



Project Proposal: Smart Hotel Booking System Development (Version 1)

Client: MR. Nasser Alessa

Delivered On: 22nd July, 2020

Submitted By: ABDULAZIZ AL ABDULLATIF

Table of Contents

| | | |
|-------|---|-----------|
| I. | Executive Summary | 2 |
| II. | Approvals & Revisions | 4 |
| III. | Understanding & Feedback..... | 5 |
| IV. | Executive Approach | 6 |
| V. | Project Management Approach | 7 |
| VI. | Roles and Responsibilities | 7 |
| VII. | Project Initiation..... | 9 |
| VIII. | Project Execution | 10 |
| IX. | Project Monitoring and Control | 11 |
| X. | Project Closure | 15 |
| XI. | Timeline: 11 Months after completion of graphic designs*(It will take 2 weeks but depend on client response) | 34 |
| XII. | Project Milestone | 34 |
| XIII. | Engagement Resources | 35 |
| XIV. | Statement of Confidentiality..... | 36 |

Executive Summary

To Mr. Nasser

Thank you for giving us the opportunity to present a Proposal document for your esteemed project according to your requirements. Every individual project is very interesting project for us which needs attention in detail, professional development & experienced team.

Our Proposal document will outline how we will provide you with the solution.

I look forward to discussing your project with you in more detail shortly. Please feel free to contact me anytime for any further discussion

We look forward to working with you on your projects

Thanks

Code Cube Solutions

E: sales@codecube7.com

Achievement of your Objectives

Our Unique Selling Point

The below mentioned unique propositions differentiates us from our competitors :

Software projects are usually delayed!

We warrant our delivery will be on time. If the delay is caused due to our negligence then we will also complete the delayed work without any further delay

Software usually does not confirm to specifications

We warrant that our delivery will confirm to the specification. If it does not confirm to the specification then we would correct it without any further delay, at our sole expense and without charging anything from you .

Kindly review the entire document and feel free to contact us for any questions you have. Thank you once

again for considering us and we look forward to working with you .

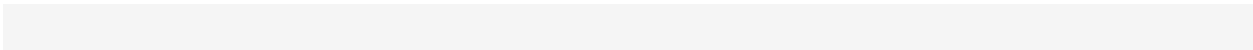
Approvals & Revisions

Approvals

| | | Date |
|-------------|-------------------|------------|
| Prepared by | ABDULLAH ALOQAILY | 07/22/2020 |

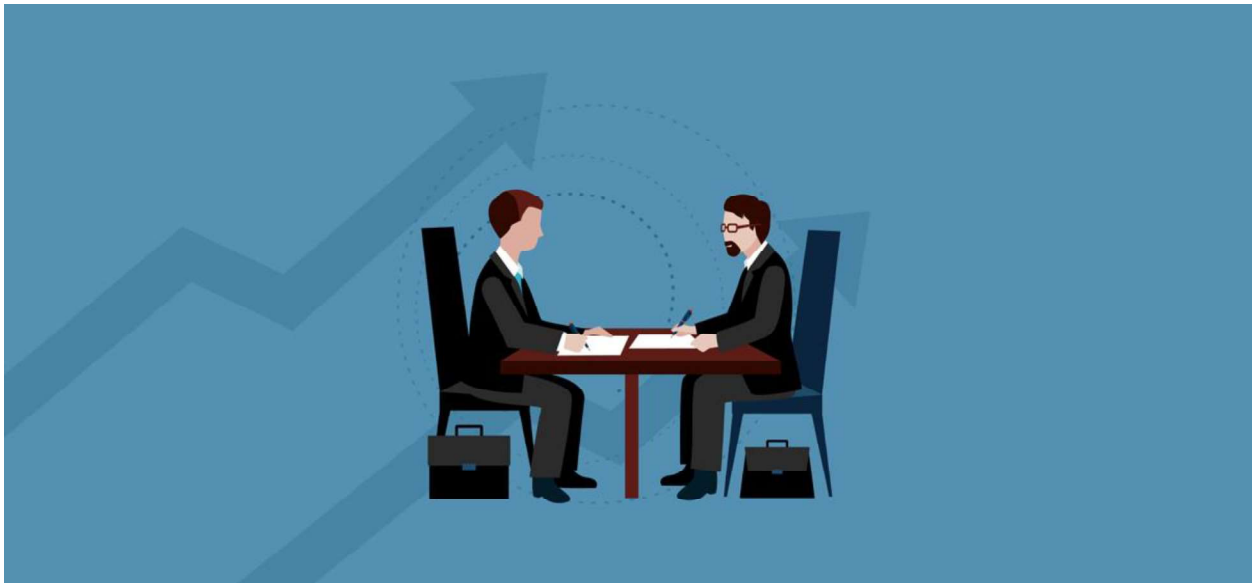
Revision history

| Name | Date | Reason for changes | Version |
|------|------|--------------------|---------|
| | | | |



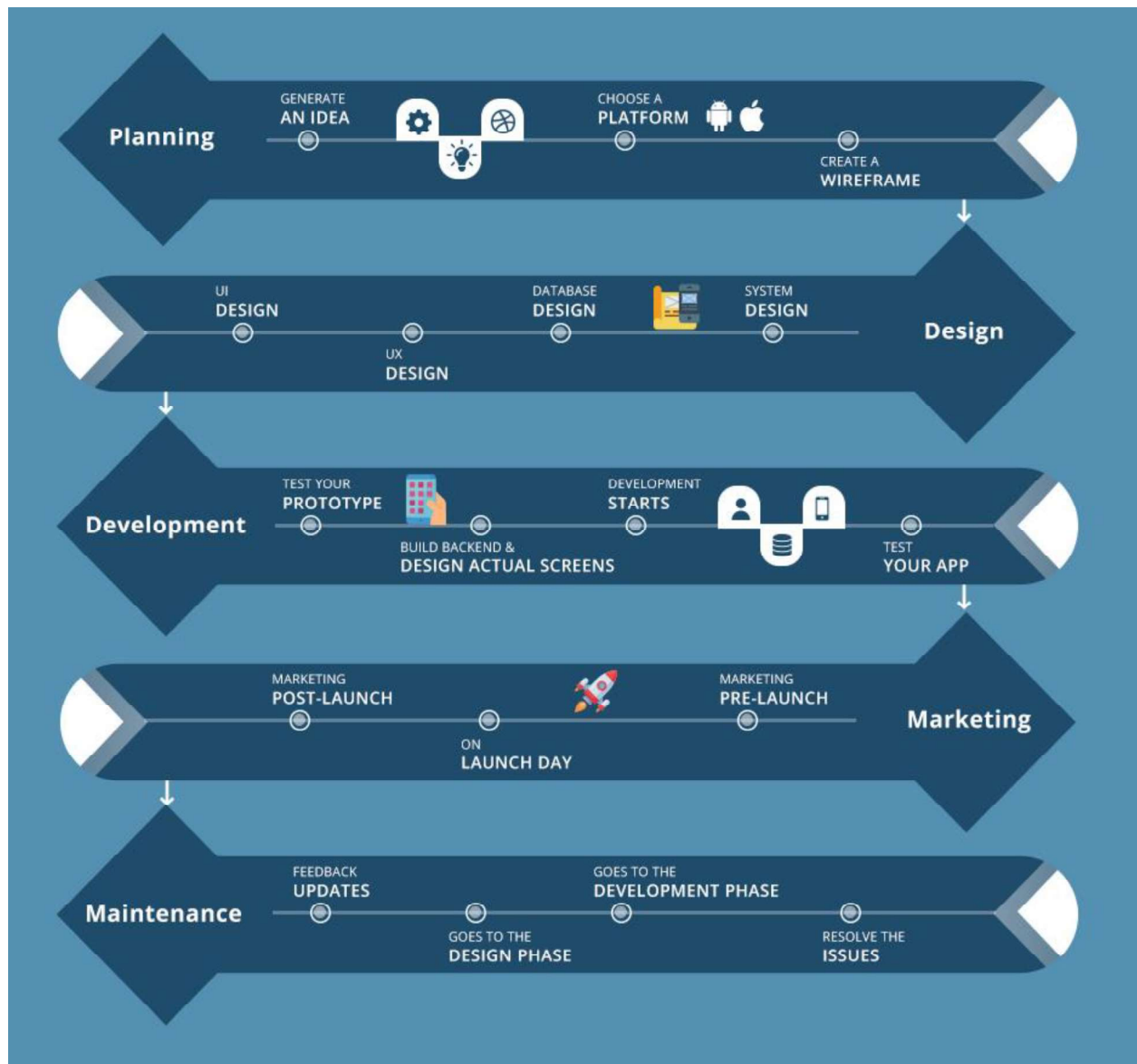
Understanding & Feedback

We do study the Scope of Work document in detail provided by each of our client thoroughly to make our technical team lead understand it very well. After the initial process, Technical Team Lead provide with the break-up of the revised SOW to be understood by our client. If any clarification is required by the client then that is clarified at that very point of time to move ahead with the work.



Executive Approach

We prepare work breakdown structure based on understanding of application/requirements. Each work piece is then aligned according to the Plan of Releases (versions of the product). Following is the approach for development of each version.



1. Client Requirement Analysis
2. Create the requirement document.
3. Basic Discussion of requirement document Points with Client [Clear all the Requirement]
4. Release Plan
5. Development Phases

1. Create Proposal Document based on Requirements
2. Create Checklist for the Developers
3. Development according to checklist and Proposal documents.
4. Adhoc Development
5. Code Review and Refractor
6. Release Testing
7. Release on UAT
8. Client Review and Approval of release
9. Approval of Product

Project Management Approach

We propose the following project organization structure for the engagement:



Roles and Responsibilities

The project team will consist of a Steering committee, Project Sponsor(s)/ Steering committee, Project Manager(s), Sr. programmer(s), Programmer(s), Quality Analyst(s) & Business Analyst(s). The following table highlights some of the Roles and Responsibilities of the proposed team:

| | |
|--|---|
| Project Sponsor/ Steering Committee | <ul style="list-style-type: none"> • Fund project, provide specification, vision and guidance. • Approve the resources and budget required for project • Approve change requests. • Signs off the final deliverable |
| Project Manager | <ul style="list-style-type: none"> • Manage expectations of steering committee. • Create Project Plan • Communicate for project progress, send deliveries, escalate issues, estimate & manage change requests, bugs etc. • Manage Scope, Time, Cost, Quality, Team, Communication, Risk & Procurement (if any). • Resolve escalated issues. • Understand project's specification & objectives. • Provide leadership to the development team and ensure timely delivery of the entire project |
| Sr. Programmer / Programmer | <ul style="list-style-type: none"> • Understand project's specification & objectives. • Perform programming; code commenting, version controlling and unit testing. • Status updates to Project manager. |
| Quality Analyst | <ul style="list-style-type: none"> • Understand project's specification & objectives. • Write test cases and Test Plan • Execute test plans. • Perform quality control & testing. • Status updates to Project manager. |
| Business Analyst | <ul style="list-style-type: none"> • Understand project's specification & objectives. • Understand and provide price estimate of change requests. |

Project Initiation

As soon as project is awarded, development team will do detailed requirements understanding & analysis leveraging our previous experiences from similar engagements and using well defined requirements understanding approach.

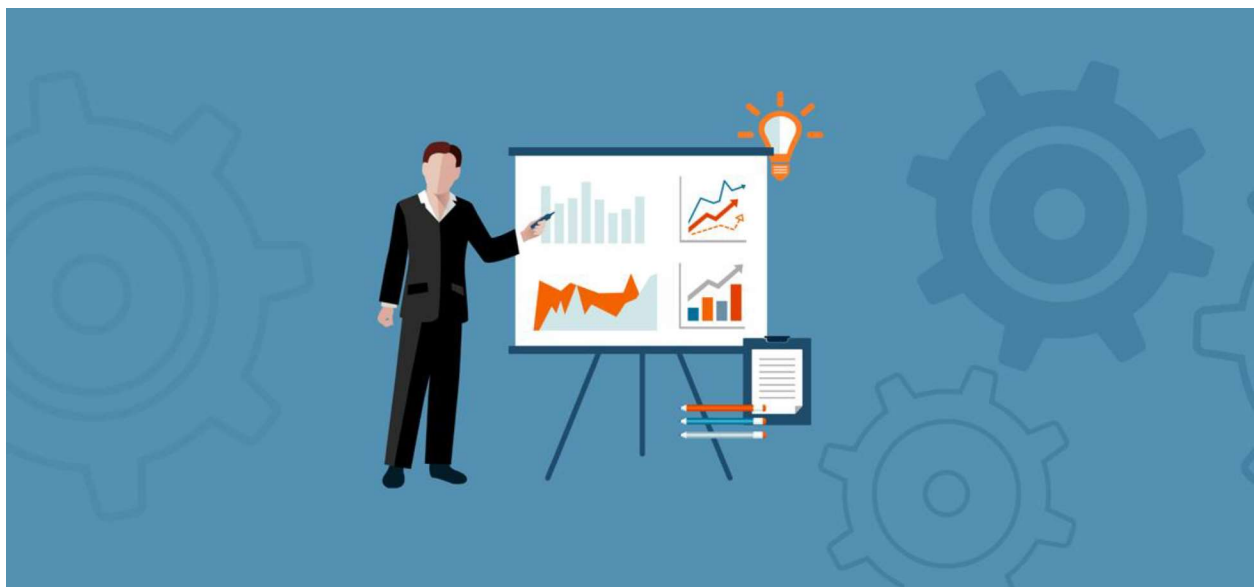
Requirements understanding will be done through questionnaires, telephonic and email based communications and/or face-to-face meetings. Identification of architectures, methodologies, processes, requirements traceability, defect reporting and documentation needs etc. will also be done at this time.



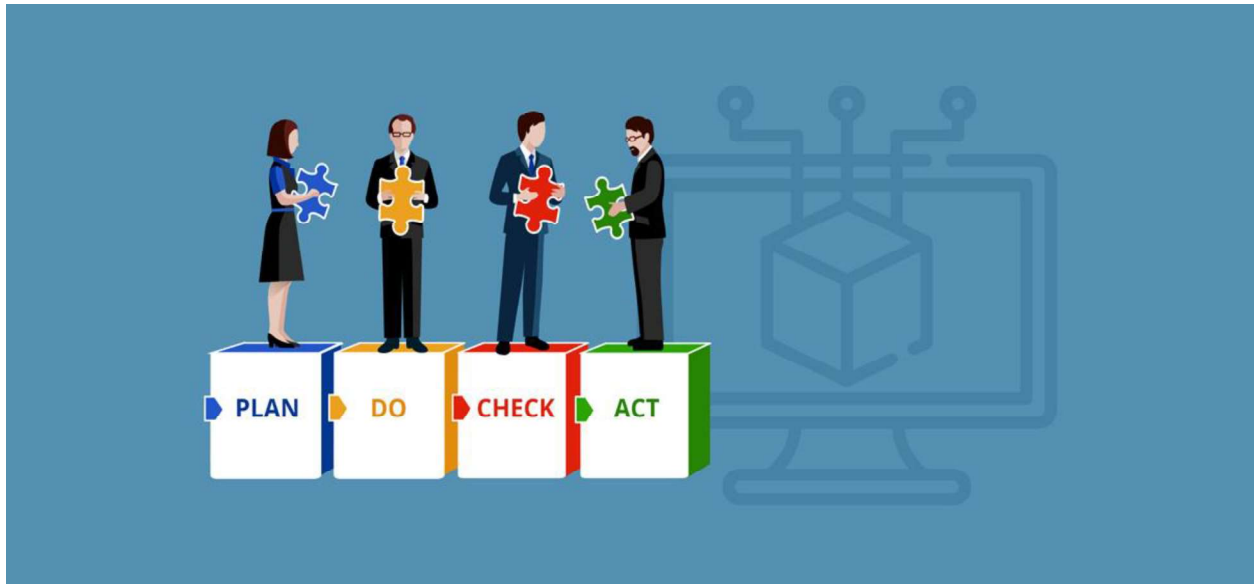
Project Execution

Once all the requirements are discussed, WBS (Word Break down Structure) is created using MS Project, this breakup would be tracked against the progress and to figure out actual efforts spent against the output. This structure would keep a track of all the work done and will show the progress of the project.

For better execution and control Agile Scrum Methodology will be used to deliver entire project. Project will be divided into various milestones to deliver full specification in smaller increments and will be sent for your acceptance (User Acceptance Test) at the end of every milestone. This is to keep a check whether we are going ahead as per the client's requirement as we believe in working with the Client to convert their "IDEA INTO A REALITY".



Project Monitoring and Control



Scope Management

As the knowledge area of Scope Management is all about making sure that the project includes only the work required to complete the project successfully scope control will be performed during the course of project. Changes to originally defined work breakdown structure will be tracked and managed to avoid its effect on over all delivery cycle. Based on the same, changes are made in delivery dates, project plans, resource requirements etc.

Proper care is taken so that at the end of the Project work should not get hampered and must be completed as per the specifications.

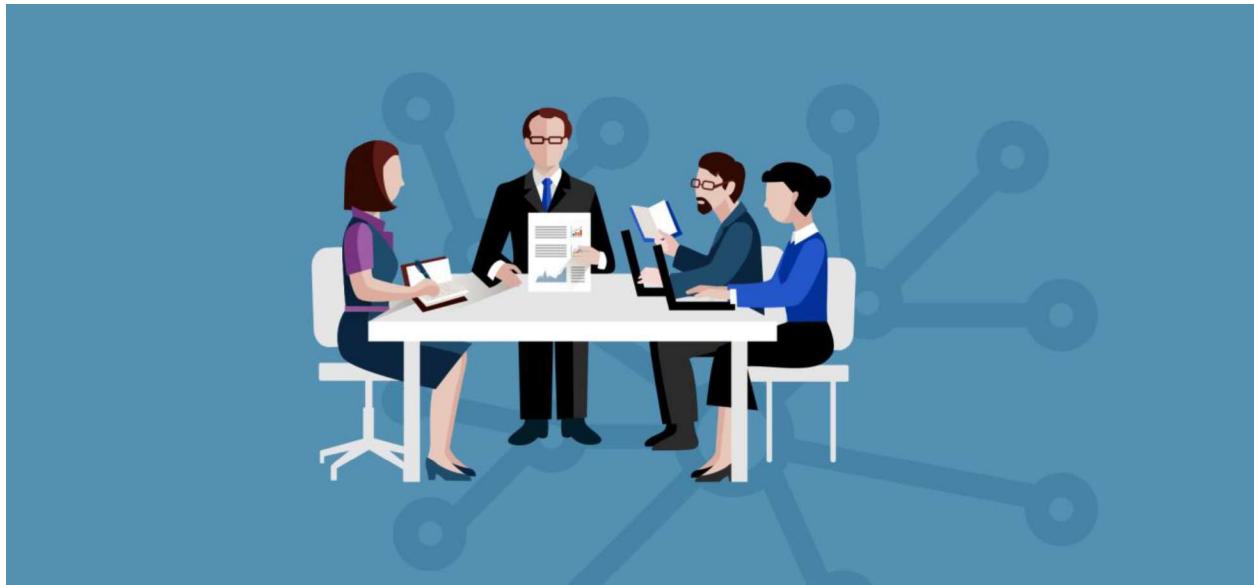
Quality & Defect Management

Quality will be checked by performing ad-hoc testing during the course of development and defects will be reported & managed via defect management system. Currently we are using BugZilla as Defect Management Tool, You will be given access to the defect management system as well to report the issues found during your testing.

At the time of release, application is tested by QA in relevant devices to confirm that application is working correctly. The tools used at our Company are the latest tools for checking the quality of an application on repetitive basis.

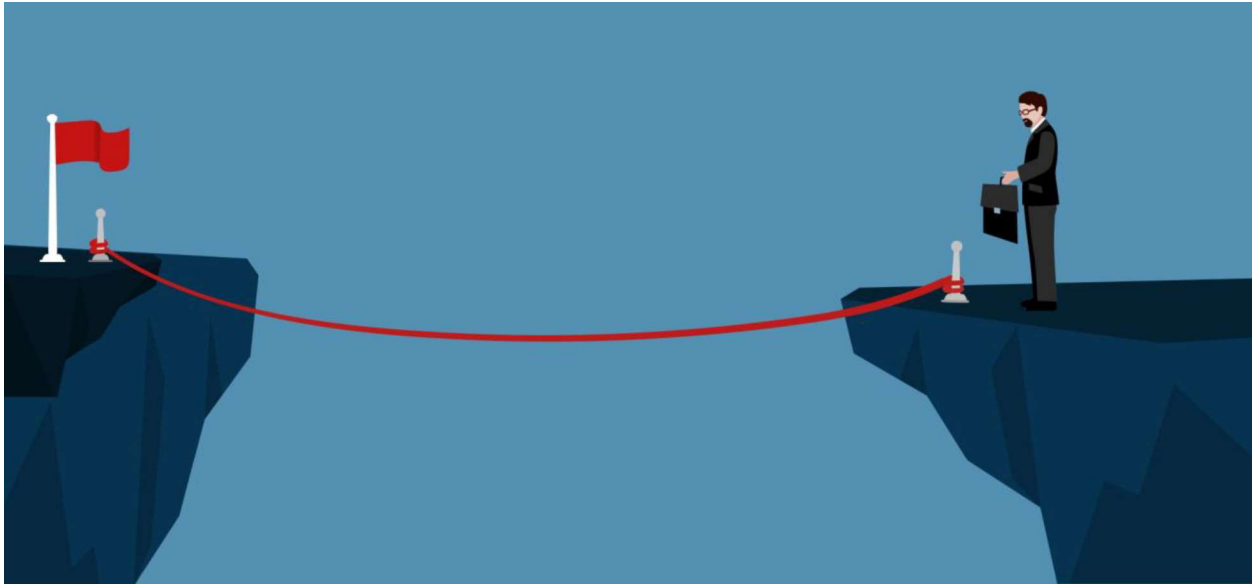
Communication Management

Project manager will be the single point of contact for communication during the course of the project regarding project status, defects, change requests etc. Communication will be done via Emails, Instant Messengers, Conference calls, GoToMeetings, Face to Face meetings etc.



We have 24/7 availability and the customer can contact us anytime according to their convenience for their requirement. We believe that “Good communication skills will enable you to work more closely with your team members, determine personal goals that will suit them and help them to work towards those goals.” So we follow two way flow of communication at our IT Hub.

Risk Management



There are some inevitable risk factors that need to be considered during the project execution. Identification of such risks and mitigation is crucial for the success and timely completion of any project. Some of these are mentioned in the following table:

| No. | Risk | Severity | Mitigation |
|-----|---|----------|---|
| 1 | Unavailability of key resources | High | For successful project it is important that key decision makers/ stakeholders are brought in the game early and that the necessary inputs are provided on timely basis. To mitigate this risk, Project manager will escalate such issues to Steering committee on timely basis. |
| 2 | Delay in Milestone feedbacks / lack of user testing | Medium | Milestone feedback should be received on time from stakeholders and user testing must be performed (apart from development team's testing). To mitigate this risk, Project manager will escalate such issues to Steering committee on timely basis. |

Graphics Design & New features addition

1. The Graphics Design phase includes only 2 iterations (this is applicable if designing is included in scope of work).
2. Please note, the work on new features will get started once existing features are approved and all payment has been completed.
3. After Designing phase gets completed, if any new feature is introduced then it will be charged additional and will be considered in Next Phase of development.
4. If small features are introduced in mid of development then we can work on it with additional cost in the current development phase. But if big features are introduced then we'll consider them for next Phase of development.
5. All such additional features cost should be released full in Advance.
6. During development process once development team submit their work to client for review, an adequate time of one to two weeks is given for testing and sharing the feedback. If client takes longer to respond with their feedback then project would be delayed.
7. If there is any query or information requested from client during development phase, it should be furnished to development team within one to two weeks. If client takes longer to respond with their feedback then project would be delayed.

Project Closure

Project closure is the last phase of the project management process. Preliminary acceptance of the project result is accomplished; yet minor items may still be open, summarized on a list of open points, LOP (sometimes also referred to as list of open items). We basically continue applying all tools of implementation phase until the LOP can be officially closed.

Upon project completion, we will ensure that all the requirements are delivered; signed off, payments are made and any open action items are addressed. A project satisfaction survey may be sent to you to provide feedback on entire project. Please note, we may use some of our call recordings in project development process and discussion for reference purpose. **After the project is completed and all the outstanding is paid, we handover the source code. During the project time we will not deliver the code and also not deploy on your server.**



Project Specification

| Project Name: Smart Hotel Booking System | | |
|--|----------------------------------|---|
| <p>IOS 12.0 to 13.0, Swift using XCode</p> <p>Android 6.0 to 10.0, Java/Kotlin using Android Studio</p> <p>API : NodeJS v10.16 With express framework</p> <p>Database : MySQL/mongoDB</p> <p>Webportal : CodeIgniter/Laravel with PHP v7.2</p> <p>API: Json format</p> <p>Portrait support</p> <p>iPad & Tablet Support</p> <p>IOS supported Devices: 6, 6S, 6 Plus, 6S Plus, 7, 7 Plus, 8, 8 Plus, X, XS Max, XR, SE 2, 11, 11 Pro, 11 Pro Max</p> <p>Web backend Supported browsers:</p> <p>Mozilla Firefox: Min 60.0 to Max 75.0 version</p> <p>Google Chrome: Min 65.0 to Max 81.0 version</p> <p>Internet Explorer: 11.0 and edge browser</p> <p>Apple Safari: Min 11 to Max 13.0 version</p> <p>Language: English & Arabic.</p> <p><i>mPOS for payment & Bluetooth Lock SDK*</i></p> | | |
| <p>Deliverables:</p> <p>Graphic Design</p> <p>Customer iOS App</p> <p>Customer Android App</p> <p>Check-in iOS App in Kiosk Mode</p> <p>Check-in Android App in Kiosk Mode</p> <p>In-room iOS App in Kiosk Mode</p> <p>In-room Android App in Kiosk Mode</p> <p>Hotel Web Panel Development</p> <p>Admin Web Panel Development</p> <p>API Development</p> | | |
| Sr No. | Features | Details |
| 1 | Project Environment Setup | |
| 2 | Graphics designing | <ul style="list-style-type: none"> App Design Logo Design |

| | | |
|---|---------------------------------------|--|
| | | <ul style="list-style-type: none">web panel design (We will use ready to use admin HTML theme.) |
| 3 | Web services and database development | |
| Application Features (Android, IOS) We are expecting that step 5 would be done by hotels. This way user would never have to remember any password and name of competitor hotels would not appear to customer. | | |
| 4 | Splash Screen | In center logo of the app is displayed. |
| 5 | Tutorial | Walkthrough with image on top and tagline at bottom describing main features of app. user can see next page by swiping. user have option to skip. |
| 6 | Register | User need enter following Details: <ul style="list-style-type: none">NamePhone numberEmail addressPassword User need to accept terms and conditions. User can register using Facebook & Google. |
| 7 | Enter OTP | User's Mobile Number need to be verified. We will send One Time Password to user's registered number. User need to type OTP here. User can resend the OTP. We will use any one third party SMS gateway. |
| 8 | Login | User can login using email address and password. User can login using Facebook & Google. |
| 9 | View Hotels | User based on user's location user can view list of nearby hotel, user can change the location to view hotels near to that location. User can view list of top hotels by ratings. |

| | | |
|----|---------------------------|--|
| | | <p>User can view featured hotel list.(Fetched based on the subscription package type purchased by the hotel)</p> <p>User can search for a particular hotel by name, matching search results will be displayed.</p> <p>User can filter hotels:</p> <ul style="list-style-type: none"> • Rating • Distance from selected location • Services available • Price range • Promotional offers (By hotels) • Availability (Select date & Number of members) |
| 10 | View Hotel Details | <p>User can view all hotel details like</p> <ul style="list-style-type: none"> • Name • Images • Services available • Ratings with all reviews • location on map (Option to navigate using google maps) • Phone number (Option to call using native dialer) • Option to Chat • Option to book |
| 11 | Book Hotel | <p>User can proceed to book a hotel.</p> <p>User needs to select the date; user can select multiple date.</p> <p>User needs to enter the approx. time they will check in. (Optional)</p> <p>User needs to add all the member details.</p> <p>Based on the number of members the number of rooms will be calculated.</p> <p>User can proceed to checkout.</p> |
| 12 | Confirm Booking | <p>User can view the total payable amount with tax.</p> <p>User can apply promocode if available.</p> |

| | | |
|-----------|--|---|
| | | User can proceed to payment. |
| 13 | Payment | <p>User can pay using:</p> <ul style="list-style-type: none"> • Credit card • Debit card <p>We will implement any one payment gateway as per client preference.</p> |
| 14 | My Bookings | <p>User can view the bookings made by them.</p> <p>User can view the booking status.</p> <p>User can view booking details.</p> <p>User can cancel the booking; cancellation charges will apply based on the cancellation time.</p> |
| 15 | Hotel Check In | <p>User can check in into a hotel by scanning the QR code from the booking details screen.</p> <p>The QR code will be available at check in kiosk mode app at the hotel.</p> |
| 16 | Enter Hotel Unique Code (Only if user have not made the booking from the app) | <p>User needs to select the hotel from the list or can search for a hotel.</p> <p>User can add unique code provide by the hotel to get connected to the hotel and access the services provided by the hotel.</p> <p>The user can take the unique code from the hotel while they check-in.</p> <p>A unique code will be linked with more than one rooms in a hotel to avail the service.</p> |
| 17 | Door Lock Access | <p>After check in the user will receive a door lock access key on their app.</p> <p>User can unlock the door using their app, without a physical key. (Using Bluetooth)</p> <p>User can share the lock access with other members.</p> <p>We will implement any one Bluetooth smart lock SDK; the smart lock must be compatible with the</p> |

| | | |
|----|----------------------------------|--|
| | | Bluetooth technology & the hotel door must have smart locks on the door to access this feature. |
| 18 | Live Chat | <p>User will be able to chat with the hotel admin for any issue and requirement.</p> <p>Chat includes:</p> <ul style="list-style-type: none"> • Text • Emoji • Image <p>We will implement any one third party SDK for chat functionality.</p> |
| 19 | View Rooms | <p>If the user have booked more than one rooms then they can view the rooms & can avail a service for more than room.</p> <p>User can select the default room on the home, they can change the room to avail service for that room.</p> |
| 20 | Quick Requests | <p>User will be able to view the list of quick requests items.</p> <p>User can click on that to request that particular item to hotel.</p> |
| 21 | Search Service & Food | <p>User will be able to search for a service, food & reminders.</p> <p>User can use quick tags to search for a service, food, reminders.</p> |
| 22 | Order Food | <p>User will be able to view the menu of the hotel.</p> <p>User can view various cuisine types on the top.</p> <p>User can view following on the list under each cuisine type:</p> <ul style="list-style-type: none"> • Name • Image • Description • Price |

| | | |
|-----------|------------------------|---|
| | | <p>User can search in the menu for an item.</p> <p>User will be able to order food to their room using, user can select multiple items.</p> <p>User can add special instructions for any item.</p> <p>User can order multiple items at a time.</p> <p>User can proceed to pay, user can also select to pay the bill at checkout.</p> |
| 23 | Book Services | <p>User can view the list of the services available in the hotel.</p> <p>User can view the list with following details:</p> <ul style="list-style-type: none"> • Name • Image • Price • Description <p>User can book the service by selecting date & time slot. (Not applicable to all service)</p> <p>User can proceed to pay.</p> |
| 24 | Call front Desk | <p>User can go to call front desk and call them.</p> <p>Native caller with number associated would open.</p> |
| 25 | Guide | <p>User can see popular deals related to nearby place can see here.</p> <p>They can go to details deal to read terms and conditions.</p> <p>User can click on “Purchase Deal” Button and URL associated with that deal would open in browser.</p> <p>Deals related information is based on API we implement.</p> <p>We will implement one API for Guide Deal of your choice.</p> |
| 26 | Dining | <p>User can see popular Dining deals.</p> |

| | | |
|----|----------------------------|--|
| | | <p>They can go to details deal to read terms and conditions.</p> <p>User can click on “Purchase Deal” Button and URL associated with that deal would open in browser. Deals related information is based on API we implement.</p> <p>We will implement one API for Dining Deal of your choice.</p> |
| 27 | My Service Bookings | <p>User can view the list of the service booked by them, user can view the time of the appointment, user can cancel the booking.</p> <p>User can edit the booking time, new request for approval will be sent to hotel admin.</p> |
| 28 | Check Out | <p>User can check out from the application. Hotel admin will be notified for that. Hotel staff will come to room to provide the final bill.</p> <p>User will be able to view the bill.</p> <p>User will be able to pay the bill and proceed to payment, user can also opt to pay at hotel counter.</p> |
| 29 | Total Bill | <p>User can view the bill for all the services they take in the hotel.</p> <p>The bill will be updated as user avails the service. Hotel can additionally charge customer from hotel panel.</p> <p>The user can view the payment status for each service they avail. (Paid/Unpaid)</p> |
| 30 | Pay My Bill | <p>User can proceed to payment to pay the bill.</p> <p>User can choose to pay the bill at front desk.</p> |
| 31 | Rate Hotel | <p>User can rate hotel & the services accessed by them out of 5 stars once they check-out.</p> <p>User can also write comments.</p> |

| | | |
|---|-------------------------|---|
| 32 | Notifications | User would receive push notifications about following: <ul style="list-style-type: none"> • When hotel send notifications • When hotel charge user • Service-related notifications • Admin notifications • Rating notifications • Payment notifications |
| 33 | Edit Profile | User can edit profile details added at the time of registration. They can also change profile picture. They can change account password. |
| 34 | Security | For server to mobile API communication we are going to use REST API with secure tokens. on top of that we do encrypt both request and response using AES Encryption. If you need further more you can purchase SSL certificates and install it on server for more security. |
| 35 | Rate the App | User can rate app. Play store /app store would open with app page. |
| 36 | Share App | User can share app using native share options. |
| 37 | Help & FAQ | Html Page for FAQ. |
| 38 | Terms & Privacy Policy | Html Page for Terms & Privacy Policy. |
| 39 | Contact Us | Send email to registered id. Form contains email, subject, description. |
| 40 | Logout | Logout from the app. |
| Check in Kiosk Mode App (Standalone Device at Hotel) | | |
| 41 | Login | Hotel admin can login using unique code created by hotel admin. |
| 42 | Check In/Create Booking | Customer can do following from the app: <ul style="list-style-type: none"> • Check In • Create Booking |
| 43 | View Rooms | Customers can view the rooms available in the hotel to create a booking. |

| | | |
|---|-----------------------------|--|
| 44 | Book Rooms | Customer can select rooms & add number of members & other required details for booking. |
| 45 | Add Member Details | Customer can add member details to create a booking. |
| 46 | View Booking Details | <p>Once the booking is created the customer can view the transection ID & a QR code generated for the transaction.</p> <p>Customer can scan the QR code to view the booking details.</p> <p>Customer needs to share the transection Id/mobile number at the reception desk to pay for the booking.</p> |
| 47 | Check In | <p>User can check in the hotel by adding their booking ID.</p> <p>User can also check in by scanning the check in QR code from the customer's app, by going to the booking details & click check in by scanning QR code.</p> |
| 48 | Logout | Logout from the app. |
| In Room Kiosk Mode App (Standalone Device at each Hotel rooms) | | |
| 49 | Login | Hotel admin can login using unique code created by hotel admin. |
| 50 | Live Chat | <p>User will be able to chat with the hotel admin for any issue and requirement.</p> <p>Chat includes:</p> <ul style="list-style-type: none"> • Text • Emoji • Image <p>We will implement any one third party SDK for chat functionality.</p> |
| 51 | Quick Requests | User will be able to view the list of quick requests items. |

| | | |
|----|----------------------------------|---|
| | | User can click on that to request that particular item to hotel. |
| 52 | Search Service & Food | <p>User will be able to search for a service, food & reminders.</p> <p>User can use quick tags to search for a service, food, reminders.</p> |
| 53 | Order Food | <p>User will be able to view the menu of the hotel.</p> <p>User can view various cuisine types on the top.</p> <p>User can view following on the list under each cuisine type:</p> <ul style="list-style-type: none"> • Name • Image • Description • Price <p>User can search in the menu for an item.</p> <p>User will be able to order food to their room using, user can select multiple items.</p> <p>User can add special instructions for any item.</p> <p>User can order multiple items at a time.</p> |
| 54 | Book Services | <p>User can view the list of the services available in the hotel.</p> <p>User can view the list with following details:</p> <ul style="list-style-type: none"> • Name • Image • Price • Description <p>User can book the service by selecting date & time slot. (Not applicable to all service)</p> |
| 55 | Check Out | <p>User can check out from the application.</p> <p>Hotel admin will be notified for that.</p> |

| | | |
|--|--------------------------------|--|
| | | <p>Hotel staff will come to room to provide the final bill.</p> <p>User will be able to view the bill.</p> |
| 56 | Total Bill | <p>User can view the bill for all the services they take in the hotel.</p> <p>The bill will be updated as user avails the service.</p> <p>Hotel can additionally charge customer from hotel panel.</p> |
| 57 | Logout | Logout from the app. |
| Hotel Panel (Web Panel) (will use Ready to use HTML template) | | |
| 58 | Login | <p>Hotel admin can login using email & password provided by the admin.</p> <p>The account for the hotel will be created by admin.</p> |
| 59 | Forgot Password | Hotel admin need to enter email address and mail with temporary password would be sent to Hotel's email address. |
| 60 | View Subscription Tires | <p>Once the account is created by the admin.</p> <p>Hotel admin can view the different subscription tires available to access the service.</p> <p>Hotel admin can purchase the subscription package and proceed to pay.</p> <p>We will implement any one payment gateway as per client preference.</p> |
| 61 | Role Based Access | <p>Hotel admin can create sub admin for various departments with following details:</p> <ul style="list-style-type: none"> • Sub admin Name • Sub admin Email • Sub admin Rights <p>Note: Hotel admin can give rights to module with option to let them add, update, delete and view.</p> |

| | | |
|----|--|--|
| | | An email with temporary password would be send to registered email address. |
| 62 | Generate Unique Code | <p>Hotel admin can create a unique code for the customer who have not made the booking from the app.</p> <p>Hotel needs to add booking details:</p> <ul style="list-style-type: none"> • Name of customer • Email • Mobile number • Booking date (can select range) • Room Numbers • Additional Comments <p>Hotel admin can link multiple rooms with a single code.</p> <p>The hotel admin can send unique code via email & SMS to customer.</p> |
| 63 | Mange Rooms | <p>Hotel admin can add, edit, delete hotel rooms. Hotel admin can link smart lock id to each particular hotel room.</p> <p>Smart lock ID will help the customer to open the hotel room using mobile phone.</p> <p>Hotel can view the room status.</p> |
| 64 | Manage Accounts For Check In Kiosk Mode App | <p>Hotel admin can add, edit, delete accounts for check in kiosk mode app.</p> <p>Hotel can activate/deactivate device account.</p> |
| 65 | Manage Accounts For In Room Kiosk Mode App | <p>Hotel admin can add, edit, delete accounts for In room kiosk mode app.</p> <p>Hotel can link each in room kiosk mode app to particular room.</p> <p>Hotel can activate/deactivate device account.</p> |

| | | |
|----|--|--|
| 66 | View Booking From Check In Kiosk Mode App | <p>Hotel admin can view the bookings made by the customers from the kiosk mode app.</p> <p>Hotel can receive payment for the booking and update payment status from the panel.</p> |
| 67 | View Bookings | Hotel can view the bookings made from customer app. |
| 68 | Create A New Booking | Hotel can add a new booking by selecting number of rooms & proceed to add guest details. |
| 69 | Add Guest | <p>Hotel can add customer with following information:</p> <ul style="list-style-type: none"> • Name • Room numbers assigned to them • Contact Number • Email Address |
| 70 | Link m-POS | <p>Hotel can link the m-POS to receive payments via m-POS.</p> <p>We will implement any one m-POS SDK.</p> |
| 71 | Manage Menu | <p>Hotel admin can add, edit, delete menu items.</p> <p>Hotel admin can add items under various cuisines types.</p> |
| 72 | Services | <p>Hotel admin can manage services provided in the hotel.</p> <p>Hotel admin can add service details based on the attribute added by the admin.</p> <p>Hotel admin can add time slots for the services.</p> <p>Hotel admin can block slots for the services, the user will not be able to book the service for that time slot.</p> |
| 73 | Order Requests | <p>Hotel admin can view the requests received from the customer for various services.</p> <p>Hotel admin can accept/reject the service orders.</p> |

| | | |
|-----------|---|--|
| | | Hotel admin needs to select the reason for rejection. |
| 74 | Book Service on Behalf of Customer | Hotel admin can book a service on behalf of the customer if the customer is not comfortable to book any service using mobile device. |
| 75 | Manage Quick Request Items | <p>Hotel admin can view the list of the quick request items added by the super admin.</p> <p>Hotel admin will be able to tick mark the items that they are providing in their hotel, customer will be able to view only those items that ticked marked by the hotel admin.</p> |
| 76 | Quick Requests | Hotel admin will be able to view the items requested by the customer from quick request menu. |
| 77 | Live Chat | <p>Hotel admin can chat with customers for any help & requirements.</p> <p>Customers can ask for services booking on chat, hotel admin will be able to book service on behalf of customer.</p> <p>We will implement any one third party SDK for chat functionality.</p> |
| 78 | Send Notification | Hotel admin will be able to send push notifications to the customer. |
| 79 | Add Additional Charges | Hotel can charge customer for additional services. Hotel can write description and charges. |
| 80 | Manage Promotional Offers | Hotel admin can add, edit, delete promo codes. |
| 81 | Reviews | Hotel admin can view the reviews given by the customers. |
| 82 | Reports | <p>We would provide 5-basic data driven tabular reports as per your business requirement</p> <p>All the reports will be exportable in Excel in tabular format.</p> |
| 83 | My Earning | Hotel can see their daily, weekly, monthly, yearly earning details. |

| | | |
|---|--------------------------------------|---|
| 84 | Profile | Hotel can view profile details. Hotel can edit profile details; request will be sent to admin for approval. Hotel can change account password. |
| 85 | Change Password | Hotel can change password for their login from panel. |
| 86 | Mange Bank Details | Hotel need to enter bank details. All transection would be done with this bank account. |
| 87 | Logout | Hotel can logout from panel. |
| Admin Panel (Web Panel) (will use our own default theme) | | |
| For application related forms and fields should be predefined. From admin panel admin cannot able to manipulate any fields or text for the application dynamically. | | |
| 88 | Login | Admin can login using master email & password. |
| 89 | Dashboard | Admin can see summary of system here. Total users, total hotels, hotels with top reviews. |
| 90 | Kibana Analytics | WE will implement Kibana data visualizer for analytics. Analytical reports can be viewed on the Kibana Dashboard. |
| 91 | Guest Management | Guest management (edit, activate, deactivate, view, delete) |
| 92 | Hotel Management | Hotel management (add, edit, active, deactivate, view, delete) |
| 93 | Manage Subscription Tires for Hotels | Admin can add, edit, delete subscription tiers with: <ul style="list-style-type: none"> • Name • Benefits • Price • Validity • Recurring/Once |
| 94 | Role Based Access | Hotel admin can create sub admin for various departments with following details: <ul style="list-style-type: none"> • Sub admin Name • Sub admin Email • Sub admin Rights <p>Note: Hotel admin can give rights to module with option to let them add, update, delete and view.</p> |

| | | |
|-----|-----------------------------------|---|
| | | An email with temporary password would be send to registered email address. |
| 95 | View Activity Logs | Admin can view the activity logs of different users created using role based access. |
| 96 | Manage Service Categories | Admin can add, edit, delete service categories. Admin can add attributes for the services, these attributes will be filled by the hotel admin wile activating the service for their hotel. |
| 97 | Manage Quick Request Items | Admin can add, edit, delete quick requests items. |
| 98 | Weekly Settlement | Admin can see weekly earning of hotel if payment gateway supports automatic splitting then the amount will be settled automatically else, admin needs to pay the amount manually to the bank account of hotels. |
| 99 | Send Notification | Admin can send push notification to users for announcements. |
| 100 | Reports | We would provide 5-basic data driven tabular reports as per your business requirement All the reports will be exportable in Excel in tabular format. |
| 101 | Manage Page Content | Add, Edit, Remove content of following pages: 1. About us 2. Contact Us 3. FAQ 4. Privacy Policy 5. Terms & Conditions |
| 102 | Logout | Logout from the panel. |
| 103 | Testing | We provide unit testing services for your project as a standard package. <ul style="list-style-type: none"> We check the following during development ensure all the code blocks (paths) in the software are executed and produce the desired results Graphics and user interface is as per the device resolution. App functionality across multiple devices App installation and first time use. |

| | |
|-----|---|
| | <ul style="list-style-type: none"> • All Business logic works as per intend |
| 104 | <p>Deployment</p> <p>App store Deployment We will help client upload apps in google play store and apple store. we will add all details in console. Client need to provide some details if required.</p> <p>Server Deployment One-time basic server setup with below configuration using Amazon Web Services</p> <ul style="list-style-type: none"> • This will be Linux instance on EC2 hosting server • We will install latest Ubuntu on server • EC2 instance will have 1 GB RAM and 30 GB hard disk <ul style="list-style-type: none"> ○ (You can increase RAM and Hard Disk as per your requirement in future, totally scalable) • We will install all application & website required software on this server (One time only) • We will setup MYSQL community version on RDS server. • This RDS server will run with 1 GB RAM and 20 GB hard disk <ul style="list-style-type: none"> ○ (You can increase RAM and Hard Disk as per your requirement in future, totally scalable) • RDS Database have their own auto backup facility on daily basis, they kept last 30 days snapshot of DB • If client want, they can install SSL certificates on server our platform will support that • If client want add load balancer and autoscaling they can enable that and our platform will support that • Client need to pay for AWS Server. |
| 105 | <p>App store Optimization Following activity will be performed once development is complete</p> <p>Keyword Research Keyword Research is the most important factor of App Store Optimization. Keywords will boost the visibility of your app in both app stores. We will analyze competitive apps and research on the list of relevant keywords for your application. A number of keywords will be reduced and provide you the final list of relevant selected keywords.</p> |

App Name Improvement

Your App name is the first thing seen by your targeted audience after your app icon. We will suggest you changes in a name of the app with keyword and your brand name. As keyword and brand name both are the things users search on app stores to find relevant apps. Improved app name will boost visibility, increase downloads and reviews for your application.

Unique App Description

App description must be well written and describe the main idea of your app. It must be written unique and in a creative way. With proper app description, an app will be identified easily on app stores by targeted audience. We will implement keywords as per the requirement in your app description to use more visibility in the search result of app stores.

Creative App Icon

App Icon plays an important role in App Store Optimization. Our suggestion is to add your Brand logo as your app icon so that users can easily identify your app. It will help us to increase the number of app downloads and reviews on both app stores. To make your app stand out of the apps listed in the search result, we will review competitor's app icons and try to create something unique and appealing.

Screenshots/Video Suggestion and Optimization

Your app should have a strong visual presence to convince users to download. We will take maximum screenshots of your app functionality and features. We will also suggest you, to create a video for your application. You can create a trailer of the app with your app idea and promote it on both app stores. It will help users to get an idea about your app performance and features

Note: client need to provide video.

Project Cost Bifurcation

| Sr. No. | Tasks | Total Cost (USD) |
|------------|-----------------------------------|------------------|
| 1 | Graphic Design | 3000 |
| 2 | Native Android App Development | 14750 |
| 3 | Native iOS App Development | 14750 |
| 4 | API & Web Admin Panel Development | 12000 |
| 5 | Testing & Deployment | Free |
| Total Cost | | USD 44,500 |

- This quote is valid for 2 weeks from the proposal date.
- This quote is exclusive of licensing cost of any third-party application and hosting.
- Quote will vary according to scope alteration
- Client will bear the cost if any paid APIs are to be integrated

Timeline: 11 Months after completion of (graphic designs*(It will take 2 weeks but depend on client response

After go-live Free Technical Support duration: 3 months (for only bugs solving)

Project Milestone

| Sr. No. | Tasks | Total Cost (USD) |
|------------|---------------------------------------|------------------|
| 1 | Advance Payment | 17800 |
| 2 | Graphic Design Milestone | 8900 |
| 3 | iOS App Prototype Milestone | 3337 |
| 4 | Android App Prototype Milestone | 3337 |
| 5 | 50% App Completion Milestone | 6676 |
| 6 | 100% App Completion before deployment | 4450 |
| Total Cost | | USD 44,500 |

Engagement Resources

| Sr. No | Team | Number of Resources | Experience |
|--------|------------------------|---------------------|------------|
| 1 | Project manager | 1 | 7+ |
| 2 | Sr. Android Developer | 1 | 4+ |
| 3 | Sr. iOS Developer | 1 | 4+ |
| 4 | Sr. Back-end Developer | 1 | 4+ |
| 5 | QA expert | 1 | 7+ |
| 6 | Sales Manager | 1 | 4+ |
| 7 | Technical Analyst | 1 | 4+ |
| 8 | Graphic Designer | 1 | 4+ |

Statement of Confidentiality

©

The data contained herein shall not be disclosed, duplicated, or used in whole or in part for any purpose other than to evaluate the proposal, provided that if a contract is awarded to this offer as a result of, or in connection with, the submission of these data, the propose shall have the right to duplicate, use or disclose the data to the extent provided in the agreement. This restriction does not limit the right to use information contained in the data if it is obtained from another source without restriction.

Security

The proposal contained herein is proprietary to Hyperlink Infosystem and may not be used, reproduced or disclosed to others except as specifically permitted in writing by Hyperlink Infosystem. The recipient of this document, by its retention and use, agrees to protect the same and the information contained therein from loss or theft.

Confidentiality

Nothing in this documents grants to Hyperlink Infosystem any right or license to disclose or use any of this project's financial, statistical, customer, or personnel data or business plans or intentionally memorize this project's nonpublic information for the purpose of retaining and subsequently using or publishing it or disseminating it to a third party. Specifically, under no circumstances may Hyperlink Infosystem sell source codes, drawings, and other items created pursuant to this document to a third party

Proprietary Rights

Hyperlink Infosystem agrees that all designs, plans, specifications, drawings, source codes, and other information or items produced by Hyperlink Infosystem while performing services under this document will be assigned to client as its sole and exclusive property. In the event that client is not satisfied with the deliverables created pursuant to this document and refuses to pay, Hyperlink .Infosystem does not have to assign them over to Client

This Agreement is the final, complete and exclusive agreement of the parties with respect to the subject matters hereof and supersedes and merges all prior discussions between the parties with respect to such subject matters. No modification of or amendment to this Agreement, or any waiver of any rights under this Agreement, will be effective unless in writing and signed by Service Provider and Buyer. The terms of this Agreement will govern all Projects and services undertaken by Service Provider for Buyer. In the event of any conflict between this Agreement and the express written terms of an agreement applicable to an engagement, the express written terms of such agreement will govern, but only to the extent and with respect to the services set forth therein.

IN WITNESS WHEREOF, the parties have caused this Agreement to be approved by their duly authorized representatives and executed and delivered in accordance with the Project scope of work above, with the intention of becoming legally bound hereby.

Mr. Nasser Alessa

Mr. Abdullah Alogaily, CEO

Company Name: CodeCube
Date:

Company Name: CodeCube Date:
07/22/2020