Proposal for Implementation of IBM App Connect Enterprise Solution for Steward Bank Zimbabwe

EIDIKO SYSTEMS INTEGRATORS

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Submitted By	Roshini Ethiraj Sales Head Middle East & Africa Eidiko Systems Integrators Pvt Ltd Email: roshini.ethiraj@eidiko.com Mobile: +91 9600092300 http://www.eidiko.com
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1 Introduction

This proposal response is prepared based on the SOW shared by Steward Bank Zimbabwe for the implementation and integration of the IBM's App Connect solution.

Eidiko Systems Integrators Pvt. Ltd ("Eidiko") proposes to deliver the Enterprise Integrated solution that addresses all the customer requirements leveraging on IBM technologies. This proposal includes information on our understanding of requirements, solution software component information, tentative project implementation timeline, resource plan, project implementation methodology, assumptions and pricing.

2 Eidiko Overview

Eidiko Systems Integrators is a specialist IT Services Provider, **Gold IBM Partner**, Cisco and Mule Partner with a proven history of delivering quick turnaround Enterprise Solutions globally. Eidiko specializes in delivering **Integration**, **ECM**, **BPM**, **ODM**, **Collaboration**, **Data Management**, **Business Intelligence**, **Analytics**, **Social**, **Mobile** and **Cloud** Solutions leveraging IBM Technologies.

Eidiko is a preferred vendor for IBM Services Implementation in **Africa**, **Middle East**, and **India** with many success stories. Eidiko provides services in all aspects of project lifecycle including architecture advisement, solution design, development, compliance, testing, validation, deployment, application infrastructure management and training.

With extensive experience, deep domain knowledge, cross-skilled IBM Certified Teams, ability to mobilize teams quickly, Eidiko is a trusted partner for many enterprises and is renowned for delivering scalable, robust, high performance, low cost enterprise solutions in a quick turnaround time. Our technical capabilities, rich experience, mature project implementation methodologies, stringent quality control makes us the right partner for service implementations leveraging IBM Technologies.

3 About Eidiko

Eidiko Systems Integrators Pvt Ltd, head quartered in Hyderabad, Telangana, India with delivery centers in US, UK and Canada is a global IT Services company with proven record of accomplishment of many successful implementations in various countries. With over 350+ cross skilled, certified, technology consultants in over 60 IBM technologies, Eidiko is truly a specialist IT Services company.

With rich experience in Information Technology Eidiko has evolved a successful, efficient delivery model for rapid design, development, and quality compliance. In Eidiko, you will find a trusted partner, with extensive resources that is dedicated to provide end-to-end solutions for all your IT needs.

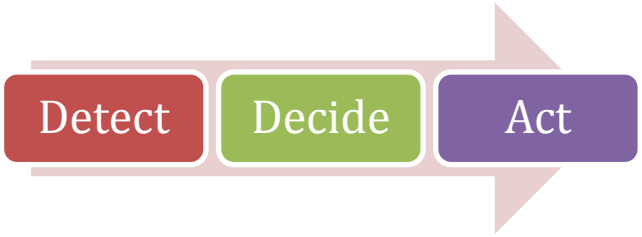
4 Why EIDIKO

- Premier Business Partner of IBM and Authorized Service provider
- Strategic relationship with IBM Worldwide
- Excellent capabilities in turning out solutions leveraging IBM and other alternative Open source Technologies.
- Domain expertise spans across multiple industry verticals including **Telecom**, **BFSI**, **Government**, **Retail**, **Travel** and **Transport**.
- Experienced team of High Skilled Specialists with a mix of **Architects**, **IBM Red Book Authors, SME's** and **Certified Technology Consultants.**
- Delivery Capabilities and managing projects globally in Offshore/ Onsite Model for the cost effective execution.
- Service Offerings Include End-to-End Solution Design, Implementation, Testing, Compliance, Upgrades, Migration, Health Checks, Deployment Automation, Maintenance and Support
- Exposure and experience working with Middle East, Africa, European and North American Customer base.
- Well defined Quality Management system that is in line with the industry standards/ISO certifications.
- Key factor for the success of EIDIKO is perfect partnering/teaming with their Customers to understand and aptly cater to their business needs

5 Key Customer Engagements

6 Eidiko's Service Offerings

Eidiko delivers Enterprise Business Solutions around the globe by leveraging over many years of practical experience, accumulated best practices around enterprise integration, Business Agility, Content Management, and many more. Our end-to-end Portal, SOA, BPM and Security solutions allow companies to leverage their key resources—information, applications, people, and processes.



The areas in which EIDIKO have specialist skills are:

- ✓ Business Integration and SOA
- ✓ Business Process Management& Operations Decision Management
- ✓ Enterprise Portals & Content Management
- ✓ Enterprise Security, Identity Management & Compliance
- ✓ Enterprise Information management & Data Management
- ✓ Business Intelligence & Analytics
- ✓ Collaboration & Mobility
- ✓ Social & Cloud Solutions.

Our expert consultants provide highly specialized skills to all aspects of the full project lifecycle including architectural advisement, design, and development through deployment, administration, testing and training. With our corporate experience in information technology, Eidiko has established a methodology for rapid design, development, and delivery that is second to none.

Note: Please note that the terms IIB and IBM App Connect are used interchangeably throughout the document both however refer to the App Connect only.

7 IBM App Connect Enterprise Product/Solution

7.1 Requirement Analysis

IBM App Connect is highly recommended when the need is to connect disparate applications and business data across multiple platforms. It ensures that the business stays flexible and the applications stay focussed. Business data must be available exactly where you want it and in the format you need it. As the integration needs evolve, the time and expense to develop and maintain custom links between applications increase, potentially affecting the organizations bottom line.

IBM recognizes the need to connect applications using reliable delivery mechanisms, and to help ensure the data being exchanged is delivered in the right format, to the right application, at the right time. Combining all your IT resources can help maximize operating efficiencies and provide consistent, accurate information to your customers, trading partners, and suppliers.

7.2 Approach to Meeting the requirements

IBM App Connect Enterprise minimizes the time and effort taken to integrate key resources and applications in various systems.

IBM App Connect Enterprise delivers a solution to help address your application-integration and information-mediation needs. With its robust design, scalable architecture, high performance, and ease of use, IBM App Connect Enterprise software helps you meet evolving business needs by:

- ➔ Building an advanced enterprise service bus (ESB) that allows you to implement an enterprise-wide service oriented architecture (SOA) in stages
- ➔ Gaining faster and greater visibility to all business events taking place in your infrastructure
- ➔ Connecting systems, applications, information, and people

Because IBM App Connect Enterprise is designed to respond to your changing needs, it can help grow with your business by:

- ➔ Enabling you to add components to your IT infrastructure while reusing critical application functions as your business needs evolve
- ➔ Growing your infrastructure without increasing your complexity
- ➔ Protecting your existing and ongoing investments in applications and data structures
- ➔ As a result, you can take advantage of next-generation innovation —and protect, exploit, and extend your investments in existing business applications.

7.3 IBM APP Connect Enterprise Overview

IBM® App Connect Enterprise combines the existing, industry-trusted technologies of IBM Integration Bus with IBM App Connect Professional and with new cloud native technologies, to deliver a platform that supports the full breadth of integration needs across a modern digital enterprise.

Using the IBM App Connect Enterprise Toolkit, you can develop integration solutions and deploy them to the dedicated runtime of IBM App Connect Enterprise and to App Connect on IBM Cloud. You can use an extensive range of administration and systems management options to manage your integration solutions. This documentation provides details about working with this core software, referred to simply as IBM App Connect Enterprise.

Using the capabilities of IBM App Connect Professional (bundled as part of IBM App Connect Enterprise), you can quickly connect hybrid environments that are comprised of public clouds, private clouds, and on-premises applications. You can develop integrations by using a "configuration, not coding" approach, with premade integration templates, and rich connectors to speed development time.

IBM App Connect Enterprise can also use an extensive range of **SaaS** connectors, which can run on premises using the bundled App Connect Professional software or on the cloud using IBM App Connect on IBM Cloud. This capability is only available if you have purchased **IBM App Connect on IBM Cloud.**

IBM App Connect Enterprise can be used to connect applications together, regardless of the message formats or protocols that they support.

This connectivity means that your diverse applications can interact and exchange data with other applications in a flexible, dynamic, and extensible infrastructure. IBM App Connect Enterprise routes, transforms, and enriches messages from one location to any other location:

- The product supports a wide range of protocols: WebSphere® MQ, JMS 1.1 and 2.0, HTTP and HTTPS, web services (SOAP and REST), File, Enterprise Information Systems (including SAP and Siebel), and TCP/IP.
- It supports a broad range of data formats: binary formats (C and COBOL), XML, and industry standards (including SWIFT, EDI, and HIPAA). You can also define your own data formats.
- It supports many operations, including routing, transforming, filtering, enriching, monitoring, distribution, collection, correlation, and detection.

  IBM App Connect Enterprise software can be installed directly on a physical machine running in your own Data Center, in a VMWare virtual machine, in a Docker image, as part of an IBM Cloud Private installation, or installed by you into a public cloud such as IBM Cloud, AWS, or Microsoft Azure. The Docker images can be easily scaled and managed by using

orchestration frameworks, such as Kubernetes, alongside other components within a modern architecture.

Your interactions with IBM App Connect Enterprise can be considered in two broad categories:

➔ Application development, test, and deployment.

There are a range of tools optimized for the users' skillets and the integration capabilities that can be exploited:

- For core IT teams that manage the key systems and packaged applications, there are rich tools to support all styles of interaction, powerful mapping, parsing and transformation. A broad range of functions, which include built-in unit testing and the ability to perform pre-deploy validation, alongside linked browser-based tooling for the line-of-business teams, ensures both developers and non-technical users can rapidly build integration without the need for code.
- Knowledge workers and citizen integrators in lines of business can take advantage of the simpler, no-coding, web-based App Connect Designer to connect applications in the cloud and with applications and resources in hybrid environments. Alternatively, they can innovate on-premises applications for themselves to automate information and process flows by using a no-coding approach while taking advantage of the multi-tenant, cloud runtime of IBM App Connect on IBM Cloud.1
- Integration specialists can choose to use the web-based App Connect Designer to develop, test, and deploy general connections quickly, or use a fully Integrated Development Environment (IDE) to tackle more-detailed and challenging integration requirements.
    - Using the IBM AppConnect Enterprise Toolkit to develop integration solutions to transform, enrich, route, and process your business messages and data. You can integrate client applications that use different protocols and message formats. The IBM App Connect Enterprise Toolkit is a natural and familiar tool for existing users who have experience with the IBM Integration Toolkit, helping them to easily switch to developing for IBM App Connect Enterprise, accelerate their development of new integration solutions, and preserving and exploiting their investment in IBM Integration Bus development skills.
    - Using the App Connect Studio (part of IBM App Connect Professional) to connect hybrid environments that are comprised of public clouds, private clouds, and on-premises applications. You can develop integrations by using a "configuration, not coding" approach, with premade integration templates, and rich connectors to speed development time.

When used in partnership, these tooling experiences truly unlock the value of enterprise data. IT teams can curate data from complex packaged applications or systems of record and expose it to line-of-business users for final mile integration using the designer tooling, dynamically and without difficulty. This perfect pairing supports collaboration between the IT teams that manage the data and the users with the context of where it is needed. Users of all these tools and development experience benefit from accelerators, such as templates for common integration and industry-specific-use cases.

Developing, testing, and deploying with the IBM App Connect Enterprise Toolkit, can be used in one or more of the supplied options to develop the applications:

- Patterns provide reusable solutions that encapsulate a tested approach to solving a common architecture, design, or deployment task in a particular context. You can use them unchanged or modify them to suit your own requirements.
- Message flows describe your application connectivity logic, which defines the exact path that your data takes in the integration node, and therefore the processing that is applied to it by the message nodes in that flow.
- Message nodes encapsulate required integration logic, which operates on your data when it is processed through your integration node.
- Message trees describe data in an efficient, format independent way. You can examine and modify the contents of message trees in many of the nodes that are provided, and you can supply additional nodes to your own design.
- You can implement transformations by using graphical mapping, Java™, ESQL, and XSL, and can make your choice based on the skills of your workforce without having to provide retraining.

- Operational management and performance. IBM App Connect Enterprise includes the following features and functionality, which support the operation and performance of your deployment:
  - An extensive range of administration and systems management options for developed solutions, including the following:
    - The IBM App Connect Enterprise Toolkit.
    - The web user interface, which you can use to administer your integration nodes.
    - A comprehensive set of commands, which you can run interactively or by using scripts.
    - The Representational State Transfer API (REST) allows development of administrative applications without the need to install client software and web browsers can administer integration nodes through a user interface.
  - Support for a wide range of operating system and hardware platforms.
  - A scalable, highly performing architecture, based on requirements from traditional transaction processing environments.

- Tight integration with software products, from IBM and other vendors, that provide related management and connectivity services.

IBM App Connect Enterprise is a compatible evolution of IBM Integration Bus and IBM App Connect, and provides a universal integration capability that addresses a wide range of integration scenarios.

7.3.1 Simplicity and productivity

Flexible administrative control over integration servers and resources

IBM Integration Bus provided an integration node component as the central point of administrative control over a set of owned integration servers. IBM App Connect Enterprise Version 11.0 provides support for integration servers that can be created and run independently from an integration node, so you can deploy your applications to an integration server quickly and easily, without the need to create and configure an integration node.For information about configuring, starting, or stopping an integration server, see Configuring an integration server by modifying the server.conf.yaml file and Starting an integration server.

Simplified process for deploying message flows and resources to integration servers

The process for deploying message flows and resources to an integration server has been simplified, so you can get your applications deployed and running quickly and efficiently.

Simplified web user interface

An enhanced, simplified web user interface is provided in IBM App Connect Enterprise, which you can use to carry out the following tasks:

- Start, stop, and manage deployed resources.
- Collect and view resource statistics for your integration servers.
- Create, retrieve, update, and delete operational policies.

A simplified structure of editions and corresponding operation modes enables you to quickly identify the option that satisfies your business requirements.

Security

Control access to the IBM App Connect Enterprise integration server by using either HTTP basic authentication or by using the HTTPS protocol.

For more information, see Administration security.

7.3.2 Dynamic and intelligent

Policies replacing configurable services

IBM Integration Bus provided configurable services to define properties that are related to external services with which the product can communicate. This information is now defined in a policy document. Policy documents can be deployed to IBM App Connect Enterprise as part of a BAR file. Policies can also be placed on the file system in a particular runtime environment to provide environment-specific overrides, enabling you to control the behavior of message flow nodes in message flows, without the need to redeploy your resources. A Policy editor is provided to create and configure policies.

7.3.3 Technical Overview

IBM® App Connect Enterprise enables information packaged as messages to flow between different business applications, ranging from large traditional systems through to unmanned devices such as sensors on pipelines.
Figure 1 depicts the main components of IBM App Connect Enterprise and how they interact.

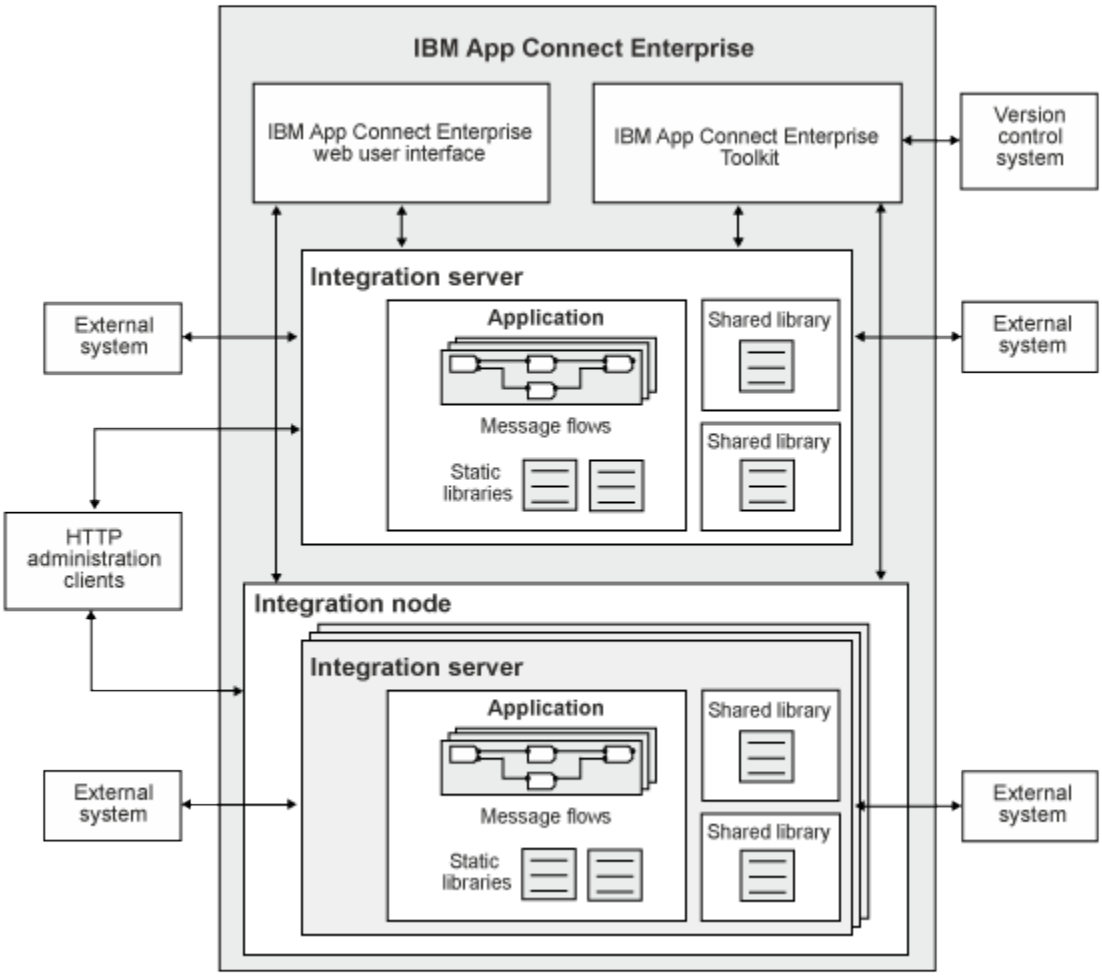


Fig 1: Main components of IBM App Connect Enterprise

IBM App Connect Enterprise processes messages in two ways: message routing and message transformation.

Message routing

Messages can be routed from sender to recipient based on the content of the message.

The message flows that you design control message routing. A message flow describes the operations to be performed on the incoming message, and the sequence in which they are carried out.

Each message flow consists of the following parts:

- ✓ A series of steps used to process a message; see Message flow nodes.
- ✓ Connections between the nodes, defining routes through the processing; see Message flow connections.

You create message flows in the IBM App Connect Enterprise Toolkit.

Message transformation

Messages can be transformed before being delivered. They can be transformed from one format to another, perhaps to accommodate the different requirements of the sender and the recipient.They can be transformed by modifying, combining, adding, or removing data fields, perhaps involving the use of information stored in a database. Information can be mapped between messages and databases. More complex manipulation of message data can be achieved by writing code, for example in Extended SQL (ESQL) or Java™, within configurable nodes.

Transformations can be made by various nodes in a message flow. Before a message flow node can operate on an incoming message, it must understand the structure of that message. Some messages contain a definition of their own structure and format. These messages are known as self-defining messages, which you can handle without the need for additional information about structure and format; see Self-defining elements and messages. Other messages do not contain information about their structure and format. To process them, a model of their structure should be created; see The message model.

Like message flows, the message models can also be created in the IBM App Connect Enterprise Toolkit. They can contain two types of information:

- ✓ ***The logical structure***: the abstract arrangement and characteristics of the data, represented as a tree structure;
- ✓ ***One or more physical formats***: the way the data is represented and delimited in the physical bit stream; see Message Sets: Physical formats in the MRM domain.

Configure integration servers

The work of routing and transforming messages takes place in one or more integration servers. We can configure multiple integration servers, each with their own identity, and deploy them either to containers in the cloud or in an on-premises environment. By setting up multiple integration servers, you can isolate message flows that handle sensitive data such as payroll records, security information, or unannounced product information, from other non-sensitive message flows.

The mode in which IBM App Connect Enterprise is running can affect the number of integration servers and message flows that you can deploy.

Develop your Integration Solutions

The application developers can create and modify integration solutions, as message flows and resources, by using the IBM App Connect Enterprise Toolkit.

Different perspectives in the IBM App Connect Enterprise Toolkit are used to develop message flows, message model schema files, and other related resources;

We can connect IBM App Connect Enterprise to the applications by adding the appropriate nodes to the message flow. The nodes you use can be tailored to support the protocols and subsystems that your applications already use. IBM App Connect Enterprise supplies nodes to support different protocols and subsystems, including WebSphere® MQ, JMS 1.1 or 2.0, HTTP and HTTPS, web services (SOAP and REST), File, Enterprise Information Systems (including SAP and Siebel), and TCP/IP. We can also create our own nodes to support additional protocols and subsystems if required.

Deploy the Integration solution

During the development of an integration solution, we can deploy the development resources directly to an integration server by using options in the IBM App Connect Enterprise Toolkit. By using this approach, you can quickly verify changes as you develop your solution.

When you are ready to deploy the solution to a production environment, we can package the resources into a BAR file. Before you deploy your solution to a production environment, you can customize the BAR file to configure the solution for any differences between the development environment and the production environment. The production environment could be IBM App Connect Enterprise or IBM App Connect on IBM Cloud.

We can deploy your integration solutions in a variety of ways, such as by using the IBM App Connect Enterprise Toolkit, the web user interface, or by using a command. For an introduction to the web user interface, see IBM App Connect Enterprise web user interface.

Accessibility features:

The following list includes the major accessibility features in IBM® App Connect Enterprise. You can use screen-reader software to hear what is displayed on the screen.

- Supports keyboard-only operation

- Supports interfaces commonly used by screen readers

Keyboard navigation

This product uses standard Linux and Microsoft Windows navigation keys.

Developing Integration Solutions:

IBM® App Connect Enterprise provides a flexible environment in which you can develop integration solutions to transform, enrich, route, and process your business messages and data. You can integrate client applications that use different protocols and message formats.

About this task

In IBM App Connect Enterprise, you develop an integration solution by using an application or an integration service.

- An *application* is a container for all the resources that are required to create an integration solution.
- An integration service is a specialized application with a defined interface that acts as a container for a web services solution.

You can use patterns to create integration solutions. *Patterns* provide reusable solutions that encapsulate a *tested* approach to solving a common architecture, design, or deployment task in a particular context.
An *integration solution* is the container for the resources that you develop to process your business messages and data. IBM App Connect Enterprise manages three sets of resources to integrate your applications, messages, and data:

- Message flows
- Message flow nodes
- Message models

A message flow is a sequence of processing steps that run in an integration node when an input message is received. An integration node is a set of execution processes that host one or more message flows to route, transform, and enrich in-flight messages.
You can configure message flows to use one or both of the supported communication models, point-to-point and publish/subscribe.

8 EIDIKO Proposed Solution/Statement of Work

8.1 Scope of Work - Eidiko's Understanding.

Steward Bank Zimbabwe is planning to set up IBM App Connect Enterprise solution in order to address the current business requirements. The following sections deal with the scope of work, our understanding and the activities that are in scope, assumptions and dependencies.

8.2 Requirements Elaboration

The following section outlines our understanding of the requirements:

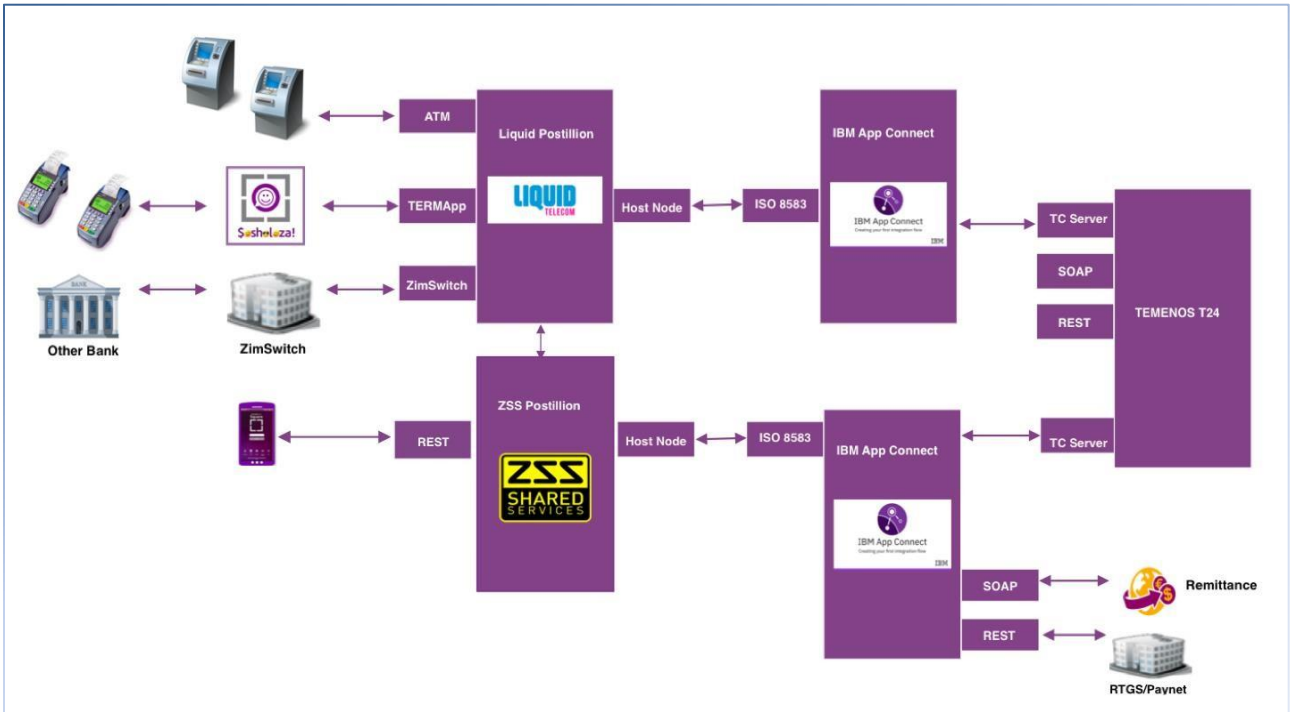
1. Installation and configuration for 5 environments DEV/TEST, UAT, QA, PRODUCTION and DR.
2. Requirements Gathering for in scope services
3. Solution Design of interfaces concluded in the Requirements Gathering process.
4. Development and Testing
5. Support SIT
6. Support UAT and Cut-Over Production
7. Post Go-Live Support

The Requirements Gathering sessions are aimed towards describing the interfaces between the various programs that comprise an application as well as between that application and external systems. All stakeholder from departments of the Bank will be required to allow an effective discussion and decisions to be made, this normally includes representation from the Architecture, Operations, Security, Infrastructure and Development teams.
The requirements gathering activity will be for the below use cases;

1. BALANCE ENQUIRY
2. MINI STATEMENT
3. FULL STATEMENT
4. INTERNAL TRANSFER
5. RTGS
6. DEPOSIT
7. MKANDO
8. BILLER PAYMENTS
9. ACCOUNT OPENING
10. LOAN PROCESSING
11. LOAN REPAYMENT
12. SAVINGS
13. BANK TO WALLET
14. WALLET TO BANK

15. REGISTRATION

8.3 Typical Solution Architecture



Above solution diagram is just an typical illustration of App Connect Enterprise solution that have channels segregated over Liquid Postilion and ZSS Postilion.

8.4 Use Cases

The detailing of the use cases for the following interfaces will be discussed during the requirement workshop to identify the channels that need to be supported on Liquid Postilion.

1. BALANCE ENQUIRY
2. MINI STATEMENT
3. FULL STATEMENT
4. INTERNAL TRANSFER
5. RTGS
6. DEPOSIT
7. MKANDO
8. BILLER PAYMENTS

9. ACCOUNT OPENING
10. LOAN PROCESSING
11. LOAN REPAYMENT
12. SAVINGS
13. BANK TO WALLET
14. WALLET TO BANK
15. REGISTRATION

9 Implementation Phase wise Approach and Methodology

9.1.1 In Scope Summary

The below section outlines the summary of activities in scope for this implementation.

- ➔ Performing Requirements gathering by conducting workshops and discussions with Customer's business, IT and other key team members. Gathering and documenting functional requirements, non-functional requirements, security, user management and business requirements.
- ➔ Analysing the requirements and designing a robust, scalable and optimal solution leveraging proposed IBM Software components.
- ➔ Installing of IBM App Connect Solution Components in DEV/TEST, QA, UAT and PRODUCTION, DR environments.
- ➔ After IBM App Connect Solution installation and need to provide technical Services includes in DEV/TEST, QA, UAT and PRODUCTION, DR environments. (based on Eidiko Assumptions)
  - o IIB Message flows and Message Sets (Message broker code)
  - o IIB Interface specifications
  - o Mapping documents
  - o Services in and around the platform
- ➔ EIDIKO team will closely work with Customer's team to arrive at the complete list of services to be developed (Currently Scoped at 15)
- ➔ The Enterprise Integration Solution is to be developed leveraging IBM APP Connect.
- ➔ Configuring and testing Enterprise Integration Solution infrastructure in DEV/TEST, QA, UAT and PRODUCTION, DR environments.
- ➔ Perform Unit Testing and System Integration Testing for the developed message flows/Solution.
- ➔ Deploy developed code in DEV/TEST, QA, UAT and PRODUCTION, DR environments..
- ➔ Assist Customer's teams to perform UAT and provide fixes for the bugs raised during UAT.
- ➔ Deploy and monitor the services until they are stable in PRODUCTION post go-live.

The section below details about the stages involved in implementation, the activities and deliverables at each stage.

9.1.2 Project Initiation

A formal kick-off of the project would happen during this stage. During this phase, Eidiko will create a formal project management plan with Work break down structure and introduce the project team, thereby formally marking the beginning of the project.

9.1.2.1 Activities and Deliverables

Activity Description	Customer / Partner Responsibilities	Deliverables
1. Prepare and submit the detailed project plan and schedule	• Introduce Eidiko team to stakeholders • Arrange Workshops to communicate the objective and agree on strategy • Approve submitted plans	• Project plan, Work Breakdown structure (WBS)
2. Prepare and submit the project logistics. Hold formal kick off,	• Share the processes and templates followed within Client/Customer from IT Implementation perspective • Approve submitted plans	• Risk and Mitigation Management Plan • Project Communication Plan • Change Management process • Formal introduction and on boarding of the project delivery team

9.1.3 Requirements Gathering

9.1.3.1 High Level Requirement Gathering

During this stage, EIDIKO team will closely work with Customer team to arrive at the complete list of services to be developed for Initial Phase (Currently Scoped at 14). While we understand that this list might already be available with the Customer, the deliverable during this phase will have additional details in terms of services complexity, protocols, volumes, data formats, transformation needs, data enrichment requirements, back end systems to be integrated etc.

Note: An interface in Eidiko's perspective is an integration point that handles one way integration between two disparate systems. An interface is further defined as a one way message transfer

between source system and destination system with one fixed, well defined message format and over one single transfer protocol.

9.1.3.1.1 Activities and Deliverables

Activity Description	CUSTOMER Responsibilities	Deliverables
Distribute Questionnaire / Requirements Template to individual BU's/IT teams	• Ensure that right resources from individual BU's/IT teams are allocated to respond to the questionnaire in time.	• Finalized / updated service catalogue
Collate all response to prepare a detailed Service Catalogue and present the same	• Review and Approve the Detailed Service Catalogue	

9.1.3.2 Detailed Requirements Gathering

During this stage, EIDIKO team with the help from CUSTOMER teams will perform detailed requirement gathering of services required to be developed under the scope of implementation.

CUSTOMER will ensure that the necessary meetings/workshops with Stakeholders/SME's from individual teams/BU's are arranged well in advance to ensure effective participation from the participating entities. The requirements gathered during this activity will help EIDIKO team come up with a "High Level Design Document", which would form the basis of design, implementation and testing of the solution.

9.1.3.2.1 Activities and Deliverables

Activity Description	CUSTOMER Responsibilities	Deliverables
1. Identify all aspects of • **IBM App Connect Solution needs** • **Business and Technical drivers** • **Technical Requirements**	• Actively participate in requirements analysis activities • Security guidelines to be shared. • Provide details of any specific business logic/rules, transformation, data enrichment, data mapping rules for each of the identified service.	• High Level Design Document comprising the following details o Business Requirements Specifications o System Requirements Specification o List of all non-functional requirements o Proposed Design for services implementation
2. Gather the following details • **Requirements from Data owner**		

service providers, and other stakeholders • **Detailed analysis and review of current operating environments**	• Provide clarifications for any Services/ requirements questions and issues raised by EIDIKO • Review the deliverables for completeness and correctness	
3. Prepare High Level Design Document		

9.1.4 Design Solution Architecture

During this stage, EIDIKO team will closely work with CUSTOMER teams to finalize and brainstorm on the Logical and Physical Architecture of Integration components across all environments. The proposed topologies and architecture would be provided to CUSTOMER to get their acceptance. A brief overview on the Canonical Data Model and any other design patterns that we intend to use as a part of implementation would be explained as a part of Solution Architecture Document Deliverable.

9.1.4.1 Activities and Deliverables

Activity Description	CUSTOMER Responsibilities	Deliverables
Design Logical and Physical Architecture	• Ensure effective participation to provide inputs that would help EIDIKO team arrive at the architecture	• Solution Architecture Document
Understand high level requirements and agree on deployment topology	• Ensure participation from Security and admin teams to review and approve the proposed deployment topologies	
Prepare Solution Architecture Document	• Review and approve the deliverable	

9.1.4.2 Low Level Design

The High Level Design Document prepared during previous stage will be transformed into a detailed specification of services during this stage. The functional and data requirements from previous activity would be converted into a Low Level Design in terms of

- Integration Design
- Standards
- Protocols
- Message Formats
- Configuration

The design elements will include Interface Specification Design, Reporting Designs, Physical Architecture Diagrams, Data Transformation and Unification Designs.

9.1.4.2.1 Activities and Deliverables

Activity Description	CUSTOMER Responsibilities	Deliverables
1. Analyse Functional and Data Requirements to arrive at Low Level Design in terms of • **Integration Design** • **Standards** • **Protocols** • **Reports** • **Message Formats** • **Configuration**	• Provide Clarifications to EIDIKO team (if any) • Review and approve the submitted documentation.	• Interface Specifications Document • Low Level Orchestration Design Document
2. Prepare Documentation		

9.1.5 IBM APP Connect Solution Setup and Implementation

During this stage, EIDIKO will install the proposed solution (IBM App Connect) across all environments and ensure that the necessary configurations are done. The software components in proposed solution will be installed across the following environments as per the proposed topologies for each environment.

- DEV/TEST
- QA
- UAT
- PRODUCTION
- DR

9.1.5.1 Activities and Deliverables

Activity Description	CUSTOMER Responsibilities	Deliverables
1. **Installation and Configuration of IBM APP Connect Solution as per the topology proposed for each environment (DEV/TEST, QA, UAT and PRODUCTION, DR environments.)**	• Provide access to servers within the scope of installation • Provide a full time administrator who can address to administrative issues during the installation activity. • Ensure Software and Hardware compliance for the proposed software installation and configuration.	• Solution Installation and Deployment Document • Parameterization and configuration document

9.1.6 Development, Unit Testing& System Integration Testing

The services identified would be developed and unit tested during this stage based on Low Level Design. The activities involved during this stage are as follows.

9.1.6.1 Activities and Deliverables

Activity Description	CUSTOMER Responsibilities	Deliverables
1. **Develop Canonical Data model based on High Level Design Document**	• Provide access to all environments to EIDIKO resources (onsite and offshore) • Provide Infrastructure and Database Admin support for environments in scope. • For WSDL preparation, Share information regarding data formats and restrictions for data	• Developed Code Base
2. **Develop Framework Flows (common re-usable components) based on High-Level Design**		
3. **DB Design and WSDL's preparation**		
4. **Develop Atomic Services on IBM**		

Integration Bus based on Low level design	fields in individual services.	
5. Prepare Unit Test Cases based on requirements in "High Level Design" Document.	• Provide access rights to necessary environments during unit testing phase • Provide Test Data to conduct Unit Tests. • Review and accept Unit Test Report	• Unit Test Plan • Unit Test Report
6. Develop Stub (mock-up) flows for Unit Testing		
7. Unit Testing of Developed flows.		
8. Fix bugs encountered during Unit Testing		

9.1.7 UAT& Bug Fixing

For all testing performed by the Customer, EIDIKO scope is limited to provide the necessary support (limited to activities listed be in table below) during each testing phase.

We have reasonably assumed the effort required for each testing phase as per the table above and the support provided by EIDIKO is limited to these timelines. Should there be a need for additional support CUSTOMER foresees, the same would be handled through a Project Change Control Procedure (PCR).

9.1.7.1 Activities and Deliverables

Activity Description	CUSTOMER Responsibilities	Deliverables
1. Provide Technical Details about Services to the testing vendor	• Provide access to bug tracking tool used by the testing vendor. • Review and approve Test Report	• Test fixed resolution report
2. Promote developed code to individual testing environments		
3. Resolve issues that are raised during individual testing phases		
4. Generate Test report related to number of		

issues assigned to implementation team and those resolved with the resolution timeline		

9.1.8 Production & Go-Live

The tested components are promoted to Live environment during this stage. The activities involved in this phase are as follows.

9.1.8.1 Activities and Deliverables

Activity Description	CUSTOMER Responsibilities	Deliverables
1. Promote services to production environment **2. Perform Sanity testing** **3. Monitor the services**	• Provide admin support during Go-Live • Provide test accesses and test data for Sanity testing • Review and approve Sanity test results • Provide Sign-off	• Live environment

9.2 Out of Scope

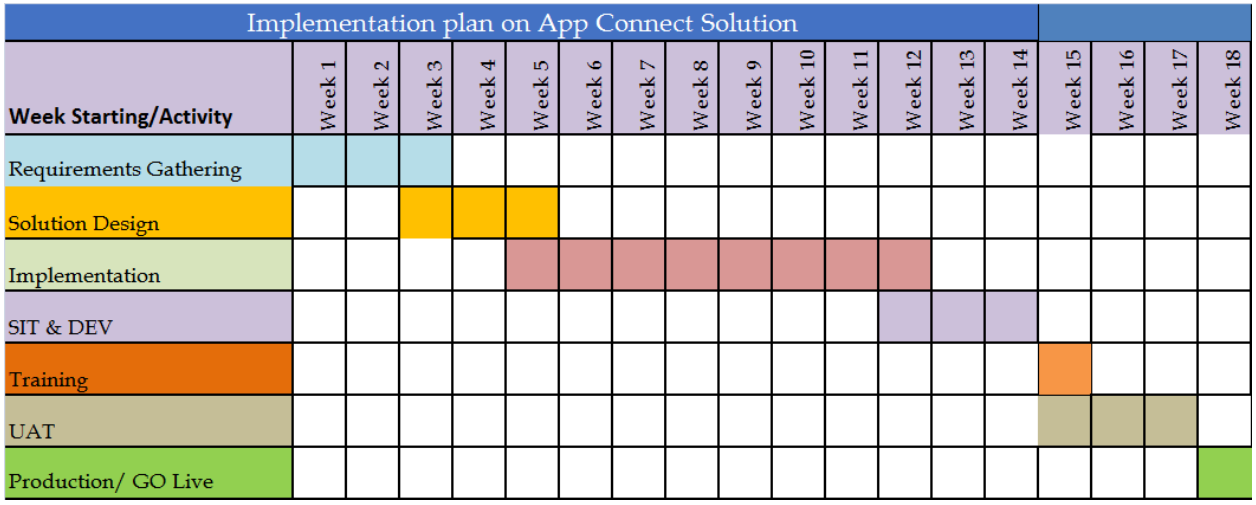
Following activities are excluded from the services to be provided in this proposal:

- ✓ Installation, Configuration or development of any component which is not mentioned in section "Scope of Work".
- ✓ Activities related to existing applications within CUSTOMER (i.e. development, deployment, troubleshooting, testing, debug, support etc.).
- ✓ Developing, Modifying or updating existing or new Database queries or stored procedures is not in scope.
- ✓ Activities related to installation and configuration of OS Clustering or hardware load balancers
- ✓ Onsite or on-call support is excluded from EIDIKO's Implementation deliverables. All product and post-installation support will be covered as a separate section / standard Passport Advantage for the products.
- ✓ Hardware, network or operating system installation or configuration.

- ✓ Application migration of any existing applications to support new product versions of OS, Application server, Database, etc.
- ✓ Data entry, cleansing or data conversion on databases.
- ✓ Infrastructure monitoring.
- ✓ The scope of the implementation proposal does not cover any changes/fixes that may be required to service consumer applications, applications developed within CUSTOMER or any other service provider applications

10 Proposed Implementation Timeline

The following implementation timeline is arrived at based on the information available. The timeline can be revisited based on the actual requirements gathered at the time of project kick off.



11 Proposed Team Structure

Role	Phases	Onsite	Offshore
Project Manager	All	0	1
Integration Lead	Requirement Gathering, Solution Design, UAT,launch (8 weeks, 2 trips)	1	0
Admin Engineer (1)	Solution Design, Implementation, SIT, UAT, Launch, Post Launch support	0	1
Integration Developers (3)	Solution Design, Implementation, SIT, UAT, Launch, Post Launch support	0	3
Test Engineers /QA Team	SIT, UAT, Launch (6 weeks)	0	3

Resource plan is based on the requirements shared and may be revised based on the actual requirements. Resources deployed will be cross skilled to ensure that maximum utilization and small team size. IBM Integration consultant will be cross skilled to perform Development and Administrative roles for the products proposed. Eidiko strongly recommends optimal onsite resources to ensure that the deliveries happen seamlessly.

12 Key Assumptions and Dependencies

- ✓ The schedule and efforts mentioned in the document have been provided only for the Delivery, Post GO live support is to be treated as separate contract with additional commercials.
- ✓ Customer will plan the testing schedule with internal teams well ahead of time and ensure appropriate technical or knowledgeable staff members from Customer are aligned as per the schedule. Any delay in performing timely UAT will impact timeline and costs.
- ✓ After Requirement Analysis phase, any deviations from the scope will be re-estimated, budgeted and planned accordingly with mutual agreement between all stakeholders. Such changes are handled by agreed Change Management Process.
- ✓ All business workflows, message formats, transformation rules are documented and provided to Eidiko team at the time of Requirements Gathering. Any Change in formats, message structures, transformation rules post Requirements gathering to be handled by Change Management Process.
- ✓ All Downstream, Upstream and dependent systems for Enterprise Service Bus are ready and functional by UAT phase. If any of the dependent systems are not ready, Eidiko assumes that Simulated Input and Output generation are sufficient for sign off.
- ✓ Necessary Hardware and Software licenses need to be provided by the host company.
- ✓ The hardware and software platforms and their release versions will remain unchanged during the life cycle of this assignment. However, installation of fix packs, patches or any enhancements released by IBM are in scope if applicable.
- ✓ The hardware and software prerequisites prepared by CUSTOMER are compatible with and as per the required system specifications.
- ✓ CUSTOMER shall enable scheduling of interviews with the business users, technical users and other business stake holders during the different phase of the project as necessary in-line with the project plan.
- ✓ Network performance and latencies are sufficient for the performance required of the system.
- ✓ Only activities outlined within scope in this scope document will be performed. Any other activity may have time and/or schedule impact.

- ✓ The OS versions of the servers provided will be compatible with IBM APP Connect. OS Installation and OS cluster setup is not in scope
- ✓ Required file systems and shared disk will be configured by CUSTOMER.
- ✓ Any changes on the channels to route the request to the new ESB and consume the response from the ESB are out of scope.
- ✓ All Administrators/developers in the onsite team will be provided with necessary development workstation (Desktop/Laptop).
- ✓ Required access rights and timely support need to be provided to the vendor during the deployment of the solution.
- ✓ Extend full co-operation and organized attention towards vendor during assessment phase in order for the vendor to arrive at appropriate migration approach for the solution.
- ✓ Required access and support to be provided for the understanding of the existing back-end systems and the data that is needed to be integrated with the web application during analysis and assessment phase.
- ✓ Customer will provide an Onsite Project Manager, who will be the primary point of contact for Eidiko Systems Integrators team.
- ✓ Cost shared is based on the assumption that Eidiko will engage a mix of onsite and offshore team members for the project. It is expected that remote access will be provided for the offshore team members to be effective. Provision for VPN connectivity for external access to development and testing environment will be enabled by CUSTOMER.
- ✓ Customer is in concurrence with the all the solution assumptions stated in the document.

12.1 Customer Responsibilities

The CUSTOMER generic responsibilities listed below are those apart from the one's mentioned as a part of "In-Scope" section in this document.

Prior to the start of this implementation, you will designate a person (called "your Point of Contact"), to whom all our communications will be addressed and who has the authority to act for you in all aspects of the project. Your Point of Contact will:

- ✓ Serve as the interface between our project team and all of CUSTOMER departments participating in this project for requirements gathering and subsequent phases.
- ✓ Make decisions on your behalf in respect of this engagement.
- ✓ Schedule the availability of your technical and business staff with appropriate knowledge and authority in a timely manner.

- ✓ Make available all relevant information so that EIDIKO can fulfill our obligations under this proposal of work.
- ✓ Manage the timely response to our technical and business questions.
- ✓ Ensure that necessary servers are available for installation and access is provided to these machines and their location and facilities, as required.
- ✓ Provide mutually agreed upon personnel and facilities for all planning sessions and presentations.
- ✓ Be responsible for the identification and interpretation of any applicable laws, regulations, and statutes that affect existing application systems or programs that we will have access to during this project. It is CUSTOMER responsibility to assure that the systems and programs meet the requirements of those laws, regulations and statutes.
- ✓ Provide us with access to CUSTOMER systems and facilities, as required.
- ✓ Provide suitable workspace with unlimited internet access for our personnel while working on CUSTOMER premises.
- ✓ Customer Project Manager will provide appropriate resources to the project that have detailed knowledge of the existing environment in order to assist the Consultant(s) in performing activities listed in Scope.
- ✓ Ensure Customer team is available for validation once the new environment is handed over
- ✓ Provide required documentation related to technical design, test data, access matrix etc.
- ✓ Be responsible to inform appropriate Information Security obligations that are required to be followed by EIDIKO consultants during the course of service implementation.
- ✓ Coordinate & Manage OS maintenance & Hardware maintenance
- ✓ Our response time affected due to H/W or OS Failure
- ✓ Raising PMR with IBM (EIDIKO will support this activity).

12.2 General Assumptions and Dependencies

- ✓ Eidiko expects at least 3 weeks of notice for the engagement to be kicked off.
- ✓ Any activity not explicitly included in this scope of work is implicitly excluded from Eidiko deliverables.
- ✓ Effort Estimates have been arrived based on the information shared. Any change in the scope or deviation will have impact on the cost proposed.
- ✓ All deliverables, Documentation and communication will be in English.
- ✓ The onsite activities will be in a week will be 5 days with 8 hours in a day. The month contains 22 working days.
- ✓ All holidays specific and internal to India will be considered as holiday for offshore team.
- ✓ Changes to the delivery model will impact pricing.
  Training is not Eidiko's responsibility and is not included in the scope and pricing.

13 Pricing

S. No	Solution	Delivery Model	Price in USD
1	Implementation of IBM App Connect Solution for Customer Steward Bank	Onsite - Offsite	**$ 80,000.00**
Total Cost in USD			**$ 80,000.00**

The visa for onsite resources to be sponsored by customer. Withholding taxes are not included in our quote and should not be deducted from the invoices.

14 Terms & Conditions

➔ Payment Terms for Application Delivery

Phase 1 Implementation Services Cost	
Upon project Kick-Off	30%
Upon Business Requirements Signoff	25%
Upon Platform offered for conducting UAT	25%
Upon Go-Live Sign-off	20%

➔ Pricing is exclusive of any taxes.

➔ Payment shall be paid within 15 days of raising invoice by EIDIKO and payments are strictly NOT linked with payment receivables from customer/third party.

➔ All effort estimations and commercials are derived from study of details shared by the customer. During detailed requirement analysis phase if any deviations found in scope, efforts and commercials will be recalculated. At this time pricing is provided based on the assumptions that Eidiko can complete the work within 9 months.

➔ Eidiko expects formal LPO to kick start the project.

➔ The proposal is valid only up to 60 days from submission.

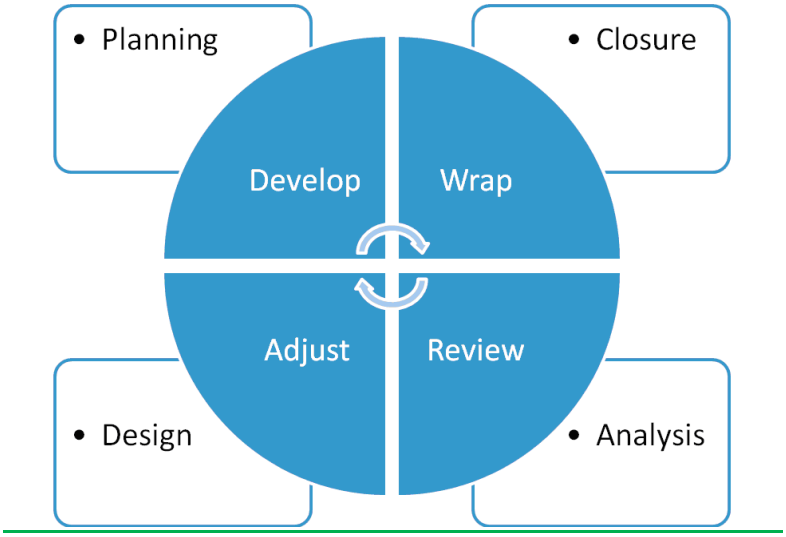
➔ USD 400.00 per day will be billed on any project delay/hold due to non- availability or dependency by Customer. Accommodation and any miscellaneous charges will be billed on actual.

15 Implementation Methodology

This engagement we propose is an AGILE development methodology that will enable development teams to operate adaptively within a complex environment using precise processes. In our experience adopting agility, we have experienced and realized that complex product development occurs under rapidly changing circumstances. Producing orderly work packets under chaotic circumstances requires maximum flexibility. The closer the development team operates, while still maintaining order, the more competitive and useful the resulting output will be.

15.1 Characteristics of the proposed Methodology

- ✓ The first and last phases (Planning and Closure) will consist of defined processes, where all processes, inputs and outputs will be well defined.
- ✓ The knowledge of how to do these processes will be explicit. With a linear flow and some iteration involved in the planning phase
- ✓ The Sprint phase will be an empirical process. It will be treated as a black box that requires external controls. Accordingly, controls including risk management will be put on each iteration of the Sprint phase to avoid chaos while maximizing flexibility.
- ✓ The Sprint will be nonlinear and flexible.
- ✓ Explicit process and domain knowledge will be used wherever available. Tacit knowledge, and trail & error will be used to build knowledge wherever unavailable.
- ✓ The project will be open to the environment until the Closure phase. The deliverable can be changed at any time during the Planning and Sprint phases of the project



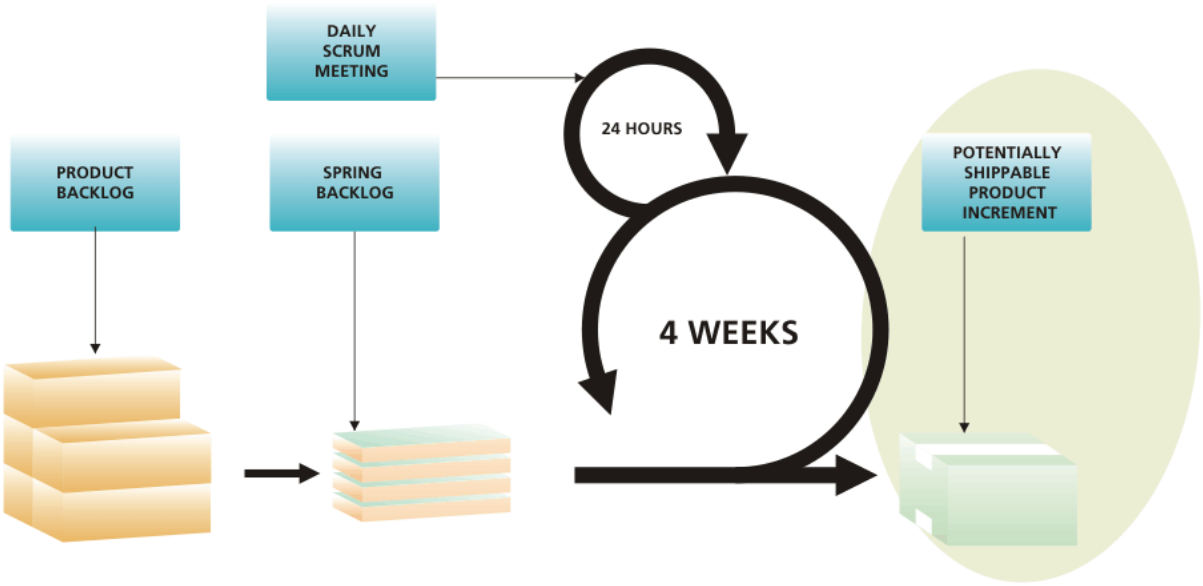


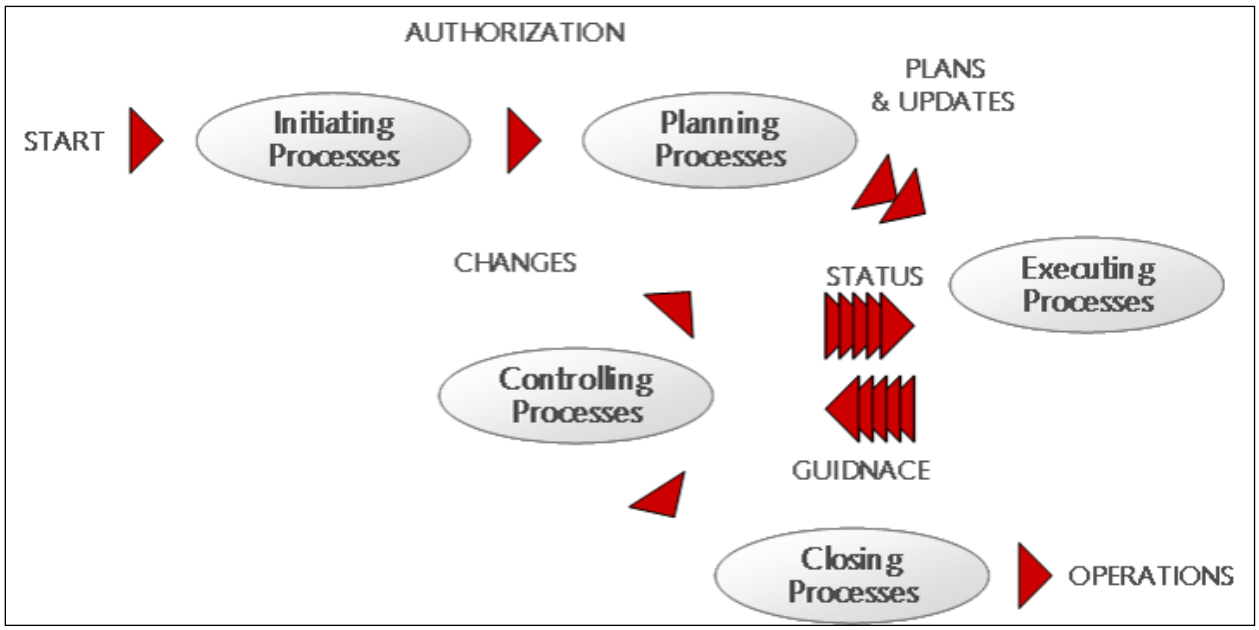
Fig : Scrum Methodology

16 Project Management Methodology

The Project Manager/Technical leads deputed Onsite will be the single-point-of-contact for this project with EIDIKO. He will act as the first level escalation point of contact for all the delivery items.

The Technical Lead will be planning, tracking, execution and controlling of the various phases of the project lifecycle. Each module is divided into several major activities and each activity is further divided into several tasks and defined milestones. Each activity has a start and end date together with milestone identification and is tracked to closure. All project monitoring will be conducted using the standard templates like project plans, status reports, Meeting Minutes etc.

The Project Manager will utilize project tracker to help in the planning, tracking, execution and controlling of the various phases of the project lifecycle. Each module is divided in several major activities and each activity is further divided into several tasks and defined milestones. Each activity has a start and end date together with milestone identification and is tracked to closure.



The following is the highlight of our project monitoring and control activities:

- ✓ EIDIKO Project Manager will have regular structured interactions with the IBM's POC to monitor the progress and course corrections.
- ✓ EIDIKO project manager will coordinate Conference Calls to review status or discuss issues.
- ✓ Emails will be used to obtain clarifications, review comments on work products / documents, submit periodic progress reports etc.
- ✓ EIDIKO Project Manager and EIDIKO director will have periodic review meetings to appraise engagement health.
- ✓ The escalation hierarchy within EIDIKO for issues will be the following: EIDIKO – Project Manager, Head of Delivery, Director and CEO
- ✓ EIDIKO would expect a similar escalation process to be provided by IBM upon initiation of the engagement
- ✓ IDIKO team will remain in constant touch with IBM team through Internet chat, phone and email
- ✓ EIDIKO uses engagement specific custom Wikipedia of sorts to have the discussion threads going effectively on clarifications, reference notes between the teams. The same can be explored for this engagement
- ✓ EIDIKO would use a Project Management tool for project tracking, configuration management, issues and defects tracking by default, unless IBM facilitates a different solution
- ✓ EIDIKO can supplement our regular status reports with extensive reports in Excel based on need

16.1 Communication Plan

Eidiko understands that timely and effective communication is a critical success factor for any engagement. Effective Communication across the Software Development Lifecycle is important to maintain the pace of the product evolution and eliminate delays / rework and enable correction actions as needed.

During the planning phase of the engagement, Eidiko Technical Lead will discuss and document the frequency of status updates in the Communication Plan. In addition, the plan will describe the status report formats, meeting schedules, etc.

Eidiko Lead will compile the status reports, as per the directives of the Communication plan, Processes and Procedures and make it available to the stakeholders prior to scheduled meetings. Status reports will include the following information:

- ✓ Overall Project Status – On Plan, Ahead of Plan, and Behind Plan
- ✓ Activities completed during the week
- ✓ Activities planned for the next week
- ✓ Activities completed during the previous week
- ✓ Percentage of completion
- ✓ Any issues / problems /action items that require attention
- ✓ Summary of Milestones with targeted v/s Actual dates
- ✓ Staff Levels
- ✓ Issues

Status Reviews

The Lead will conduct (Weekly) Project Review Meetings with the Project Team. The Lead will be responsible for setting the agenda, preparing the items for review, conducting the meeting and documenting the results. During these meetings project schedule and milestones, risk, scope changes, issues and budget will be reviewed. Progress on assigned action items will be reported.

Project Reviews

The Lead will conduct (Monthly) Review Meetings with steering committee. The Lead will be responsible for setting the agenda, preparing the items for review, conducting the meeting and documenting the results. During these meetings project schedule and milestones, risks, scope changes, issues and budget will be reviewed. Overall health will be assessed and project continuation will be approved.

16.2 Quality Assurance Plan

Eidiko will follow its Quality Management Approach for successful completion of this project. Eidiko is a quality conscious organization with documented procedures and processes that are certified compliant to industry standards.

At Eidiko, Quality Assurance is an audit function that ensures that processes are followed and that the product or services satisfy the given requirements and standards for quality. We accomplish this by reviewing all activities and work products during the various phases of the software development life cycle to check their adherence to applicable process descriptions, standards, and procedures.

Phase	Activity Description	Work Item (Output)	Verification Method	Verifying Authority	Approval Authority
Analysis	Analysis	SRS and Gap Analysis	Review	Verification Lead	Project Manager / Quality Assurance Lead
Design	Design	Designs and Wireframes	Review and Design Checklists	Verification Lead	Project Manager / Quality Assurance Lead
Coding	Coding	Source Code	Peer Review and Source Code Standards Checklists	Verification Lead	Project Manager / Technical Lead
Testing	Functional Test cases	Test case	Review	Verification Lead	Project Manager / Quality Assurance Lead

System testing	System testing	Test scripts and result	Test audit and analysis of test result	Verification Lead	Project Manager / Quality Assurance Lead

16.3 Change Management

Any significant deviation from the scope of the work is handled through the Eidiko's Change Management Process. This section describes in detail our change management process.

Design

While designing the solution, Eidiko's team of architects and SME's include a strategy for anticipating and implementing the changes that might happen during the implementation of the solution. Having a structured well defined strategy in place helps us incorporate changes with minimum impact.

Change Request Information

When a change request is received, whether informally or formally or via accepted channels of communication or not, the change request is completely documented and reverted back to the initiator for accuracy. Once the change request has been fully documented and verified it will be evaluated for the degree of deviation.

Assessment

First the requested change is evaluated properly. Whether the requested change impacts the design or not and whether the CR increases or decreases the scope of work, an impact analysis is conducted along with risk analysis. After documenting the impact analysis and risk analysis, the same is shared with the Initiator, customer stakeholders and Eidiko stakeholders.

If the change request is approved, then the work breakdown structure for implementing the change is prepared. Also the effort estimates and resources required for implementing the change are determined

Prepare and Present a recommendation

Based on the effort estimates, resources, volume of the change and the impact, Eidiko stakeholders will present an implementation plan. If the effort estimates, impact and risks are too low and if the change is minimal that can be implemented without code changes, such as configuration changes, DB source changes, changes in procedures etc, then Eidiko will plan to take up as part of ongoing implementation.

If the effort requires code change, re-development or a design change, Eidiko will present an effort estimates with appropriate pricing plan to ensure that change requested is sanctioned by the customer business teams.

Implement the changes

Post approval, the change is implemented and is tested through the established SDLC. The changes are then communicated to the implementation team and is managed by our change management tools deployed for the project.

16.4 Risk Management

Eidiko's Risk management methodology is an integral part of its Project Management Framework which runs throughout the course of the project duration. Eidiko believes in early identification of the risk so that the corrective actions can be taken in time to avoid Schedule and cost overruns at stage.

Risks Management Cycle has been depicted in the below with the stages that occur

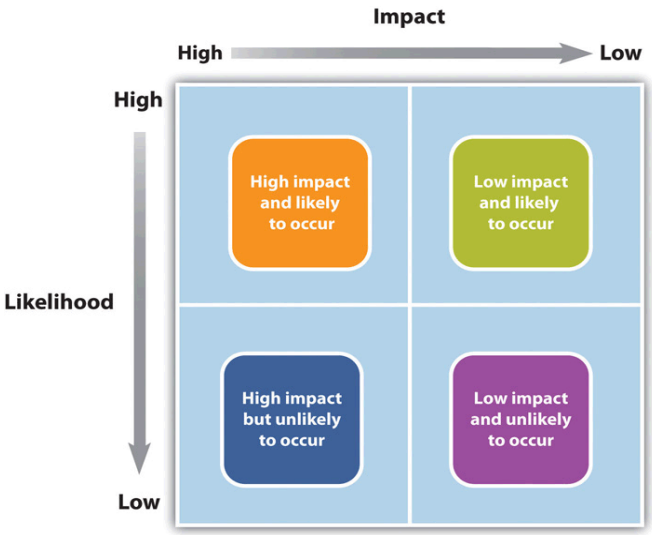
- ✓ Risk Identification
- ✓ Risk Analysis/Assessment
- ✓ Risk Treatment (Action)
- ✓ Risk Control
- ✓ Risk Monitoring

Risk identification

Risk identification provides the foundation of risk management. The identification methods at Eidiko are formed by templates for identifying source, problem or event. Having good knowledge of the customer region, regulatory requirements, environments and climatic conditions gives us greater advantage to identify the risks early. The risks are added in the project Risk Register for assessment, treatment and further monitoring.

Risk Assessments

Once risks have been identified, they must then be assessed as to their potential severity to the project and the probability of occurrence. Based on the assessment the ranking will be done on each risk to evaluate the magnitude and urgency to handle the same, The documentation will be added/updated to the Project Risk register during the risk review meetings.



Risk Treatment (Action)

The identified and Assessed risk are then taken up from the risk register to formulate an Action plan. This action is defined as Risk response planning which is done with Eidiko's project team, Project Manager etc to define one of the below action..

- Avoid Risk : Possible alternatives to completely avoid the Risk
- Transfer Risk : Look for alternative mechanism to transfer the risk to any external entity
- Mitigate Risk : Mitigate the risk when the risk cannot be avoided completely, the impact of the risk on the project can be reduced by other means
- Accept Risk : Accept the risk any of the above risk management methods outweigh the project benefits.

Risk Control & Monitoring

The risk control and monitoring is a continuous process that runs throughout the project phases. There would be evaluation of the risks that have been treated and also look for the new risk that might happen to occur. The project team involves in analysis and check points to see that no unforeseen risk has crept during the course. When the risks are identified again the risk management cycle is carried out by making updates to the risk register and follow-up on the treatment needed to overcome it.

17 Non-Disclosure

The contents of the proposal and all the project outputs should not be disclosed to any party unless Eidiko and Customer mutually agree in writing. Customer will not use the contents of this proposal to bid for any other service provider.