





Business Proposal Trigas Application

www.theninehertz.com

Version	Date	Purpose	Author
1.2	07.28.2024	Business Proposal	Nine Hertz India Pvt. Ltd.

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Who We Are?



Nine Hertz India Pvt. Ltd. was established in early 2008, the company was started with highly creative and component young professionals with the aim to help clients to generate huge business volumes by harnessing the power of Web and technology.

Our prime motto is to deliver the needs of tomorrow today. As a company, we are a team of young, talented, highly qualified, well-groomed engineers who are self-motivated offering quality & high-definition results to our clients. We are one of the most promising & fastest growing Web and Mobile app Development Company all over India whose foundation is laid on maximizing business with minimum resources. Our principle is to engage in an environment, which creates space for maximum creativity to yield profitable collaborations between our clients and us.



Certifications and Expertise



Magento Commerce Certified Developer



Digital Marketing Certification

























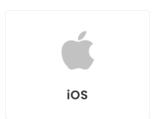




























Brands That Trust Us































Our USP's



Expertise in AI

We are experts at developing cutting-edge artificial intelligence (AI) solutions. As leaders in the field of AI-driven software development, we are known for our expertise in creating complex machine learning algorithms and neural networks.

Innovative Solutions

Ninehertz is renowned for pushing technological boundaries. Our team consistently delivers innovative solutions, such as Al-driven predictive analytics and machine learning-powered automation



Proven Track Records

With over a decade of experience, our team has successfully delivered over 1000 projects, showcasing our commitment to quality, on-time delivery, and client satisfaction

User-Centric Design

Our team prioritizes user experience, crafting software with a focus on sleek and user-friendly design, resulting in products that delight users and drive engagement





Security and Compliance

Nine Hertz is a pioneer in cybersecurity, ensuring that every solution we deliver meets the highest security standards and complies with industry regulations, providing clients with peace of mind

Client-Centric Approach

We are committed to understanding our clients' unique needs, maintaining transparent communication, and delivering tailored solutions that exceed expectations



Project Goal

The goal of the project is to develop a comprehensive mobile application for both customers and transporters that facilitates efficient management of natural gas operations for TriGas, ensuring seamless processes for customers and transporters while upholding safety, transparency, and scalability.

User Roles

- **1. Customer:** Customers can view price sheets, create and manage orders, receive notifications, and track their orders. They can also manage their account details and view transaction history.
- **2. Transporter:** Transporters can manage tanker details, view the orders assigned to them, receive notifications about order status and tanker status changes. They can also manage their profile and account settings.
- 3. **Driver:** The driver can view the assigned orders, accept or reject them, and receive notifications within the app.
- **4. Admin:** Individual responsible for overseeing and managing the overall features and functionalities of the platform.

Features of Customer Interface (Mobile App/Web)

- **1. Splash Screen:** The application will display a splash screen which will include the logo of the application and the splash screen may fade away in a few seconds and direct the user to the next screen of the application.
- **2. Allow access / Permissions:** This is a default feature of the OS it asks the user for several permissions to move ahead, those permissions could be the following
 - Grant location
 - Allow notification
 - Allow to access camera/phone's gallery
- 3. Signup: This section will allow users to register to the application by entering the following details:
 - Name
 - Email address
 - Company name
 - Phone number
 - Users will receive an OTP on their mobile number and they have to enter that OTP for the verification process.
 - Set Password

Note: All the registered users can check the price list on the platform but to avail the other features like order and others user has to be verified by the admin.

- **4. OTP Verification:** The user will verify his email through the OTP. The user will get an OTP on the registered email address and will verify through the same.
- 5. Forgot Password: If a user forgets their password, this feature will enable them to reset their password following an OTP on their registered phone number. Once the user enters the OTP for verification and it is verified then the user will get the option to reset their new password.

- **6. Price Sheet:** This feature will allow the customer to view the price sheet of the suppliers listed. Users can view the following details:
 - Search Bar: This feature will allow customers to search by company name, product, and loading point.
 - Sort: This feature will allow customers to sort the prices from lowest to highest
 - **Company:** Companies i.e. suppliers that are connected with the platform.
 - Product: Gases that are added from the Admin Panel such as Propane Butane and LP
 - Loading Point: Location where the gas is loaded.
 - GST (18%): This would be calculated as the GST% of the Basic Price
 - **Transportation Cost:** Transportation Cost based on the location.
 - Total Cost: Total cost considering the Basic price + Transportation cost
 - Changes (if any): Remarks if recently there are changes in the price of the gas of a particular company
 - Availability: Indication if the gas is in stock or not or it is partially in stock.
 - **Effective From:** Indicates the dates and time from when the new prices for the gases of an individual company are effective.

Note: The price sheet and the other sheet should be downloadable and include a display of the company logo.

- 7. Order Creation: Customers will be able to create the order. They will be able to fill in the following details:
 - Select Product: Customer will see a list of gases provided by the selected supplier
 - Quantity: Customer will choose from predefined quantities (16.5, 18, 19, 21 metric tons) or select "Other" to enter a custom quantity.
 - Continue Button

Note: Order request will be received at admin. Admin will specify the supplier based on client's approval (offline) and then the user will be asked to make a payment to specified bank details.

- 8. Checkout Screen. Users will be able to view the following details:
 - **Product Details:** Once the customer has created an order, he/she will be able to view the product details.
 - **Price Details:** Customer can view the price details i.e. product price, GST, Transportation cost and other details
 - Place Order Button: By clicking on this button customer can place the order.
 - Order Placed Message: The customer will receive the order placed message from this section.
- **9. Orders:** Users can manage their orders. It will display a list of new orders, received orders, and the button to create the new order. Users will be able to view the following information:
 - **New Orders:** Customers will be displayed the list of all the orders created by them considering the various statuses until it is delivered with details such as Product name, Date, Quantity, Supplier Location, Price, Order Status, etc.
 - **Request Date:** The date when the order request was made.
 - Product Name
 - Quantity
 - Received Orders: Customers will be displayed the list of orders that are received by them i.e. delivered to them with the details such as Product name, Date, Quantity, Supplier Location, Price, Order Status, etc. Clicking on the listing will open up the detail view which will show the Order Detail.
 - **Approved:** Order approved by admin, customer notified to make payment.
 - Reminder for Payment: Payment pending from customer.
 - Payment Done: Customer made the payment; admin confirmation pending.
 - Payment Not Credited: Payment made by the customer but not yet credited.
 - Payment Credited: Payment successfully credited; admin to proceed with tanker allotment.
 - Tanker Allocated: Admin allocated a tanker.

- **Tanker Loading:** The tanker entered the geo-fenced loading area.
- New Tanker Allocated: Replacement tanker allocated if the previous one was rejected.
- Tanker Dispatched: Tanker route to customer premises.
- Crossing Intermediate Location: Tanker passing through geo-fenced intermediate points.
- Tanker Delivered: Tanker delivered to customer premises.

• Order Actions:

- View order details: Customers can click on an order to view more detailed information about the selected orders like product details, order status, Pickup, delivery location and price details.
- Track Order Status: Customers can track their order status from this section. Order updates would be:
 - Booked
 - Approved
 - Payment Credited
 - Order Confirmed
 - o Tanker Allocated
 - Tanker Loading
 - New tanker allocated
 - Tanker Dispatched
 - Tanker Delivered
- **10. Notification:** This feature helps customers stay informed and engaged with the platform by providing timely updates and notifications. Customers will receive notifications for the following updates:
 - Order Status Updates
 - Payment related updates
 - Price Sheet Updates
 - Tanker and its location-related updates
 - App updates
- **11. My account:** Users will be able to manage their profile information, including personal details and preferences, ensuring a customized and personalized experience.
 - **Basic Details:** In this section, users can update their personal information such as name, email address, and other details like company details and product & stock details
 - Associated with Suppliers: Customers can view the supplier with whom they are associated.
 - Manage Branches: Customer can manage their multiple locations.
 - **Price Sheet:** The customer will be able to view the price sheet from this section.
 - Reorder Stock: A rule can be set for the customer's stock level and here he can see the current stock.
 - **Transaction History:** Customers can view their complete transaction history to keep track of their activities and orders.
 - **SAP Coded and Bank Details:** Customers can access and manage their SAP codes along with associated bank details.
 - **Terms and Conditions:** Customers can read the terms and conditions to understand the policies and guidelines of the platform.
 - **Privacy Policy:** Customers can review the privacy policy to learn how their data is collected, used, and protected.
 - **Customer Support:** This feature provides customers with a convenient channel to reach out to customer support representatives for personalized assistance and support.
- **12. Settings:** This feature will allow the customers to customize and manage various aspects of their app experience. This feature will provide customers with control over preferences, privacy settings, and other configurations, contributing to a personalized and user-friendly environment. The key components of this feature will be as follows:

- **Notification Preferences:** Users have the flexibility to choose which types of notifications they receive.
- Account Settings: Users can manage their account settings, such as password settings.
- Logout: Users will be able to logout from the application.

Features of Transporter Interface (Mobile App/Web)

- **1. Splash Screen:** The application will display a splash screen which will include the logo of the application and the splash screen may fade away in a few seconds and direct the user to the next screen of the application.
- **2. Allow access / Permissions:** This is a default feature of the OS it asks the user for several permissions to move ahead, those permissions could be the following
 - Grant location
 - Allow notification
 - Allow to access camera/phone's gallery
- **3. Role Selection:** Transporters will be able to select their role from the given options when logging into the app. They can choose from the following roles:
 - Owner
 - Manager
 - Driver

Note: We will limit the functionality of each role based. So once a user gets lodged into the system he will see only relevant sections.

- **4. Login:** This section will allow transporters to login to the application by entering the following details:
 - Phone number
 - Login with OTP.
 - Login with Password
- 5. Forgot Password: If a transporter forgets their password, this feature will enable them to reset their password following an OTP on their registered phone number. Once the transporter has entered the OTP, they can enter a new password to successfully reset their password.
- **6. Dashboard:** Transporters will be shown the following tanker statistics, with a count for each category. Clicking on the count will display the list of tankers in that particular state. The statistics displayed will include:
 - All Tankers
 - Loading Tankers
 - Idle Tankers
 - Traveling to Loading Point
 - Traveling to Unloading Point
- **7. Tanker Management:** After login, the transporter will be redirected to the dashboard and they can view the following details:
 - **Tanker Stats:** This will show the count of tankers available for a particular product consumption for the selected transporter.
 - **Tanker List:** Display a list of tankers with attributes like Tanker Number, Capacity, Availability, and Product type.
 - GPS Selected Tanker: The Transporter can view real-time locations of tankers on a map.
 - Tanker Add/Edit: Transporters can add and edit tanker details and document details.
 - Tanker Status:
 - o Active
 - o In-Active
 - Under Maintenance
- 8. Order Management:

- **New Orders:** Transporters will see a list of all orders assigned to them by admin. The transporter (Owner/Manager) can assign a tanker to an order along with the driver.
- Orders with Allocated Tankers: List of all orders assigned with tanker and driver.
- **Delivered Orders:** List of all delivered orders.
- Order Details: Once the transporter clicks on any order then he/she will be redirected to the order detailed page.
- Order Tracking History: The transporters will be able to view the order history of the selected orders.
- **9. Notifications:** This feature helps transporters stay informed and engaged with the platform by providing timely updates and notifications. Transporter will receive notifications for the following updates:
 - Tanker-related notification
 - Alerts (overspeed, continuous, route)
 - App updates
- **10. My Account:** This section will allow providers to create and manage their profiles They can input the following details:
 - **Profile Details:** Transporters will be able to view the profile details.
 - Change Password: Transporters will be able to change their password.
 - Logout: Transporters will be able to log out of the application.

Features of Driver Interface (Mobile App)

- **1. Splash Screen:** The application will display a splash screen which will include the logo of the application and the splash screen may fade away in a few seconds and direct the user to the next screen of the application.
- 2. Allow access / Permissions: This is a default feature of the OS it asks the user for several permissions to move ahead, those permissions could be the following
 - Grant location
 - Allow notification
 - Allow to access camera/phone's gallery
- 3. Login: This section will allow transporters to login to the application by entering the following details:
 - Phone number
 - o Login with OTP.
 - Login with Password
- **4. Forgot Password:** If a transporter forgets their password, this feature will enable them to reset their password following an OTP on their registered phone number. Once the transporter has entered the OTP, they can enter a new password to successfully reset their password.
- **5. Dashboard:** Transporters will be shown the following tanker statistics, with a count for each category. Clicking on the count will display the list of tankers in that particular state. The statistics displayed will include:
 - Assigned Orders
 - Accepted Orders
 - Delivered
- 6. Order Management:
 - **Assigned Order:** Here the driver will see a list of assigned orders to him. From here driver can accept the order. As he accepts the order status will updated.
 - Accepted Order: Driver will see the accepted order here. He can see the complete order details.
 - Rejected Order: The driver will see the rejected order here. He can see the complete order details.

- **7. Notifications:** The driver will receive notifications for the following updates:
 - Order Assigned
 - Accept/Reject
 - Journey Updates
 - Alerts (overspeed, continuous, route)
 - App updates
- **8. My Account:** This section will allow providers to create and manage their profiles They can input the following details:
 - **Profile Details:** Transporters will be able to view the profile details.
 - **Change Password:** Transporters will be able to change their password.
 - Logout: Transporters will be able to log out of the application.

WhatsApp Chatbot Feature

- **1. Welcome Message:** A friendly greeting message that introduces users to the chatbot and provides a menu of available options.
- **2. Order message**: A streamlined process for users to place an order by providing necessary details like product name, quantity, and delivery address.
- **3. Customer Care:** An option for users to describe their issues and receive assistance from the customer care team. It also provides a direct contact number for urgent queries.
- **4. Price Availability:** An option for users to receive the latest price availability updates via an attached JPG image or PDF file.
- 5. Call Us: Provides users with direct phone numbers of team members for immediate assistance.
- **6. Request Call Us:** An option for users to request a callback, with a message confirming the request and providing a contact number for urgent needs.
- **7. Stop:** An option for users to opt out of receiving messages from the chatbot.
- **8. Thank You Message:** A message expressing gratitude for the user's interaction and confirming receipt of their request or query.

Features of Web-Based Admin Panel (Web)

- 1. Login: Login as admin, by using the mobile number and OTP. Also using forgot password feature admin could reset their password by the standard email authentication process.
- 2. Master Management:
 - Country Right now we will consider for India only.
 - State
 - City
 - District
- 3. Company Management: Here admin will define all the companies he is running along with all the related company details
 - Company Details
 - Company Personal details
 - GSTN Details
 - Dealing Suppliers
- **4. Team Management:** Here admin can see the available list of teams he already created. Admin can also add/edit team.
 - Team Name
- **5. Role Management:** Here admin can define the roles for their employees. Admin will see a list of roles and can also add/edit roles. Along with the role admin will see a predefined set of functionalities that he can assign to a specific role.
- **6. Employee Management:** Here admin see a list of employees and can also add/edit the existing record.
 - Employee Name
 - Email
 - Mobile Number
 - Password
 - Role Dropdown, single selection
 - Team Leader Dropdown, single selection, optional It will allow an employee to be defined as team leader. In this case a team leader can see the data of all the employees assigned under him.
- 7. Product Management: Admin can view and manage product listing from this section. They can do the following:
 - Add/Edit/Inactive: Admin can add/edit/inactive products from this section.
- 8. Supplier Management: Admin can view a comprehensive list of all registered suppliers.
 - Supplier Details
 - Product Details
 - Products supplied by this supplier
 - Branches
 - Admin will add supplier locations.
 - Bank Details
 - Bank details will be added based on each product
- 9. Tanker's Management: The admin will add/edit tanker's details. The following will be added for each tanker
 - Tanker Details
 - Document Details

10. Customer Management:

- View Customer Listing: Admin can gain a comprehensive overview of all registered customers.
- Add New Customers: Admin can create detailed customer profiles by capturing basic information, and company/business details through a dedicated form.
- Edit/inactive Customers: Admin can maintain accurate customer data by editing or inactivating customer profiles as needed.
- **Supplier, Product Details & SAP Code:** Admin can add & manage the supplier he is associated with along with products.
 - Supplier Name (Dropdown, single selection)
 - Product Name (Dropdown, single selection)
 - Dealing Company Name Dropdown, single selection
 - SAP Code (Text field)
 Add More
- 11. Price Sheet: The admin can view the price sheet listing from this section. They can do the following:
 - Share: The admin can share the price sheet by entering the email address of the users.
 - **Generate PDF / JPG** It will allow the admin to generate a PDF/JPG file for the price sheet of all the suppliers and respective products. It will also include the price of transportation.
 - Add/Edit Price Sheet
 - Price Sheet Name
 - Effective From
 - Product Name (Single Selection) As the admin selects the product it will populate the list of suppliers with their respective branches and admin will define the prices for each along with the transportation cost based on the district as the destination.
 - o Supplier Name- Label
 - o Branch Name Label
 - Basic Price (per Ton) Text Field
 - Variation
 - a. Up Text Field
 - b. Down Text Field
 - GST % Text Field (Disabled, Auto Populate)
 - o GST Value Text Field, Disabled (Auto Calculate based on the base price and GST %)
 - CV Text Field
 - Total Cost (Per Ton) Text Field, Disabled (Auto Calculate based on the base price + GST Value)
 - o Transportation Cost will show a list of unique districts for all the customers
 - a. District -1
 - b. District-2

12. Transporter Management:

- **View Transporter Listing:** Admin can view a comprehensive list of all registered transporters. Admin can view their all details.
- Add/Edit/active/inactive Transporters: Admin can maintain the transporter listing by adding new transporters, editing existing details, or inactivating.
- Manage Tankers: Admin can facilitate the management of tankers associated with each transporter, including adding, editing, tanker details.
- **13. Transaction Management:** The admin can view all transactions with details such as transaction ID, date, amount, and status. Admin can add/edit/delete transactions.
 - Debit from Customer for the Order
 - Invoice from Supplier to Customer
 - Credit from Supplier to Customer (In case initial payment is more than the invoiced amount)
 - Debit from customer to Transporter

14. Commission Settings:

- Supplier Name Dropdown, single selection
- Our Company dropdown, single selection
- Commission Type
 - Telescopic
 - Flat
- Commission Rates
 - Range From
 - Range To
 - Commission Cost/Ton
 - Add More

15. Email Template Management

- Email: Admin can view and add/edit/inactive email templates
- **SMS:** Admin can view and add/edit/inactive SMS templates.
- **16. Competitor Order Report Management:** Admin can add the order data for all the competitors. If the data is exported in the Excel format, we can create a service to read the excel and import the data into the system. If that's not available the system allows admin to add manual data using the available form.

17. MIS Reports

- **Volume Analysis:** Admin can view comprehensive data on metrics related to customer-wise, product-wise, transporter-wise, tanker-wise data and other data.
- Sales Analysis: Admin can review detailed reports on sales performance across different categories. Admin can view the supplier-wise, transporter-wise, team-wise, and other reports.
- Analytics
- Transaction Reports
- Transport Tracking reports
- Competitor Market Analysis
- **18. Manage WhatsApp Chatbot:** Admin can configure and manage the functionalities of the WhatsApp chatbot used for customer interaction, potentially including setting automated responses and managing chatbot content.
- **19. Order Management**: The admin can view, manage (order approvals, payment confirmation, and tanker allocation) and track all orders placed within the platform. This may include functionalities like order fulfillment monitoring, status updates, and potential dispute resolution. Admin can utilize geolocation for enhanced order tracking. Here are the major functionalities included in Order Management
 - Approve Booked Order Orders booked by the customer will be approved by admin by adding the available or requested supplier.
 - Payment Request to customer
 - Once the payment is done he will be asked to share the payment receipt with admin. Admin will mark Payment done after checking the receipt.
 - Upon receiving the payment receipt admin will check the supplier portal for the payment reflected on the portal and mark the payment credited if so.
 - Tanker will be allocated to the order.
 - DO/So Generation
 - Tanker location will be tracked from loading till unloading and finally dispatching the order.
- **20. Support and Assistance:** The admin can view the customer and transporters' inquiries and provide them with timely assistance.

Platforms and Compatibility

Platform	Compatibility
Android	Android 9 to Android 14
iOS	iOS 13 to iOS 17
Web Browser	Mozilla Firefox, Google Chrome, Safari & Microsoft Edge

Technology Stack and Estimations

Solution (Frontend +Backend)	Estimations
React Native + Node JS	22 lacs +GST

Timeline: 20 Weeks

Note:

Additional transaction charges may apply depending on the payment method.

• All payments made under this agreement are non-refundable under any circumstances.

Delivery Plan

Sprint	Tasks Detail	Resources Required	Cost (INR)
	Project kick-off	1 Business Analyst	
	Team allocation	1 Project Manager	
	Setting up communication channels and tools (Active Collab)	1 Technical Writer	
	Prioritizing the required features/modules for the initial launch	1 Solution Architect	
	Setting up the development environment		
Kick-off (Sprint (0)		INR 2,00,000
	High- Fidelity Wireframes of whole app	1 Designer	
	screens	1 Business Analyst	
	Database Architecture & System Design		
	Designing the database schema and relationships	1 Solution Architect	
	Reviewing and refining the product backlog		
Sprint 1			INR 2,40,000
			, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
	Continuous on-going sprints for	Only core Development	
	enhancements, Improvisations and introducing more features.	team will be involved from this sprint onwards	
		•	
	Scoping will be done with the client and		
	plannedaccordingly.		
Uncoming			Will be calculated asper
Upcoming Sprint &			the rate card in
onwards			the final
			contract

Note:

- Each monthly cycle will include two sprints of 15 days each. Billing will be processed in advance on a fixed date each month, aligned with the project commencement date.
- The cost for Kick-Off (Sprint 0) and Sprint 1 is shared in the above table. For the remaining sprint, billing will be based on the resources allocated for a particular sprint.

Exclusive Onsite Support

You would be provided a one-day onsite visit post-launch. A second visit will be scheduled anytime during the 6-month free support period.

Note: We can arrange additional onsite sessions for an extra charge, which can be mutually discussed and agreed upon.



Possible Third-Party API Integrations and Server Requirements

Functionality	Use case	Example API	Link
Notification	Send push notifications to users' devices	Firebase Cloud Messaging (FCM), Amazon Simple Notification Service (SNS)	Firebase Cloud Messaging (google.com) Amazon Simple Notification Service Documentation
SMS	Send and receive SMS messages	Twilio API	How to Use Our REST APIs Twilio
Server	Communicate between a mobile app and a backend server	AWS EC2 API	https://docs.aws.amazon.com/AWSEC2/latest/APIReference/Welcome.html
Payment	Processing online payments	Razorpay	https://razorpay.com/docs/#home-payments

Note: These are just initial suggestions for potential use cases and API integrations. We can explore and refine these ideas in more detail during the development phase to ensure they align with the specific requirements and objectives.

Post Development Support

We would provide the support for the fixing of the bugs that might come up in the mobile application upon completion of the project.

- Accepting bugs and fixing them during the support period.
- Providing a 24x7 support for priority issues.
- We will provide you 6 Months of FREE bug fixing support period after the completion of project.

6 Months free support will include bug removal/fixing. Within this period whatever issues will occur in app or are being reported by the end users, would be attended within 24 hours of reporting. In case if there is something which might require some more time, then we will let you know before-hand. During this course of bug fixing, a dedicated project coordinator will be assisting you to identify the root cause of issues being encountered. In case of emergency, you will be provided with emergency contact number of the assigned project coordinator as well as technical lead of the project.

Paid Maintenance Plans

Standard	Grow	Scale
Dedicated support email	Dedicated support email	Dedicated support email
Response within 12 - 24 hours on all business days	Response within 6 -12 hours on all business days	Response within 6 - 12 hours on all days
Access to support portal	Access to support portal	Access to support portal
Source Code Backup – Monthly	Source Code Backup – Weekly	Source Code Backup – Weekly
Server Configuration Backup – Monthly	Server Configuration Backup – Weekly	Server Configuration Backup – Weekly
Database Backup – Weekly	Database Backup – Daily	Database Backup – Daily
Basic Security checks – Monthly	Basic Security checks – Weekly	Basic Security checks – Weekly
Server Load Analysis – Monthly	Server Load Analysis – Weekly	Server Load Analysis – Weekly
Analytics report – Monthly	Analytics report – Weekly	Analytics report – Weekly
1 onsite visit	2 onsite visits	3 onsite visits
		Crash Analysis
		User Tracking
INR 15000 per month	INR 25000 per month	INR 35000 per month

Following are the various maintenance plans available with us:

- All plans are available for a tenure of a minimum 6 months.
- Payment for 6 months must be made in advance.

Note: The rest of the terms and conditions will be in accordance to the Service Level Agreement (SLA).

Nine Hertz Services

Nine Hertz will provide the services as per the terms listed below:

- A. Provide Requirement Analysis, Architecture, Design, Development, Deployment and QA for the software development services based on the Scope of Work as described in this document as a reference, exact details for this might evolve over the course of the SOW-based on mutual consent and agreement between the Service Provider & Client.
- B. Service Provider will follow Agile-based development methodology using Scrum Framework whereby the entire project life cycle will be divided into sprints. Each sprint will be of two weeks. At the start of every sprint, the Scrum Master and the Product Owner (client) will conduct a planning meeting to define the product backlog. This backlog will be executed in a period of two weeks and a review meeting will be conducted at the end of each sprint to sign off the tasks accomplished.
- C. For Project Management/tracking and reporting a third-party tool (Jira or Active Collab) will be used. The service provider's team will use this tool to create/manage the tasks for each sprint and the buyer will be able to monitor/track overall development progress.
- D. Nine Hertz agrees to work closely with (buyer) or their appointed officials to define the technical requirements for each of the software products that the Nine Hertz Engineering is going to be developing.
- E. All work under this SOW will be performed during Nine Hertz engineering facility business hours, Monday to Friday from 10:00 am to 7:00 pm IST (GMT+5:30) excluding public holidays for the Nine Hertz engineering facility.

Points to Ponder

- 1. **Intellectual Property Rights**: All intellectual property rights belong to you. We charge for our services and have no rights over any asset produced during the development of your application once complete payment is made against the modules done.
- 2. **Confidentiality**: We will maintain strict confidentiality regarding all information and materials provided by you and generated during the project.
- 3. **Scope Changes**: Any changes to the project scope after the initial agreement may affect the timeline and cost. These changes must be documented and approved by both parties.
- 4. **Payment Terms**: Payments are non-refundable and must be made as per the agreed schedule. Delays in payment may impact project timelines.
- 5. **Third-Party Services**: Any third-party services or integrations required for the project will involve additional costs, which will be communicated and approved in advance.
- 6. **Support and Maintenance**: After completion of 6-month Free Post-launch support, paid maintenance services are available and will be billed separately based on the agreed terms.
- 7. **Timely Feedback**: Your timely feedback and approval are crucial for meeting project milestones and deadlines.
- 8. **Quality Assurance**: We ensure thorough testing and quality assurance, but any bugs reported after project delivery will be addressed based on the agreed support terms.

Assumptions & Dependencies

- 1. We'll use images/icons which have a free license to use, but in case there is any designing limitation which comes owing to which we need to procure licensed image, we'll expect the client to provide the same.
- 2. Any hardware and external software which is not envisioned in this document will be assumed to be provided by client.
- 3. Nine Hertz will develop the source code of mobile application and website, and will be installing it on the client's server. Nine Hertz will upload the code on client's server upon final payment & approval for the project.
- 4. There will be an additional UAT period of 15 working days. Nine Hertz will complete all the testing on their demonstration server iteratively after completion of each moduleand integrated testing of the whole application prior to handing it over to client for User Acceptance testing.
- 5. Any formalities needed for the support/validation/verification/commencement of any third-party provider such as Network Operator, Payment Gateway, Bank, SMS Gateway etc. will be managed by the client. Nine Hertz will support the client to complete any formalities related to the support, validation, verification, commencement of any third-party provider. Any charges incurred by any third-party provider such as Network Operator, Payment Gateway, Bank, SMS Gateway etc. will be borne by the client.
- 6. We will use the provided API to display real-time GPS tracking data from the installed devices.
- 7. The project timeline specified in the quotation will be counted from the date when the client finalizes and approves the UI/UX designs.

Conclusion

We assure you that our efforts are focused and effective and will provide you complete satisfaction with our quality work. We firmly believe that it is our sole responsibility to provide you with the utmost satisfaction and can deliver the desired outcome in a timely manner.

Information shared in this proposal is based on certain assumptions and pre-sales discussions. Any error or gap would be unintentional, and therefore, we will request a call to close arising queries.

With Sincere interest, and thankful for the opportunity

Team Nine Hertz