risk may have one or more causes and, if it occurs, one or more impacts. For example, a cause may be requiring an environmental permit to do work, or having limited personnel assigned to design the project.

The risk event is that the permitting agency may take longer than planned to issue a permit, or the assigned personnel available and assigned may not be adequate for the activity. If either of these uncertain events occurs, there may be an impact on the project cost, schedule or performance. All projects assume some element of risk, and it's through risk management where tools and techniques are applied to monitor and track those events that have the potential to impact the outcome of a project.

Risk management is an ongoing process that continues through the life of a project. It includes processes for risk management planning, identification, analysis, monitoring and control. Many of these processes are updated throughout the project lifecycle as new risks can be identified at any time. It's the objective of risk management to decrease the probability and impact of events adverse to the project.

The identification of risk normally starts before the project is initiated. When a risk is identified, it's first assessed to ascertain the probability of occurring, the degree of impact to the schedule, scope, cost, and quality, and then prioritized. The probability of occurrence, number of categories impacted and the degree to which they impact the project will be the basis for assigning the risk priority. As part of documenting a risk, two other important items need to be addressed. The first is mitigation steps that can be taken to lessen the probability of the event occurring.

The second is a contingency plan, or a series of activities that should take place either prior to, or when the event occurs. Mitigation actions frequently have a cost. Sometimes the cost of mitigating the risk can exceed the cost of assuming the risk and incurring the consequences. It is important to evaluate the probability and impact of each risk against the mitigation strategy cost before deciding to implement a contingency plan. Identifying and documenting events that pose a risk to the outcome of a project is just the first step. It is equally important to monitor all risks on a scheduled basis by a risk management team, and reported on in the project status report.

Risk and Contingency Table

ID.	Risk	Probability (1-10)	Impact (1-10)	Priority	Action	Who	Cost(\$)
R1.1.1	Specification of requirements without technical knowledge of the business	2	3	6	Weekly meeting with client	CEO, MD, MT, MIS	78000
R1.1.2	Changes to requirements that impact specific and critical functionalities	2	3	6	Weekly meeting with client	CEO, MD, MT, MIS	67000
R1.2.1	Technological platform without daily updates	1	2	2	Daily follow up meeting	MT	54000
R1.2.2	Absence of servers with electrical redundancy	1	3	3	Selection of appropriate server	MT	15000
R1.3.1	Inefficient logical access security	1	3	3	Implement logical access security	MIS	32000
R1.3.2	Disconnection of workstations to the network	1	4	4	Checking connection daily	MIS	67000
R1.3.3	Fall of connection with the database	1	3	3	Checking connection daily	MIS, MT	87900
R1.3.4	Absence of redundancies in communications devices	1	3	3	Check device Communication weekly	MIS, MT	76000
R1.3.5	Deficient network design	1	3	3	Better Prototyping	MD	15000
R1.4.1	Application performance	2	4	8	Testing application weekly	MD	65000
R1.4.2	Poor functional test scenarios	2	3	6	Identify appropriate test methods	MD	98000



R1.4.3	Poorly dimensional load tests	1	3	3	Weekly meeting	MD	100000
R1.4.4	Poorly dimensional stress tests	2	3	6	Weekly meeting	MD	76800
R1.4.5	Poor performance tests on established resources	2	2	4	Weekly meeting to identify problem	MD, MIS, MT	98700
R2.1.1	Underestimation of project size	1	3	3	Meeting with the client to estimate project size	CEO, MD, MT, MIS	98760
R2.1.2	Poor project planning	3	3	9	Proper market research	CEO, MD, MT, MIS	78960
R2.1.3	Selection of poor computing resources	3	2	6	Proper selection of computing resources	MD	98000
R2.1.4	Definition of vision without socialization	2	2	4	Proper market research	CEO, MD, MT, MIS	12000
R2.2.1	Key staff sick at critical time	2	4	8	Back up staff	CEO	150000
R2.2.2	Programmer missing at critical time	3	3	9	Back up programmer	CEO	120000
R3.1.1	Staff turnover	3	3	9	Back up staff	CEO	100000
R3.1.2	Failures in personnel selection	1	4	4	Interviewing adequate skill	CEO, MD, MT, MIS	90000
R3.2.1	Cost planning that does not cover entire scope	2	4	8	Reviewing every step properly	CEO, MD, MT, MIS	98000
R3.3.1	Inadequate calculations in estimates of high-impact activities	2	4	8	Meeting with client to identify high-impact activities	CEO, MD, MT, MIS	78900



Test Plan

Security Plan

	Name	Plan	Description
S.1	Site Security	1.1 website security testing 1.2 https link provision 1.3 Malicious site warning	1.1.1. VirusTotal Services will ensure that the site is secure for its users.
S.2	Customer Identification	2.1 Requirement for strong passwords 2.2 user filtering system installation 2.3 prevent email addresses from being displayed publicly	2.1 At least 8 characters with one special character to stop brute-force dictionary attacks against user accounts.
S.3	Database and file management	3.1 custom prefix generation 3.2 File permissions 3.3 Install automated security plugins	3.1.1 Changing the prefix makes databases much harder for hackers to find and exploit
S.4	Ordering	4.1 User search history protection management	4.1.1 User's search history is to be protected and used solely for intelligent recommendation system
S.5	Payment	5.1 SSL Certificate for credit card info 5.2 Personal Verification 5.3 Browser Verification	5.1.1 All reputable sites that collect personal information for purchases or identity verification have an SSL certificate that protects you from having your information stolen by third parties. 5.1.2 Verifying an SSL certificate is the process of ensuring the certificate the site holds is valid and identifying it correctly.
S.6	Confirmation	6.1 Personal Verification 6.2 Browser Verification	6.1.1 After SSL certificate is verified, your browser checks to be sure that the website is the one on the certificate. This ensures that users are not being redirected by hackers.



S.7	Data Recycling	7.1 Reuse of user's history for intelligent recommendation 7.2 Also for reputation determination	7.1.1 User's previous records are going to be stored in the database for the sole purpose of recommendation and building his reputation therefore earning him/her points.



Server Selection

Hosting Type

- [Cloud Hosting](#)

Advantages

- Slightly cheaper and more efficient than the virtual private server (VPS)
- The upside of this is that if one server crashes or has a problem, the other servers will pick up its slack.

Web Hosting Provider

- [Hostinger](#)

Rated the best for most as per the crazy eggblog with an overall score of 3.9/5

Article link <https://www.crazyegg.com/blog/best-web-hosting-services/>

Hostinger's Different monthly plans

We are recommending the 48 mo at \$2.99/mo plan because it covers all the features that will make your website look perfect

I6 server plan selection

1 MONTH	12 MONTHS	24 MONTHS	48 MONTHS
\$12.49 USD / month Plan renews at \$12.49/month on 17/10/2022	\$2.99 USD / month Plan renews at \$8.99/month on 17/09/2023	\$2.99 USD / month Plan renews at \$7.99/month on 17/09/2024	\$2.99 USD / month Plan renews at \$6.99/month on 17/09/2026
Free domain for 1st year	Free domain for 1st year	Free domain for 1st year	Free domain for 1st year

1 MONTH	12 MONTHS	24 MONTHS	48 MONTHS
✓ 1 Website	✓ 100 Websites	✓ 100 Websites	✓ 100 Websites
✓ 50 GB SSD Storage	✓ 100 GB SSD Storage	✓ 200 GB SSD Storage	✓ 200 GB SSD Storage
✓ ~10 000 Visits Monthly	✓ ~25 000 Visits Monthly	✓ ~100 000 Visits Monthly	✓ ~100 000 Visits Monthly
✓ 1 Email Account	✓ Free Email	✓ Free Email	✓ Free Email
✓ Unlimited Free SSL	✓ Unlimited Free SSL	✓ Unlimited Free SSL	✓ Unlimited Free SSL
✗ Free Domain	✓ Free Domain (\$9.99 value)	✓ Free Domain (\$9.99 value)	✓ Free Domain (\$9.99 value)
✓ 100 GB Bandwidth	✓ Unlimited Bandwidth	✓ Unlimited Bandwidth	✓ Unlimited Bandwidth
✓ Managed WordPress	✓ Managed WordPress	✓ Managed WordPress	✓ Managed WordPress
✓ WordPress Acceleration	✓ WordPress Acceleration	✓ WordPress Acceleration	✓ WordPress Acceleration
✗ WordPress Staging Tool	✗ WordPress Staging Tool	✓ WordPress Staging Tool	✓ WordPress Staging Tool
✓ 30 Days Money Back Guarantee	✓ 30 Days Money Back Guarantee	✓ 30 Days Money Back Guarantee	✓ 30 Days Money Back Guarantee
✓ 2 Databases	✓ Unlimited Databases	✓ Unlimited Databases	✓ Unlimited Databases
✓ GIT Access	✓ GIT Access	✓ GIT Access	✓ GIT Access
	✓ SSH Access	✓ SSH Access	✓ SSH Access
			✓ Daily Backups (\$25.08 value)



Deliverables

No.	Deliverables	delivery time	Delivery date
D1	Proposal document	11:59 MP	9/19/2022
D2	Requirement document	11:59 MP	10/3/2022
D3	Design document	11:59 MP	10/23/2022
D4	Acceptance test plan document	11:59 MP	10/26/2022
D5	System test plan document	11:59 MP	11/21/2022
D6	Source code of basic B-bay system	11:59 MP	12/8/2022
D7	Actual test document for basic B-bay system	11:59 MP	12/8/2022
D8	Source code of proposed B-bay system	11:59 MP	12/30/2022
D9	Actual test document for B-bay system	11:59 MP	12/30/2022
D10	Hand copy of all documents about B-bay system	11:59 MP	12/30/2022



Estimates

Estimate table for activities

Activity No.	Activity	Duration(Hour)	Cost(\$)	Total(\$)
C1.1	Recruit team	2	98000	196000
C1.2	Decide leader of project, build basic communication	0.5	50000	25000
C1.3	Standard work report & Assign	0.5	2000	1000
C1.3.1	Creating google document	0.5	5000	2500
C1.3.2	Build basic FWBS	5	60000	300000
C1.3.3	Build basic Cost chart	5	5000	25000
C1.3.4	Build Milestone	2	3500	7000
C1.4	Meeting with client about FWBS	0.5	1000	500
C1.4.1	Discuss about meeting with client	0.5	50000	25000
C1.4.1.1	Do changes base on client's suggest	4	8500	34000
C1.5	Standard work report & Assign	0.5	8700	4350
C1.5.1	Complete FWBS	4	65000	260000
C1.5.2	Complete milestone	0.5	50000	25000
C1.5.3	Work on discussed changes on Cost chart	0.5	4000	2000
C1.6	Standard work report & Assign new work	0.5	40000	20000
C1.6.1	Build activities table	5	65000	325000
C1.6.2	Build Risk table and Risk management plan	5	5000	25000
C1.6.3	Build Data management plan and security plan	5	4500	22500
C1.7	Standard work report, meet client and discuss changes	0.5	76000	38000
C1.7.1	Build Activity graph, calculate CPA	5	87000	435000
C1.7.2	Build Gantt chart, write project team organization, exchange Data management to sever selection	5	6000	30000
C1.7.3	Finish build final cost table, estimate model	5	7600	38000
C1.8	Standard work report & Assign new work	0.5	9877	4938.5
C1.8.1	Write Deliverables, maintenance plan, warranty and terminology	2	20000	40000
C1.8.2	Write Cover letter, title and intro	2	20000	40000

C1.8.3	Write Alternatives, Terms of Acceptance and Conditions	2	5697	11394
C1.9	Standard work report, meet client and discuss changes	5	54000	270000
C1.10	Submit the Proposal	5	9876	49380
C2.1	Standard work report, meet client and discuss changes	0.5	57907	28953.5
C2.1.1	Build basic Appendix	3	6789	20367
C2.1.2	Write basic Introduction and General Description	3	3456	10368
C2.1.3	Write Functional Requirements	3	7650	22950
C2.2	Standard work report & Assign new work	0.5	8765	4382.5
C2.3	Standard work report, meet client and discuss changes	0.5	7650	3825
C2.3.1	Do changes base on client's suggest	5	10000	50000
C2.4	Standard work report & Assign new work	0.5	9800	4900
C2.4.1	Write Terms and Conditions, Table of Contents and Finalize RD	2	9800	19600
C2.5	Standard work report, meet client and discuss changes	0.5	9800	4900
C2.6	Do Final changes base on client's suggestion and submit RD	5	10000	50000
C2.7	Presentation of project	1	7099	7099
C3.1	Standard work report, meet client and discuss changes	0.5	5600	2800
C3.1.1	Write basic design	5	7800	39000
C3.1.2	Write basic intro	5	20000	100000
C3.1.3	Help others	5	9800	49000
C3.2	Standard work report & Assign new work	0.5	7600	3800
C3.2.1	Finish writing design	5	6900	34500
C3.2.2	Finish writing intro	3	6590	19770
C6	Plan to finish Coding of basic B-bay system	0.5	6700	3350
C6.1	Standard work report & Assign new work	6	9800	58800
C6.1.1	Build the basic framework of website for B-bay	6	8700	52200
C3.3	Standard work report, meet client and discuss changes	0.5	8650	4325

A3.3.1	continue working on DS base of clients suggestion	8	9000	72000
C4.1	Standard work report, meet client and discuss changes	0.5	7600	3800
C4.1.1	Build Proposed system overview	10	9880	98800
C4.1.2	Build Test schedule and test sets	10	7800	78000
C4.1.3	Write Hardware Requirements and Software Requirements	10	9800	98000
C4.2	Standard work report & Assign new work	0.5	1000	500
C4.2.1	Write log of meetings etc., and Acceptance	10	6900	69000
C4.2.2	Write Individual test cases	10	6000	60000
C4.2.3	Write Appendix, intro and rest of APT	10	5000	50000
C3.5	Standard work report, meet client and discuss changes	0.5	10000	5000
C3.5.1	Do Final changes base on client's suggestion and submit DS	5	10000	50000
C4.3	Standard work report, meet client and discuss changes	0.5	8700	4350
C4.3.1	Do Final changes base on client's suggestion and submit ATP	8	9876	79008
C5.1	Standard work report & Assign new work	0.5	3456	1728
C5.1.1	Build table of test data and expected output of FWBS4	10	7900	79000
C5.1.2	Build table of test data and expected output of FWBS2	10	6755	67550
C5.1.3	Build table of test data and expected output of FWBS1	10	5800	58000
C6.2	Standard work report & Assign new work	0.5	20000	10000
C6.3	Standard work report & Assign new work	0.5	780000	390000
C5.2	Standard work report, meet client and discuss changes	0.5	5688	2844
C5.2.1	Debug and test FWBS 4.1	10	34000	340000
C5.2.2	Debug and test FWBS2	10	5600	56000
C5.2.3	Debug and test FWBS1.1 and FWBS 1.3	10	6755	67550
C6.4	Standard work report & Assign new work	0.5	4300	2150

C6.5	Standard work report, meet client and discuss changes	0.5	5000	2500
C5.3	Standard work report & Assign new work	0.5	76000	38000
C5.3.1	Debug and test FWBS 5.2	10	5400	54000
C5.3.2	Debug and test FWBS 3	10	6500	65000
C5.3.3	Debug and test FWBS 1 and FWBS 1.2	10	5000	50000
C5.8	Standard work report, meet client and discuss changes	25	7500	187500
C5.8.1	Write rest of SPT base on client's suggestion	6	8700	52200
C5.9	Do Final changes base on client's suggestion and submit STP	8	5000	40000
C6.6	Presentation of project's current process	0.5	10000	5000
C8	Cost for coding			722820
C9	Cost for risk mitigation			1855020
C10.1	cost for office space			10000
C10.2	Cost for office equipment			20000
C10.3	Company insurance			50000
C11.1	Consulting fees			8500
C11.2	Telephone charges			1000
C11.3	General administration			10500
				7766773

Estimate table for functions

Activity No.	Activity	LOC	Cost(\$)/unit/hour	Total
CF1	User account Management	110	60	6600
CF1.1	Creation of administrator account	90	60	5400
CF1.1.1	Filling E-mail, phone number, address	78	60	4680
CF1.1.1.1	send email to email address	134	60	8040
CF1.1.1.1.1	Save information into database	80	60	4800
CF1.2	Offer login button	120	60	7200
CF1.2.1	Enter email address	67	60	4020
CF1.2.1.1	verify email address	156	60	9360
CF1.2.1.1.1	entering password	78	60	4680
CF1.2.1.1.1.1	verifying password	78	60	4680



CF1.2.1.1.1.1.1	logging in	90	60	5400
CF1.2.1.1.1.1.2	print error	178	60	10680
CF1.2.1.1.1.1.2.1	calling verify password	190	60	11400
CF1.2.1.1.1.1.3	refuse attempting	56	60	3360
CF1.2.1.1.2	Print error	101	60	6060
CF1.2.1.1.2.1	call verify email address	106	60	6360
CF1.2.1.1.3	offer "Forgot password" button	198	60	11880
CF1.2.1.1.3.1	send a link to entered email address	167	60	10020
CF1.2.1.1.3.1.1	enter new password	56	60	3360
CF1.2.1.1.3.1.1.1	change the password with entered password	34	60	2040
CF1.3	create buyer and seller account	98	60	5880
CF1.3.1	email, phone number filling	67	60	4020
CF1.3.1.1	send email to email address	109	60	6540
CF1.3.1.1.1	save information into database	105	60	6300
CF2	Add merchandise	187	60	11220
CF2.1	offer consignment request button	106	60	6360
CF2.1.1	Enter name, description and price of merchandise	45	60	2700
CF2.1.1.1	Saving request to database	29	60	1740
CF2.2	Offer "Submit auction request" button	87	60	5220
CF2.2.1	Fill item information, base price and up limit	90	60	5400
CF2.2.1.1	Enter deadline of auction	56	60	3360
CF2.2.1.1.1	Saving request to database	67	60	4020
CF3	Offering administrator manage interface	45	60	2700
CF3.1	View selling list	308	60	18480
CF3.1.1	Edit item info	98	60	5880
CF3.1.2	Approve unproven request	67	60	4020
CF3.1.2.1	Change merchandise state to "selling"	109	60	6540
CF3.1.2.1.1	If the request is auction, set up timer	201	60	12060



CF3.1.2.1.1.1	When times up,call Getpaid()	29	60	1740
CF3.2	View error report list	38	60	2280
CF3.3	View returning request list	98	60	5880
CF3.3.1	Edit returning list	67	60	4020
CF3.3.2	Offer "confirm returning item received" button	108	60	6480
CF3.3.2.1	Call payback() to return money	134	60	8040
CF3.3.2.1.1	Save information of return	178	60	10680
CF3.3.2.1.1.1	Update the reputation	109	60	6540
CF4	Forming Customer interface	109	60	6540
CF4.1	Enter wanted item information	45	60	2700
CF4.1.1	Provide approved merchandises list	67	60	4020
CF4.1.1.1	Search with given string	167	60	10020
CF4.1.1.1.1	Display each merchandise from search list	187	60	11220
CF4.1.1.1.1.1	provide super link to merchandise detail page	189	60	11340
CF4.1.1.2	Provide recommendation list	190	60	11400
CF4.1.1.2.1	Run keyword relation search	98	60	5880
CF4.1.1.2.1.1	Provide super link to related merchandise	90	60	5400
CF4.1.1.2.2	Search key word in history search of all	87	60	5220
CF4.1.1.2.2.1	Filter out 5 top merchandises from search history of people who searched the same thing	101	60	6060
CF4.1.1.2.2.1.1	Provide super link to those merchandises	102	60	6120
CF4.1.1.2.3	search based on user information	190	60	11400
CF4.1.1.2.3.1	Provide super link to user related merchandises	104	60	6240
CF4.1.2	Save search history	109	60	6540
CF4.2	Display notification	87	60	5220
CF4.3	Display user's wish list	176	60	10560
CF4.3.1	Edit user's wish list	145	60	8700
CF4.3.2	offer 'Add to cart" button	167	60	10020



CF4.3.2.1	add selected merchandises 'ID to cart list	100	60	6000
CF4.4	display cart list	67	60	4020
CF4.4.1	Call Buy() for item no.1	87	60	5220
CF4.4.1.1	Call Buy() for other items, use same information user entered for itemno.1	90	60	5400
CF4.4.2	Edit cart list	98	60	5880
CF4.5	offer "FAQs "button	198	60	11880
CF4.5.1	Display FAQs	197	60	11820
CF4.6	Offer "policy "button	76	60	4560
CF4.6.1	Display policy	80	60	4800
CF4.7	Offer "Chat" button	90	60	5400
CF4.7.1	Display chat list	45	60	2700
CF4.7.1.1	Display history messages	76	60	4560
CF4.7.1.1.1	Enter new message	56	60	3360
CF4.7.1.1.1.1	Update history message	156	60	9360
CF4.8	Offer "history purchase" button	198	60	11880
CF4.8.1	Display history purchase list	109	60	6540
CF4.8.1.2	Offer "report error" button	187	60	11220
CF4.8.1.2.1	Enter error message	100	60	6000
CF4.8.1.2.1.1	save information to database	190	60	11400
CF4.8.1	Check if state allow target item to be returned	45	60	2700
CF4.8.1.1	Offer "return" button	56	60	3360
CF4.8.1.1.1	Enter returning reasons	78	60	4680
CF4.8.1.1.1.1	display shipping address	103	60	6180
CF5	Provide interface for each merchandise	109	60	6540
CF5.2	Offer "Buy" or "Bid" button	100	60	6000
CF5.2.1	Enter shipment information	67	60	4020
CF5.2.1.1	enter payment information	100	60	6000
CF5.2.1.1.1	Get paid	98	60	5880
CF5.2.1.1.1.2	Save shipping address	67	60	4020



CF5.2.1.1.1.3	Save Payment information	109	60	6540
CF5.2.1.1.1.4	Update the reputation	102	60	6120
CF5.2.1.1.1.1	Send notification of shipping to seller and buyer	124	60	7440
CF5.2.1.1.2	If it is auction update merchandise's buyer ID,price,shipment and payment information	110	60	6600
CF5.2.1.2	offer "old payment" button	110	60	6600
CF5.2.1.2.1	Call Get Paid(Saved payment info)	67	60	4020
CF5.3	Offer “add to cart” button	45	60	2700
CF5.3.1	Add merchandises ID to cart List	190	60	11400
CF5.4	Offer “add to Wishlist “button	87	60	5220
CF5.4.1	Add merchandises ID to wishList	67	60	4020
CF5.5	Offer "Chat with Seller" button	198	60	11880
CF5.5.1	Display history messages	100	60	6000
CF5.5.1.1	Enter new message	167	60	10020
CF5.5.1.1.1	Update history messages	148	60	8880
CF5.6	Display the reputation	87	60	5220
CF5.1	Display merchandise information	101	60	6060

COCOMO Estimation

Cocomo (Constructive Cost Model) is a regression model based on LOC, i.e number of Lines of Code. It is a procedural cost estimate model for software projects and is often used as a process of reliably predicting the various parameters associated with making a project such as size, effort, cost, time, and quality. The key parameters which define the quality of any software products, which are also an outcome of the Cocomo are primarily Effort & Schedule.

Different models of Cocomo have been proposed to predict the cost estimation at different levels, based on the amount of accuracy and correctness required. All of these models can be applied to a variety of projects, whose characteristics determine the value of constant to be used in subsequent calculations. These characteristics pertaining to different system types are organic, semidetached, and embedded systems. We are using organic type for our project. And we are using basic cocomo model.

$$\text{Estimation} = aS^b$$

The above formula is used for the cost estimation of for the basic COCOMO model, and also is used in the subsequent models. The constant values a,b,c and d for the Basic Model for the different categories of system:

Software Projects	a	b	c	d
Organic	2.4	1.05	2.5	0.38
Semi Detached	3.0	1.12	2.5	0.35
Embedded	3.6	1.20	2.5	0.32

Cost Drivers:

Cost Drivers	Very low (None)	Low	Nominal	High	Very High
1.Person					
Code CAP		0.9	1	1.1	1.3
Analyst CAP		0.9	1	1.1	
Coding Language EX		0.9	2	1.1	1.2
2. Projects					
Complexity	0.9	0.8	1	1.8	2.5



Required Reliability			1	1.1	1.3
Required Hardware	0.7	1	2	0.86	.95
3.Computer					
React time requirement	1.1	0.95	0.06	1.95	1
Storage	1	0.6	1.6	1.1	0.98
Execution time	1	0.98	2.3	1.04	1.7
4.Personeel					
TOOL	1.3	1.7	2.4	0.95	0.82

LOC= 12047

KLOC= 12.047

Effort= $aS^b M(x)$, where $M(x)$ is an adjustment multiplier with 10 cost factors.

$E = (2.4(12047)^{1.05}) * 1.3 * 1.1 * 1.2 * 2.5 * 1.3 * 2 * 1.95 * 1.6 * 2.3 * 2.4)$

= \$ 8,885,019.99



Alternatives

B Bay e-commerce system is an online based website. Our initial plan is to run the B Bay e-commerce system with the five main functionalities including intelligent system what we have gotten from the client through frequent meeting and interviewing with them. But if for some reason, we cannot run the B Bay system, then we have plan B for our system.

Plan B is that we will set a meeting with the client within two weeks to submit new request and ask for new requirements. After adjusting the requirements, we will get back to the client again for their review. Then we will run the B Bay e-commerce system with the basic functionalities. There will be no complex functionalities so that I can give a user friendly interface. If our plan B fails, we have plan C as well.

Then we will recommend our client to NibrasInc company. First we will take an appointment on behalf of our client stating our problem and this company is also a software development company. After getting the appointment we will tell them the requirements of our client. And then we will set another appointment for our client. Then they will tell them their functional and non-functional requirements elaborately. So that they can help our client to get their desired B Bay e-commerce system.



Training and Maintenance Plan

Maintenance Planning and Scheduling can be learnt on the job, but to become a very good maintenance planner and maintenance scheduler you still need to know the reasons behind why you do things in certain ways when you plan and schedule maintenance work orders.

In the tutorial articles and free maintenance planning books below, you can learn what we teach the people that do our Maintenance Planning and Scheduling Online Distance Education Training Course or attend the 3-day Maintenance Planning and Scheduling for Reliability training course.

You can subscribe to be emailed when new postings are added to this website by clicking the link to complete the Subscription Form.

DISCLAIMER: You have our permission to use the content of our articles and white papers in your own documents and web pages at your own risk. We take no responsibility for use of the information or the consequences of its use. The contents are our opinion based on our understanding of the relevant information available to us at the time. If you use any content we ask only that you put a live link in what you write to the web pages that you use from this site.

Maintenance Planning Book 1: Maintenance Planning training Day 2 slide notes

Maintenance Planning Book 2: Maintenance Planning course Day 3 slide notes

Maintenance Planning Course Module 1 Assignment 2: Equipment Criticality



Terms and Conditions

Terms 1. Introduction

This User Agreement, the Mobile Application Terms of Use, and all policies and additional terms posted on and in our sites, applications, tools and services (collectively "Services") set out the terms on which eBay offers you access to and use of our Services. You can find an overview of our policies here. The Mobile Application Terms of Use, all policies and additional terms posted on and in our Services are incorporated into this User Agreement. You agree to comply with all terms of this User Agreement when accessing or using our Services.

The entity you are contracting with is: eBay Inc., 2025 Hamilton Ave., San Jose, CA 95125, if you reside in the United States; eBay (UK) Limited, 1 More London Place, London, SE1 2AF, United Kingdom, if you reside in the United Kingdom; eBay GmbH, Albert-Einstein-Ring 2-6, 14532 Kleinmachnow, Germany, if you reside in the European Union; eBay Canada Limited, 240 Richmond Street West, 2nd Floor Suite 02-100, Toronto, Ontario, M5V 1V6, Canada, if you reside in Canada; eBay Singapore Services Pte Ltd., 10 Collyer Quay, #10-01 Ocean Financial Centre, Singapore 049315, if you reside in India; and eBay Marketplaces GmbH, Helvetiastrasse 15/17, 3005, Bern, Switzerland, if you reside in any other country. In this User Agreement, these entities are individually and collectively referred to as "eBay," "we," or "us."

Please be advised that this User Agreement contains provisions that govern how claims you and we have against each other are resolved (see "Disclaimer of Warranties; Limitation of Liability" and "Legal Disputes" provisions below). It also contains an Agreement to Arbitrate which will, with limited exception, require you to submit claims you have against us or our agents to binding and final arbitration, unless you opt out of the Agreement to Arbitrate (see Legal Disputes, Section B ("Agreement to Arbitrate")). If you do not opt out: (1) you will only be permitted to pursue claims against us or our agents on an individual basis, not as a plaintiff or class member in any class or representative action or proceeding and (2) you will only be permitted to seek relief (including monetary, injunctive, and declaratory relief) on an individual basis.

Terms 2. About Brookings eBay

eBay is a marketplace that allows users to offer, sell and buy goods and services in various geographic locations using a variety of pricing formats. eBay is not a party to contracts for sale between third-party sellers and buyers, nor is eBay a traditional auctioneer.

Any guidance eBay provides as part of our Services, such as pricing, shipping, listing, and sourcing is solely informational and you may decide to follow it or not. We may help facilitate the resolution of disputes between buyers and sellers through various programs. Unless otherwise expressly provided, eBay has no control over and does not guarantee: the existence, quality, safety or legality of items advertised; the truth or accuracy of users' content or listings; the ability of sellers to sell items; the ability of buyers to pay for items; or that a buyer or seller will actually complete a transaction or return an item.

Terms 3. Using B Bay

In connection with using or accessing our Services you agree to comply with this User Agreement, our policies, our terms, and all applicable laws, rules, and regulations, and you will not:

- breach or circumvent any laws, regulations, third-party rights or our systems, Services, policies, or determinations of your account status;
- use our Services if you are not able to form legally binding contracts (for example, if you are under 18 years old), or are temporarily or indefinitely suspended from using our Services, or are a person with whom transactions are prohibited under economic or trade sanctions;
- fail to pay for items purchased by you, unless you have a valid reason as set out in an eBay policy, for example, the seller has materially changed the item's description after you bid (see our Unpaid item policy);
- fail to deliver items sold by you, unless you have a valid reason as set out in an eBay policy;
- manipulate the price of any item or interfere with any other user's listings;
- take any action that may undermine the feedback or ratings systems (our Feedback policies);
- transfer your eBay account (including feedback) and user ID to another party without our consent;



- share your log in credentials with any third parties. If you require that authorized third parties (employees, agents, etc) have access to your account we offer a Multi-User Account Access program for that purpose.
- create listings, post, or upload content in inappropriate categories or areas on our sites;
- post false, inaccurate, misleading, deceptive, defamatory, or libelous content;
- distribute or post spam, unsolicited or bulk electronic communications, chain letters, or pyramid schemes;
- distribute viruses or any other technologies that may harm eBay or the interests or property of users;
- use any robot, spider, scraper, data mining tools, data gathering and extraction tools, or other automated means to access our Services for any purpose, except with the prior express permission of eBay;
- circumvent any technical measures used to provide our Services.
- interfere with the functioning of our Services, such as by imposing an unreasonable or disproportionately large load on our infrastructure;
- export or re-export any eBay application or tool, except in compliance with the export control laws, and rules and policies of any relevant jurisdictions;
- infringe the copyright, trademark, patent, publicity, moral, database, and/or other intellectual property rights (collectively, "Intellectual Property Rights") that belong to or are licensed to eBay. Some, but not all, actions that may constitute infringement are reproducing, performing, displaying, distributing, copying, reverse engineering, decompiling, disassembling, or preparing derivative works from content that belongs to eBay or someone else;
- infringe any Intellectual Property Rights that belong to third parties affected by your use of our Services or post content that does not belong to you;
- commercialize any eBay application or any information, data or software associated with such application, except with the prior express permission of eBay; or
- harvest or otherwise collect or use information about users without their consent.

Sellers must meet eBay's minimum performance standards. Failure to meet these standards may result in eBay charging sellers additional fees, and/or limiting, restricting, suspending, or downgrading your seller account.

If we believe you are abusing eBay and/or our Services in any way, we may, in our sole discretion and without limiting other remedies, limit, suspend, or terminate your user account(s) and access to our Services, delay or remove hosted content, remove any special status associated with your account(s), remove, not display, and/or demote listings, reduce or eliminate any discounts, and take technical and/or legal steps to prevent you from using our Services.

If we believe you are violating our policies prohibiting Offers to buy or sell outside of B Bay, you may be subject to a range of actions, including limits on your buying and selling privileges, restrictions on listings and account features, suspension of your account, application of fees, and recovery of expenses for policy monitoring and enforcement. Also, as provided below in the Fees and Taxes section, if we believe you are violating our policy on buying or selling outside of B Bay, you may be charged final value fees.

We may cancel unconfirmed accounts or accounts that have been inactive for a substantial period of time. Additionally, we reserve the right to refuse, modify, or terminate all or part of our Services to anyone for any reason at our discretion.

Terms 4. Policy Enforcement

When a buyer or seller issue arises, we may consider the user's performance history and the specific circumstances in applying our policies. We may choose to be more lenient with policy enforcement in an effort to do the right thing for both buyers and sellers. The foregoing does not limit or impair our right to refuse, modify, or terminate all or part of our Services to anyone, or to terminate this agreement with anyone, for any reason at our discretion.

Terms 5. Fees and Taxes

We charge sellers for the use of our Services. In some cases, where a buyer receives supplemental Services such as authentication Services for items in certain categories, we may also charge the buyer for such supplemental Service.



The fees we charge sellers for using our Services are listed on our Selling fees pages. We may change our selling fees from time to time by posting the changes on the eBay site fourteen (14) days in advance, but with no advance notice required for temporary promotions or any changes that result in the reduction of fees.

If you are a seller, you are liable for fees arising out of all sales made using some or all of our Services, even if sales terms are finalized or payment is made outside of eBay. In particular, if you offer or reference your contact information or ask a buyer for their contact information in the context of buying or selling outside of eBay, you may be liable to pay a final value fee applicable to that item, even if the item doesn't sell, given your usage of our Services for the introduction to a buyer.

You must have a payment method on file when using our selling Services and pay all fees and applicable taxes associated with your use of our Services by the payment due date. If your payment method fails or your account is past due, we may place restrictions on your account, or the eBay Payments Entities (as defined below) may collect amounts owed in the manner described in the Payments Terms of Use. In addition, you will be subject to late fees. eBay, or the collection agencies we retain, may also report information about your account to credit bureaus, and as a result, late payments, missed payments, or other defaults on your account may be reflected in your credit report. If you wish to dispute the information eBay reported to a credit bureau (i.e., Experian, Equifax or TransUnion) please contact us at eBay Inc., C/O Global Collections, 7700 West Parmer Lane, Building D, Austin, TX 78729. If you wish to dispute the information a collection agency reported to a credit bureau regarding your eBay account, you must contact the collection agency directly.

In any jurisdiction where B Bay has an obligation to collect sales taxes on sales you make using our Services, we or the eBay Payment Entities may collect such sales taxes from you via the payment method on file.

Selling fees don't purchase exclusive rights to item exposure on our Services. We may display third-party advertisements (including links and references thereto) or other content in any part of our Services, including your listing, in our sole discretion and without consent from, or payment, fee reduction, or other credit to, sellers.

Terms 6. Listing Conditions

When listing an item for sale on our Services, you agree to comply with B Bay's Listing policies and Selling practices policy and also agree that:

- You assume full responsibility for the item offered and the accuracy and content of the listing,
- Your listing may not be immediately searchable by keyword or category for several hours (or up to 24 hours in some circumstances). eBay can't guarantee exact listing duration,
- Your fixed-price listings may renew automatically every calendar month, based on the listing terms at the time, until all quantities sell or the listing is ended by you or eBay, in its sole discretion,
- The content you provide complies with all of our listing policies, including the Images, videos and text policy,
- Content that violates any of eBay's policies may be modified, obfuscated or deleted at B Bay's sole discretion,
- We may revise product data associated with listings to supplement, remove, or correct information,
- We strive to create a marketplace where buyers find what they are looking for. Therefore, the appearance or placement of listings in search and browse results will depend on a variety of factors, including, but not limited to:
 - buyer's location, search query, browsing site, and history;
 - item's location, listing format, price and shipping cost, terms of service, end time, history, and relevance to the user query;
 - seller's history, including listing practices, Detailed Seller Ratings, eBay policy compliance, feedback, and defect rate; and
 - number of listings matching the buyer's query,
- To drive a positive user experience, a listing may not appear in some search and browse results regardless of the sort order chosen by the buyer,
- Some advanced listing upgrades will only be visible on some of our Services,
- eBay's Duplicate listings policy may also affect whether your listing appears in search results,



- Metatags and URL links that are included in a listing may be removed or altered,
- We may provide you with optional recommendations to consider when creating your listings. Such recommendations may be based on the aggregated sales and performance history of similar sold and/or current listings; results may vary for individual listings. To drive the recommendations experience, you agree that we may display the sales and performance history of your individual listings to other sellers,
- For items listed in certain categories, subject to certain programs, and/or offered or sold at certain price points, B Bay may require the use of certain payment methods, subject to our Payments methods policy. For example, for inventory covered by authentication services, buyer and sellers may be subject to escrow and/or payment handling requirements,
- You will not sell and will promptly remove all listings for any product recalled by a manufacturer or governmental agency if the sale of the product is prohibited by law or regulation or the product poses a health or safety hazard as specified by any governmental agency. eBay has no responsibility or liability for the safety or performance of any product that you list or sell using our Services, including any product that is subject to a recall. You are solely responsible for any non-conformity or defect in, or compliance with any public or private recall of any product you list or sell using our Services,
- B Bay may publish and promote your listings, including related content such as username, product reviews and feedback on the websites or in the applications, services and tools of other B Bay Inc. corporate family members or cooperating third-party operators of websites, applications, services and tools.

Terms 7. Purchase Conditions

When buying an item using our Services, you agree to the Rules and policies for buyers and that:

- You are responsible for reading the full item listing before making a bid or offer, buying, or committing to buy,
- You enter into a legally binding contract to purchase an item when you buy, commit to buy an item, your offer for an item is accepted, or if you have the winning bid (or your bid is otherwise accepted),
- For motor vehicles and real estate, a bid or offer initiates a non-binding transaction representing a buyer's serious expression of interest in buying the seller's item and does not create a formal contract between the buyer and the seller,
- We do not transfer legal ownership of items from the seller to you,
- Utah Code Annotated § 70A-2-401(2) and Uniform Commercial Code § 2-401(2) apply to the transfer of ownership between the buyer and the seller, unless the buyer and the seller agree otherwise.

Terms 8. International Buying and Selling; Translation

Given the nature of B Bay's global marketplace, listings may be viewed and purchased by, and shipped to, buyers around the world. Many of our Services are accessible internationally. We offer certain programs, tools, and site experiences of particular interest to international sellers and buyers, such as estimated local currency conversion and international shipping calculation tools. Sellers and buyers are responsible for complying with all laws and regulations applicable to the international sale, purchase, and shipment of items.

If you purchase an item on an eBay site that is different from your registration site, you are subject to the User Agreement and applicable policies of that other eBay site with respect to that particular purchase, as detailed in the International selling policy.

For sellers, you agree that we may display your listing for sale on an eBay site other than the site where you listed your item for sale, based on your shipping settings. You may adjust these settings as detailed in the International selling policy. If you list your items with an international shipping option, the appearance of your listings on sites other than the listing site is not guaranteed. If you sell an item on an eBay site that is different from your registration or listing site, you are subject to the User Agreement and applicable policies, including any buyer protection programs, of that other eBay site with respect to that particular sale, as detailed in the International selling policy.

You authorize us to use automated tools to translate your B Bay content and member-to-member communications, in whole or in part, into local languages where such translation solutions are available. We may provide you with tools which will enable you to translate content at your request. The accuracy and availability of any translation are not guaranteed.

One of the ways that we may make B Bay.com listings available to international buyers on B Bay.com and on B Bay's international sites is through the Global Shipping Program. For eligible items located in the United States and purchased by an international buyer through the Global Shipping Program, you (as seller) will simply ship the item to a parcel processing facility



located in the United States after receiving notification of payment from the buyer. Pitney Bowes Inc., a third-party global shipping provider, will oversee the processing, customs clearance, and international shipment of the item on behalf of your international buyer. To the extent a buyer has a question about your Global Shipping Program listings, eBay may respond directly to the buyer if the question pertains to the services overseen by Pitney Bowes Inc. (for example, customs or international shipping). Sellers pay no additional fees for selling through the Global Shipping Program.

Pursuant to a routed export transaction under the U.S. Export Administration Regulations and Foreign Trade Regulations, the buyer, as the Foreign Principal Party in Interest, will agree to assume responsibility for the export shipment, with Pitney Bowes Inc. acting as your buyer's forwarding agent. You remain liable for the accuracy of information you provide about items, and you agree to provide timely responses to requests for additional information.

You consent to the disclosure of certain personally identifiable information, as well as listing and order information, by B Bay to Pitney Bowes Inc., and by Pitney Bowes Inc. to its affiliates, service providers, and other third parties (such as customs and revenue authorities, as well as other government agencies), in connection with the processing, export and customs clearance, and international transportation of any item. B Bay does not control the privacy policies of Pitney Bowes Inc., its affiliates, or its service providers, and you are subject to the privacy policies of those parties, as applicable.

Additional information about the program, including policies governing feedback, the handling of lost, damaged, and undeliverable items, returns, and the resolution of buyer protection claims for items that you sell through the program, can be found on our Global Shipping Program and Global Shipping FAQs pages.

Terms 9. Content

When you provide content using our Services (directly or indirectly), you grant us a non-exclusive, worldwide, perpetual, irrevocable, royalty-free, sublicensable (through multiple tiers) right to exercise any and all Intellectual Property Rights you have in that content in connection with our provision, expansion, and promotion of our Services, in any media known now or developed in the future. To the fullest extent permitted under applicable law, you waive your right to enforce your Intellectual Property Rights in that content against eBay, our assignees, our sublicensees, and their assignees in connection with our, those assignees', and those sublicensees' use of that content in connection with our provision, expansion, and promotion of our Services.

You represent and warrant that, for all such content you provide, you own or otherwise control all necessary rights to do so and to meet your obligations under this User Agreement. You represent and warrant that such content is accurate. You represent and warrant that use of any such content (including derivative works) by us, our users, or others in contract with us, and in compliance with this User Agreement, does not and will not infringe any Intellectual Property Rights of any third party. eBay takes no responsibility and assumes no liability for any content provided by you or any third party.

We offer product data (including images, descriptions and specifications) that are provided by third parties (including eBay users). You may use that content solely in your eBay listings. eBay may modify or revoke that permission at any time in our sole discretion. The product data includes copyrighted, trademarked and other proprietary materials. You agree not to remove any copyright, proprietary, or identification markings in the product data and not to create any derivative works based on that data (other than by including the data in your listings).

We try to offer reliable product data, but cannot promise that the content provided through our Services will always be available, accurate, complete, and up-to-date. You agree that eBay is not responsible for examining or warranting the listings or content provided by third parties through our Services, and that you will not attempt to hold us or our data providers liable for inaccuracies.

The name "B Bay" and other B Bay marks, logos, designs, and phrases that we use in connection with our Services are trademarks, service marks, or trade dress of B Bay in the U.S. and other countries. They may not be used without the express written prior permission of B Bay.

Terms 10. Notice for Claims of Intellectual Property Violations and Copyright Infringement Pursuant to Section 512(c) of Title 17 of the United States Code

We respond to notices of alleged copyright infringement under the United States Digital Millennium Copyright Act. B Bay's Verified Rights Owner (VeRO) program works to ensure that items and content using our Services do not infringe upon the copyright, trademark, or certain other intellectual property rights of third parties. If you believe that your intellectual property rights have been infringed, please notify our VeRO team and we will investigate. Learn how to submit a notice to B Bay.

Terms 11. Holds and Restricted Funds



To protect eBay from risk of liability for your actions as a seller, B Bay Payments Entities may restrict access to your funds as described in the Payments Terms of Use.

Terms 12. Authorization to Contact You; Recording Calls; Analyzing Message Content

B Bay may contact you using autodialed or prerecorded calls and text messages, at any telephone number that you have provided us, to: (i) notify you regarding your account; (ii) troubleshoot problems with your account; (iii) resolve a dispute; (iv) collect a debt; (v) poll your opinions through surveys or questionnaires; or (vi) as otherwise necessary to service your account or enforce this User Agreement, our policies, applicable law, or any other agreement we may have with you. eBay may also contact you using autodialed or prerecorded calls and text messages for marketing purposes (e.g., offers and promotions), if you consent to such communications. Our collection, use, disclosure, retention, and protection of your personal information is governed by our User Privacy Notice. As described in our User Privacy Notice, eBay may collect other telephone numbers for you and may place manual non-marketing calls to any of those numbers and autodialed non-marketing calls to any landline. Standard telephone minute and text charges may apply and may include overage fees if you have exceeded your plan limits. You may change your marketing communications preference for calls at any time, including through the Communication Preferences section of your My B Bay. You may also opt-out of a specific text marketing campaign by replying "STOP" to such marketing text message.

eBay may share your telephone number with its authorized service providers as stated in our User Privacy Notice. These service providers may contact you using autodialed or prerecorded calls and text messages, only as authorized by eBay to carry out the purposes identified above.

eBay may, without further notice or warning and in its discretion, monitor or record telephone conversations you or anyone acting on your behalf has with eBay or its agents for quality control and training purposes, or for its own protection.

B Bay's automated systems scan and analyze the contents of every message sent through its messages platform, including messages between users, to detect and prevent fraudulent activity or violations of B Bay's User Agreement, including the incorporated terms, notices, rules, and policies. This may result in a manual review of messages sent through our messaging tools. This scanning and analysis may occur before, during, or after the message is sent, or while in storage, and may result in your message being delayed or withheld. eBay may store message contents, including to conduct this scanning and analysis.

Privacy of Others; Marketing

If B Bay provides you with information about another user, you agree you will use the information only for the purposes that it is provided to you. You may not disclose or distribute a user's information to a third party for purposes unrelated to our Services. Additionally, you may only send marketing communications to users who have consented to receive them in accordance with applicable laws, and only using B Bay Services.

Terms 13. Additional Terms

Returns and cancellations for sellers

Sellers can create rules to automate replacements, returns, and refunds under certain circumstances. For all new sellers, in listings where returns are accepted, B Bay will set a default rule that automates the return process. Sellers may remove or customize their return preferences in their account settings within My B Bay. Where settings have been set to automatically accept requests for returns or replacements, an B Bay-generated return shipping label will be provided to your buyer. You agree to comply with our returns policy.

When an item is returned or if a transaction is cancelled after payment has been completed, B Bay may issue a refund to the buyer on the seller's behalf and charge the seller for the amount of the refund.

Additionally, B Bay may charge sellers for the cost of return shipping labels and/or other reasonable fees from sellers when:

- An B Bay-generated return shipping label is used, and the seller is responsible for its cost;
- Returns have been automated;
- The seller fails to send the buyer a return shipping label and, instead, an B Bay-generated shipping label is used; and/or
- The item is not as described in the listing and is returned in accordance with B Bay Money Back Guarantee or other applicable terms.

B Bay or B Bay Payment Entities may invoice sellers for these charges and collect such charges as described in the Payments Terms of Use.



All seller cancellations of orders must be in accordance with our Order cancellation policy.

Returns and cancellations for buyers

Buyers generally do not have the right to cancel an order. Buyers can request to cancel an order on B Bay within the time period and as provided in our Order cancellation policy, and the seller will have 3 days to accept or decline the request. If the order cannot be cancelled, buyers may still be permitted to return the item if the item is eligible for return.

In certain instances, a buyer may be responsible for the cost of return shipping for an item returned to a seller. If the buyer is responsible for the return shipping costs, the buyer may elect to use an B Bay-generated shipping label or purchase a shipping label directly from a carrier. By choosing to use an eBay-generated shipping label, you (as a buyer) agree that B Bay may deduct the cost of the shipping label from the refund owed to you.

B Bay Money Back Guarantee

Most eBay sales go smoothly, but if there's a problem with a purchase covered by B Bay Money Back Guarantee, buyers can get their money back if an item didn't arrive, is faulty or damaged, or doesn't match the listing. You agree to comply with the policy and permit us to make a final decision on any eBay Money Back Guarantee case.

If you (as seller), choose to reimburse a buyer, or are required to reimburse a buyer or eBay under the eBay Money Back Guarantee, eBay or eBay Payments Entities may invoice you in the amount of the reimbursement, or collect the amount of the reimbursement from you as described in the Payments Terms of Use. If we cannot get reimbursement from you, we may collect the outstanding sums using other collection mechanisms, including retaining collection agencies.

We may suspend the B Bay Money Back Guarantee in whole or in part without notice if we suspect abuse or interference with the proper working of the policy.

Terms 14. Payment Services

Payments for goods and services sold using our Services are facilitated by designated B Bay entities (each, an "eBay Payment Entity") pursuant to the Payments Terms of Use. You agree to the Payments Terms of Use to the extent applicable to you. To receive payment for an item sold using our Services, you must accept and comply with the Payments Terms of Use, including the requirements to provide to eBay Payment Entities information about you, your business, and the financial account you will use to receive payments.

If you are a buyer:

- You may pay for items and services using the payment methods that the eBay Payment Entities make available, and the eBay Payment Entities will manage settlement of the payment to sellers. When buying on our Services, you authorize the eBay Payment Entity to initiate payments using your selected payment method and collect the transaction amounts on behalf of the seller. Accordingly, payments received by the eBay Payment Entity from you will satisfy your obligations to pay the seller in the amount of payments received.
- In certain instances, your transaction may be declined, frozen, or held for any reason including for suspected fraud, AML compliance, compliance with economic or trade sanctions, in connection with eBay's internal risk controls or due to potential violations of any policy of eBay or the eBay Payment Entity, or a policy of one of the Payment Entity's third-party payment services providers.
- eBay, the eBay Payment Entity or its affiliates may save payment information, such as credit card or debit card numbers, and card expiration dates, entered by you on our Services when you make a purchase, redeem a coupon, or make any other transaction on our Services where card information is entered. Such stored payment information may be used as your default payment method for future transactions on our Services. At any time, you can update your card information or enter new card information, at which point the new card information shall be stored as your default payment method. You may make changes to your default payment method through the Personal Information section under the Account tab in My eBay. You are responsible for maintaining the accuracy of information we have on file, and you consent to eBay updating such stored information from time to time based on information provided by you, your bank or other payments services providers. You will only provide information about payment methods that you are authorized to use.
- You may seek returns or cancellations on our Services, or file eBay Money Back Guarantee claims on our Services. If you are entitled to a refund, the eBay Payment Entities will issue the refund if the eBay Payment Entities processed the original payment. Refund timing may vary in accordance with the rules of third parties, such as credit and debit card networks.



- You agree to comply with, and not cause a third party to violate, all applicable laws, regulations, rules and terms and conditions in connection with the use of the services provided by the bBay Payment Entities. You understand that some third parties, such as credit and debit card issuers, credit and debit card networks and payments services providers, may have their own terms and conditions for the payment or settlement methods you choose to use in connection with managed payments transactions. Failure to abide by third party terms and conditions may result in fees assessed to you (for example, currency conversion fees from your credit card issuer if the transaction currency is different from your credit card currency) or other actions taken by such third parties, and you agree that the eBay Payment Entity has no control over, or responsibility or liability for, such fees or actions.

Terms 15. Release

If you have a dispute with one or more users, you release us (and our affiliates and subsidiaries, and our and their respective officers, directors, employees and agents) from claims, demands and damages (actual and consequential) of every kind and nature, known and unknown, arising out of or in any way connected with such disputes. In entering into this release, you expressly waive any protections (whether statutory or otherwise) that would otherwise limit the coverage of this release to include only those claims which you may know or suspect to exist in your favor at the time of agreeing to this release.

Terms 16. Indemnity

You will indemnify and hold us (including our affiliates and subsidiaries, as well as our and their respective officers, directors, employees, agents) harmless from any claim or demand, including reasonable legal fees, made by any third party due to or arising out of your breach of this User Agreement, your improper use of our Services or your breach of any law or the rights of a third party.

Terms 17. Legal Disputes

PLEASE READ THIS SECTION CAREFULLY. IT AFFECTS YOUR RIGHTS AND WILL HAVE A SUBSTANTIAL IMPACT ON HOW CLAIMS YOU AND EBAY HAVE AGAINST EACH OTHER ARE RESOLVED.

In this Legal Disputes Section, the term "related third parties" includes your and eBay's respective affiliates, subsidiaries, parent companies, predecessors, successors, assigns, as well as your, eBay's, and these entities' respective employees and agents.

You and eBay agree that any claim or dispute at law or equity that has arisen, or may arise, between you and eBay (or any related third parties) that relates in any way to or arises out of this or previous versions of this User Agreement, your use of or access to the Services, the actions of eBay or its agents, or any products or services sold or purchased through the Services, will be resolved in accordance with the provisions set forth in this Legal Disputes Section.

A. Applicable Law

You agree that, except to the extent inconsistent with or preempted by federal law, the laws of the State of Utah, without regard to principles of conflict of laws, will govern this User Agreement and any claim or dispute that has arisen or may arise between you and B Bay, except as otherwise stated in this User Agreement.

B. Agreement to Arbitrate

You and B Bay each agree that any and all disputes or claims that have arisen, or may arise, between you and eBay (or any related third parties) that relate in any way to or arise out of this or previous versions of the User Agreement, your use of or access to our Services, the actions of eBay or its agents, or any products or services sold, offered, or purchased through our Services shall be resolved exclusively through final and binding arbitration, rather than in court.

Alternatively, you may assert your claims in small claims court, if your claims qualify and so long as the matter remains in such court and advances only on an individual (non-class, non-representative) basis. The Federal Arbitration Act ("FAA"), and to the extent not inconsistent with the FAA, the laws of the State of Utah, without regard to principles of conflict of laws, governs the interpretation and enforcement of this Agreement to Arbitrate.

1. Prohibition of Class and Representative Actions and Non-Individualized Relief

YOU AND EBAY AGREE THAT EACH OF US MAY BRING CLAIMS AGAINST THE OTHER ONLY ON AN INDIVIDUAL BASIS AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS, OR



REPRESENTATIVE OR PRIVATE ATTORNEY GENERAL ACTION OR PROCEEDING. UNLESS BOTH YOU AND EBAY AGREE OTHERWISE, THE ARBITRATOR MAY NOT CONSOLIDATE OR JOIN MORE THAN ONE PERSON'S OR PARTY'S CLAIMS, AND MAY NOT OTHERWISE PRESIDE OVER ANY FORM OF A CONSOLIDATED, REPRESENTATIVE, CLASS, OR PRIVATE ATTORNEY GENERAL ACTION OR PROCEEDING. ALSO, THE ARBITRATOR MAY AWARD RELIEF (INCLUDING MONETARY, INJUNCTIVE, AND DECLARATORY RELIEF) ONLY IN FAVOR OF THE INDIVIDUAL PARTY SEEKING RELIEF AND ONLY TO THE EXTENT NECESSARY TO PROVIDE RELIEF NECESSITATED BY THAT PARTY'S INDIVIDUAL CLAIM(S). ANY RELIEF AWARDED CANNOT AFFECT OTHER USERS. If a court decides that applicable law precludes enforcement of any of this paragraph's limitations as to a particular claim or a particular request for a remedy (such as a request for injunctive relief), then that claim or that remedy request (and only that claim or that remedy request) must be severed from the arbitration and may be brought in court (pursuant to Section 18.C below), subject to your and eBay's right to appeal the court's decision. All other claims will be arbitrated.

2. Arbitration Procedures

Arbitration is more informal than a lawsuit in court. Arbitration uses a neutral arbitrator instead of a judge or jury, and court review of an arbitration award is very limited. However, an arbitrator can award the same damages and relief on an individualized basis that a court can award to an individual. An arbitrator should apply the terms of the User Agreement as a court would. All issues are for the arbitrator to decide, except that issues relating to arbitrability, the scope or enforceability of this Agreement to Arbitrate, or the interpretation of Section 1 of this Agreement to Arbitrate ("Prohibition of Class and Representative Actions and Non-Individualized Relief"), shall be for a court of competent jurisdiction to decide.

The arbitration will be administered by the American Arbitration Association ("AAA") under its rules and procedures, including the AAA's Consumer Arbitration Rules and the AAA's Commercial Arbitration Rules, and the AAA's International Centre for Dispute Resolution Rules (as applicable), as modified by this Agreement to Arbitrate. Absent agreement of the parties, the AAA shall decide which AAA rules apply to the arbitration. The AAA's rules are available at www.adr.org and www.icdr.org. In the event that the AAA is unavailable to administer the arbitration, another administrator will be selected by the parties or, if the parties cannot reach the agreement, the court (pursuant to Section 18.C below) shall select the administrator.

A party who intends to seek arbitration must first send to the other, by certified mail, a valid Notice of Dispute ("Notice"), which may be downloaded at this link. The Notice to eBay must be sent to eBay Inc., Attn: Litigation Department, Re: Notice of Dispute, 583 W. eBay Way, Draper, UT 84020. eBay will send any Notice to you to the physical address we have on file associated with your eBay account; it is your responsibility to keep your physical address up to date. To be valid, you must personally sign the Notice and complete all information on the Notice form, including a description of the nature and basis of the claims you are asserting, the specific relief sought, and the email address and phone number associated with your account.

If you and eBay are unable to resolve the claims described in a valid Notice within 30 days after B Bay receives that Notice, you or eBay may initiate arbitration proceedings. A form for initiating arbitration proceedings is available on the AAA's site at www.adr.org. In addition to filing this form with the AAA in accordance with its rules and procedures, the party initiating the arbitration must mail a copy of the completed form to the opposing party. You may send a copy to eBay at the following address: eBay, Inc. c/o CT Corporation System, 1108 E South Union Ave., Midvale, UT 84047. In the event eBay initiates an arbitration against you, it will send a copy of the completed form to the physical address we have on file associated with your eBay account. Any settlement offer made by you or eBay shall not be disclosed to the arbitrator.

If you are a resident of the United States, then the arbitration hearing shall be held in the county in which you reside or at another mutually agreed location. If you are not a resident of the United States, then the arbitration hearing will be held in Salt Lake County, Utah, United States, or another mutually agreed location. Where no disclosed claims or counterclaims exceed \$25,000, the dispute shall be resolved by the submission of documents only, subject to the arbitrator's discretion to require an in-person hearing, if the circumstances warrant. In cases where an in-person hearing is held, you and/or eBay may attend by telephone, unless the arbitrator requires otherwise. The language of the arbitration will be English.

The arbitrator will decide the substance of all claims in accordance with applicable law, including recognized principles of equity, and will honor all claims of privilege recognized by law. The arbitrator shall not be bound by rulings in prior arbitrations involving different users, but is bound by rulings in prior arbitrations involving the same eBay user to the extent required by



applicable law. The arbitrator's award shall be final and binding and judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof.

3. Costs of Arbitration

Payment of all filing, administration and arbitrator fees will be governed by the AAA's rules, unless otherwise stated in this Agreement to Arbitrate. If you complied with the Notice of Dispute procedures of Section 2 of this Agreement ("Arbitration Procedures") and the value of the relief sought is \$10,000 or less, at your request, eBay will pay all administration and arbitrator fees associated with the arbitration. Any request for payment of fees by eBay should be submitted by mail to the AAA along with your Demand for Arbitration and eBay will make arrangements to pay administration and arbitrator fees directly to the AAA. In the event the arbitrator determines the claim(s) you assert in the arbitration to be frivolous, you agree to reimburse eBay for all fees associated with the arbitration paid by eBay on your behalf that you otherwise would be obligated to pay under the AAA's rules.

4. Severability

With the exception of any of the provisions in Section 1 of this Agreement to Arbitrate ("Prohibition of Class and Representative Actions and Non-Individualized Relief"), if an arbitrator or court decides that any part of this Agreement to Arbitrate is invalid or unenforceable, the other parts of this Agreement to Arbitrate shall still apply.

5. Opt-Out Procedure

IF YOU ARE A NEW USER OF OUR SERVICES, YOU CAN CHOOSE TO REJECT THIS AGREEMENT TO ARBITRATE ("OPT-OUT") BY MAILING US A WRITTEN OPT-OUT NOTICE ("OPT-OUT NOTICE"). THE OPT-OUT NOTICE MUST BE POSTMARKED NO LATER THAN 30 DAYS AFTER THE DATE YOU ACCEPT THE USER AGREEMENT FOR THE FIRST TIME. YOU MUST MAIL THE OPT-OUT NOTICE TO EBAY INC., ATTN: LITIGATION DEPARTMENT, RE: OPT-OUT NOTICE, 583 WEST EBAY WAY, DRAPER, UT 84020.

For your convenience, we are providing an Opt-Out Notice form. You must complete and mail that to us in order to opt out of the Agreement to Arbitrate. You must complete the Opt-Out Notice form by providing the information called for in the form, including your name, address (including street address, city, state and zip code), and the user ID(s) and email address(es) associated with the eBay Service account(s) to which the opt-out applies. You must sign the Opt-Out Notice for it to be effective. This procedure is the only way you can opt out of the Agreement to Arbitrate. If you opt out of the Agreement to Arbitrate, all other parts of this User Agreement and its Legal Disputes Section will continue to apply to you. Opting out of this Agreement to Arbitrate has no effect on any previous, other, or future arbitration agreements that you may have with us.

6. Future Amendments to the Agreement to Arbitrate

Notwithstanding any provision in the User Agreement to the contrary, you and we agree that if we make any amendment to this Agreement to Arbitrate (other than an amendment to any notice address or site link provided herein) in the future, that amendment shall not apply to any claim that was filed in a legal proceeding against eBay prior to the effective date of the amendment. The amendment shall apply to all other disputes or claims governed by the Agreement to Arbitrate that have arisen or may arise between you and eBay. We will notify you of amendments to this Agreement to Arbitrate by posting the amended terms on www.eBay.com at least 30 days before the effective date of the amendments and by providing notice through the eBay Message Center and/or by email. If you do not agree to these amended terms, you may close your account within the 30-day period and you will not be bound by the amended terms.

C. Judicial Forum for Legal Disputes

All claims or disputes that are not subject to the Agreement to Arbitrate above is found not to apply to you or to a particular claim or dispute, either as a result of your decision to opt out of the Agreement to Arbitrate and all matters brought pursuant to and in aid of the Agreement to Arbitrate will be resolved exclusively by a state or federal court located in Salt Lake County, Utah. You



and eBay agree to submit to the personal jurisdiction of the courts located within Salt Lake County, Utah for the purpose of litigating all such claims, disputes, or matters.

19. General

Except as otherwise provided in this User Agreement, if any provision of this User Agreement is held to be invalid, void or for any reason unenforceable, such provision shall be struck out and shall not affect the validity and enforceability of the remaining provisions. In our sole discretion, we may assign this User Agreement, and in such event, we will post notice on www.Bbay.com.

Headings are for reference purposes only and do not limit the scope or extent of such Section. Our failure to act with respect to a breach by you or others does not waive our right to act with respect to subsequent or similar breaches. We do not guarantee we will take action against all breaches of this User Agreement.

We may amend this User Agreement at any time by posting the amended terms on www.eBay.com. Our right to amend the User Agreement includes the right to modify, add to, or remove terms in the User Agreement. We will provide you 30 days' notice by posting the amended terms. Additionally, we will notify you through the eBay Message Center and/or by email. Your continued access or use of our Services constitutes your acceptance of the amended terms. We may also ask you to acknowledge your acceptance of the User Agreement through an electronic click-through. This User Agreement may not otherwise be amended except through mutual agreement by you and an eBay representative who intends to amend this User Agreement and is duly authorized to agree to such an amendment.

Without limiting eBay's ability to refuse, modify, or terminate all or part of our Services, eBay may also terminate this Agreement with anyone at any time for any reason, at our sole discretion, by giving notice of such termination.

The policies and terms posted on our Services may be changed from time to time. Changes take effect when we post them on the eBay Service.

If you create or use an account on behalf of a business entity, you represent that you are authorized to act on behalf of such business and bind the business to this User Agreement. Such account is owned and controlled by the business entity. No agency, partnership, joint venture, employee-employer or franchiser-franchisee relationship is intended or created by this User Agreement.

The User Agreement and all terms and policies posted through our Services set forth the entire understanding and agreement between you and eBay, and supersede all prior understandings and agreements of the parties.

The following Sections survive any termination of this User Agreement: Fees and Taxes, Content, Holds and Restricted Funds, Payment Services, Additional Terms, Disclaimer of Warranties; Limitation of Liability; Release, Indemnity, Legal Disputes, and General.

If you are a California resident, in accordance with Cal. Civ. Code §1789.3, you may report complaints to the Complaint Assistance Unit of the Division of Consumer Services of the California Department of Consumer Affairs by contacting them in writing at 400 R Street, Sacramento, CA 95814, or by telephone at (800) 952-5210.

Pursuant to 815 ILCS 414/1.5(c), for transactions involving tickets to events in Illinois, buyers and sellers may elect to submit complaints against one another to the American Arbitration Association ("AAA") under its rules and procedures. The AAA's rules are available at www.adr.org. Such complaints shall be decided by an independent arbitrator in accordance with this User Agreement. Buyers and sellers further agree to submit to the jurisdiction of the State of Illinois for complaints involving a ticketed event held in Illinois.



Warranty

We try to keep our Services safe, secure, and functioning properly, but we cannot guarantee the continuous operation of or access to our Services. Bid update and other notification functionality in eBay's applications may not occur in real time. Such functionality is subject to delays beyond bBay's control.

You agree that you are making use of our Services at your own risk, and that they are being provided to you on an "AS IS" and "AS AVAILABLE" basis. Accordingly, to the extent permitted by applicable law, we exclude all express or implied warranties, terms and conditions including, but not limited to, implied warranties of merchantability, fitness for a particular purpose, and non-infringement.

In addition, to the extent permitted by applicable law, in no event will bBay (including our parent, subsidiaries, and affiliates, and our and their officers, directors, agents and employees) be liable to you or any third party under any claim at law or in equity for any consequential damages or losses (including, but not limited to, loss of money, goodwill or reputation, profits, other intangible losses, or any special, indirect, or consequential damages), and all such damages or losses are expressly excluded by this agreement whether or not they were foreseeable or bBay was advised of such damages or losses. Without limiting the generality of the foregoing, we (including our parent, subsidiaries, and affiliates, and our and their officers, directors, agents and employees) are not liable, and you agree not to hold us responsible, for any damages or losses (including, but not limited to, loss of money, goodwill or reputation, profits, other intangible losses, or any special, indirect, or consequential damages) resulting directly or indirectly from:

- the content you provide (directly or indirectly) using our Services;
- your use of or your inability to use our Services;
- pricing, shipping, format, or other guidance provided by bBay;
- delays or disruptions in our Services;
- viruses or other malicious software obtained by accessing or linking to our Services;
- glitches, bugs, errors, or inaccuracies of any kind in our Services;
- damage to your hardware device from the use of any bBay Service;
- the content, actions, or inactions of third parties, including items listed using our Services or the destruction of allegedly fake items;
- a suspension or other action taken with respect to your account or breach of the Using bBay Section above;
- the duration or manner in which your listings appear in search results as set out in the Listing Conditions Section above; or
- your company need to modify practices, content, or behavior, or your loss of or inability to do business, as a result of changes to this User Agreement or our policies.

Some jurisdictions do not allow the disclaimer of warranties or exclusion of damages, so such disclaimers and exclusions may not apply to you.

Regardless of the previous paragraphs, if we are found to be liable, our liability to you or to any third party is limited to the greater of (a) any amounts due under the bBay Money Back Guarantee up to the price the item sold for on bBay (including any applicable sales tax) and its original shipping costs, (b) the amount of fees in dispute not to exceed the total fees, which you paid to us in the 12 months prior to the action giving rise to the liability, or (c) \$100.

"Electronics, Cars, Fashion, Collectibles & More." eBay, <https://www.ebay.com/>



Terminology

FWBS: Functional Work Breakdown Structure

AG: Activity graph

No.: The number of item in list