



**DELIVERING
BEAUTIFUL
EXPERIENCES.**

Project Proposal: Coming Ordering & Delivery App Development (Version 2)

Client: Mr. Abdullah Aloqaily

Delivered On: 26th May, 2020

Submitted By: Hardik

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.	Project Specification	16
XII.	Timeline: 4.5 Months (Client will provide the Graphic Design's)	42
XIII.	Project Milestone	42
XIV.	Engagement Resources	43
XV.	Statement of Confidentiality	44

Executive Summary

To Mr. Abdullah,

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,

Hardik

Hyperlink Infosystem

E: sales@hyperlinkinfosystem.com

Achievement of your Objectives

Our Unique Selling Point (USP):

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.

Sincerely

Hardik

Hyperlink is an established Software development & IT Consultant with development centers in India having its presence around the Globe. We have best professional employees working with us. Hyperlink has served clients from various countries and has played crucial part in their success. Hyperlink InfoSystem do not have any refund policy. Hyperlink Info System also provides long term maintenance, support, outsourced quality assurance, system administration, documentation and many more services. Please visit www.hyperlinkinfosystem.com for more details.

* This excludes delay caused due to change in scope, political, cultural, physical, environmental & social situations, unforeseen technical/ logistical challenges, unanticipated defects/ issues or any unavoidable circumstances. We'll inform you of the new delivery dates in such cases.

Approvals & Revisions

Approvals

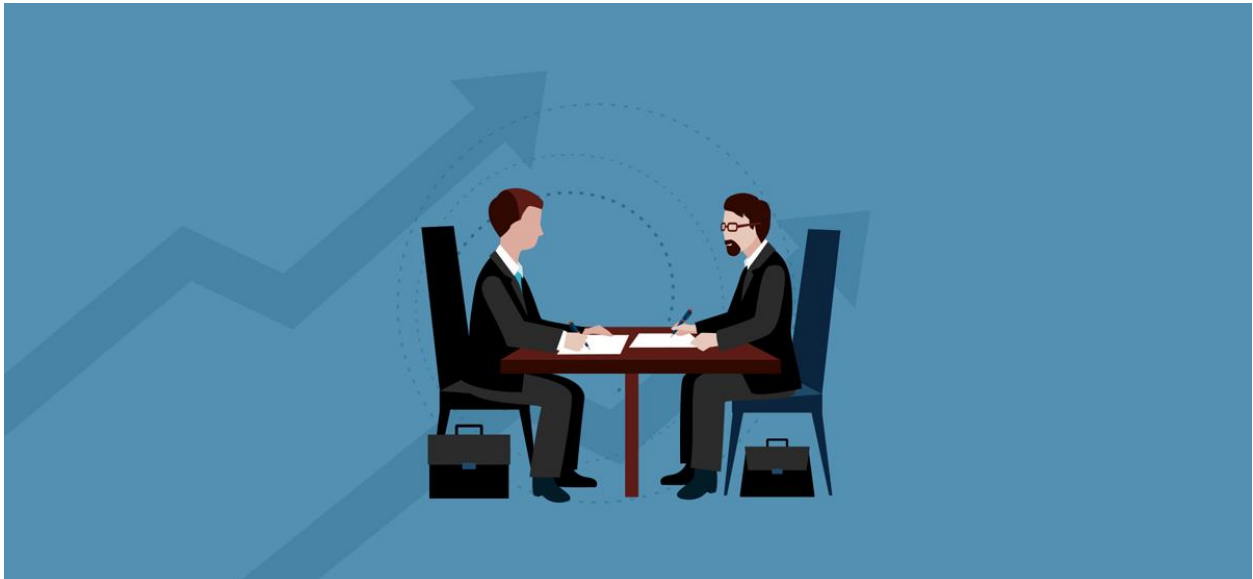
	Name	Date
Prepared by	Hardik	05/22/2020

Revision history

Name	Date	Reason for changes	Version
Hardik	05/26/2020	Scope Update	II

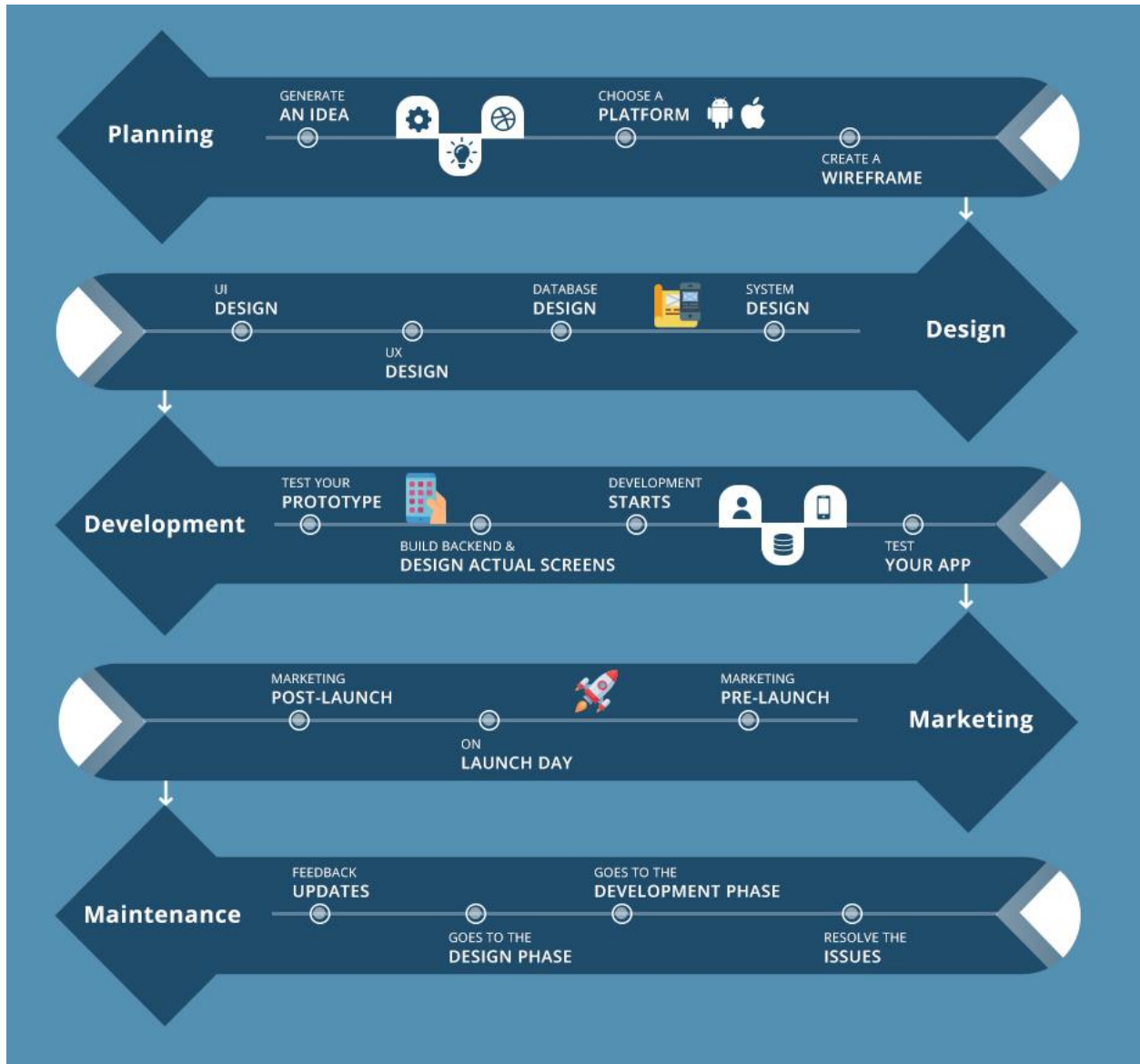
Understanding & Feedback

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:

ROLE	RESPONSIBILITY
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

- 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.



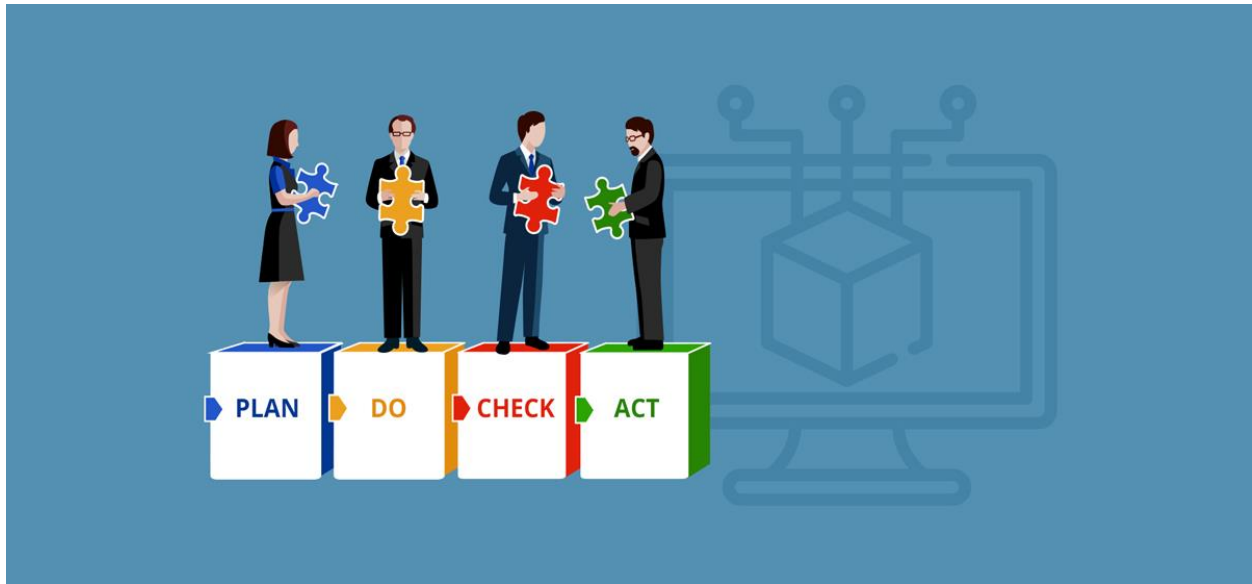
Project Execution

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.

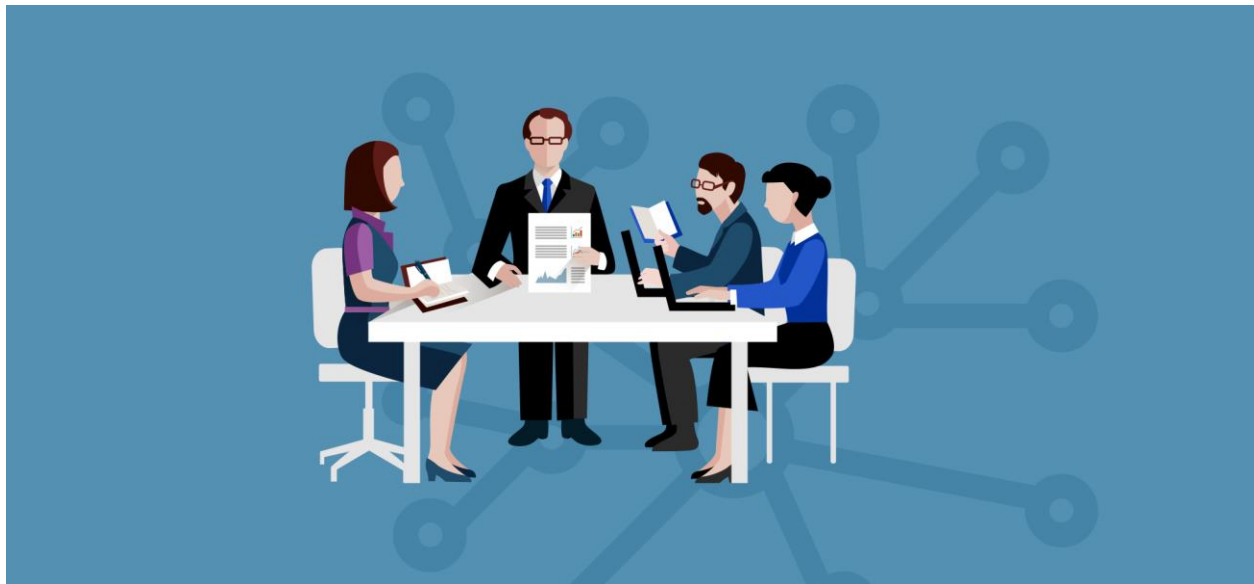
Quality & Defect Management

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.

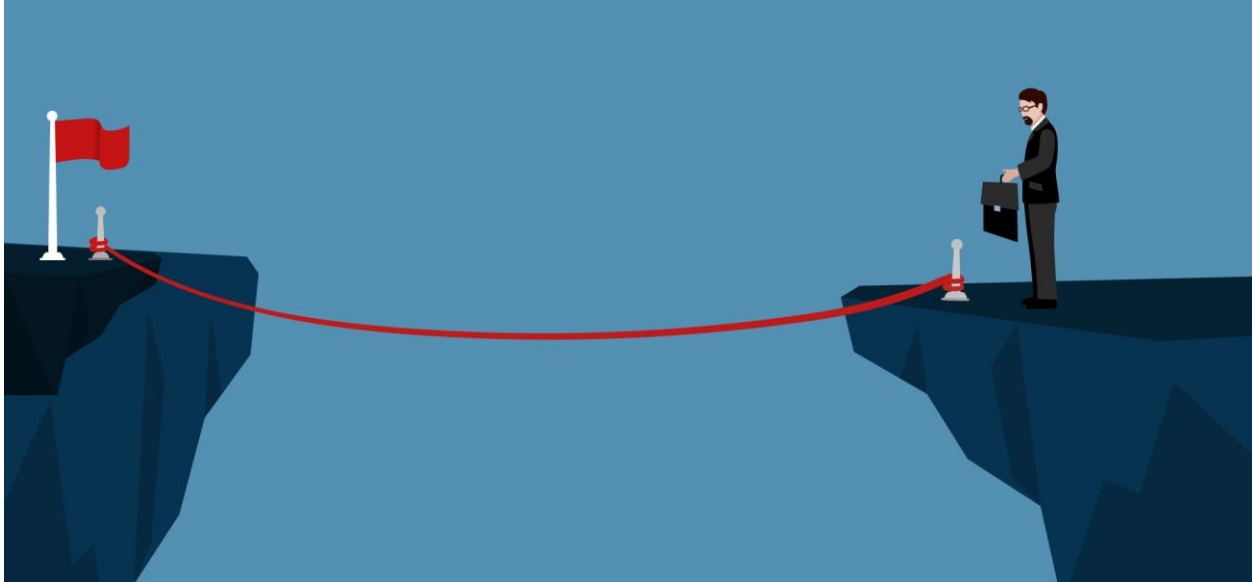
Communication Management

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: Coming Ordering & Delivery App

IOS 12.0 to 13.0, Swift using Xcode

Android 6.0 to 10.0, Java/Kotlin using Android Studio

API : NodeJS v10.16 With express framework

Web portal : PHP With CodeIgniter HMVC v3.1.10 with PHP v7.2

Database: MySQL / MongoDB

API: Json format

Portrait support

Tablet & iPad Support

IOS supported Devices: 6, 6S, 6 Plus, 6S Plus, 7, 7 Plus, 8, 8 Plus, X, XS Max, XR, 11, 11 Pro, 11 Pro Max

Web backend Supported browsers:

Mozilla Firefox : Min 60.0 to Max 75.0 version

Google Chrome : Min 65.0 to Max 81.0 version

Internet Explorer : 11.0 and edge browser

Apple Safari : Min 11 to Max 13.0 version

Language : English, Arabic

Deliverables

Customer Android App

Customer IOS App

Driver Android App

Driver IOS App

Merchant Android App

Merchant iOS App

Merchant Functional Website

Admin Panel

API Development

Client need to provide all screen design to developer. Please note Hyperlink Infosystem will not have any graphic Designer in project.

Sr No.	Features	Details
1	Project Environment Setup	
2	Graphics designing	<ul style="list-style-type: none"> Website Design

		<ul style="list-style-type: none">Web panel design (We will use ready to use admin HTML theme.)
3	API and database development	
Customer Side App Features		
4	Splash Screen	In center logo of the app is displayed.
5	Login	User can login mobile number and OTP. User can skip login.
6	Enter OTP	User's Mobile Number need to be verified. We will send One Time Password to user's register number. User need to type OTP. User can resend OTP. We will use any one third party SMS gateway for this.
7	Home	User can view promotional banners at top in slider. On click of promotional banner, user will be redirected to merchant details page. User can click on the map icon at top, to pick a different delivery location from the map, and the merchant list will be updated based on the new location (With in 10 km range). User can view various store category on the home screen. User can use personal shopper for customized shopping. User can see sponsored merchant list first above then the nearest merchants. User can view list of merchants with following details. <ul style="list-style-type: none">NameRating

		<ul style="list-style-type: none"> • Image • Distance • Category • Merchant status <p>User can search for a merchant. User can apply Category filters on the list.</p>
8	Search Merchant	<p>User can search for a merchant.</p> <p>User can view following details on the list:</p> <ul style="list-style-type: none"> • Name • Rating • Image • Distance • Category • Merchant status <p>User can apply Category filters on the list.</p>
9	Select Location	<p>User can select their location from map.</p> <p>User's current location will be default selected on map.</p> <p>If the app does not serve under the user's selected location then the customer can pick another location.</p> <p>WE will implement google maps for location selection.</p>
10	Personal Shopper	<p>User can add personal shopper request with following details:</p> <ul style="list-style-type: none"> • Store name • Order details • Store location <p>User can pick up location from map.</p>

		We will implement google maps for location selection.
11	Merchant Details	<p>User can view the merchant details:</p> <ul style="list-style-type: none"> • Banner • Name • Image • Distance • Status (Open/Closed) • Category • Rating <p>User can view the menu:</p> <ul style="list-style-type: none"> • Image • Name • Price <p>User can add item to cart with quantity. User can select size & extras if available.</p> <p>User can filter the categories. User can search by the product name or category name.</p> <p>User can view cart at top with number of item badges. User can navigate to cart. User can redirect back to home.</p>
12	Product Details	<p>User can view following product details:</p> <ul style="list-style-type: none"> • Product image • Name • Price • Category • Size (With price) • Extras (With price) (Up to 15 only) • Option to add or subtract quantity • Total calculated price based on product price, size, extras

13	My Orders	<p>User can see their Current and Previous orders.</p> <p>List contains following details:</p> <ul style="list-style-type: none"> • Merchant Image • Merchant name • Price • Order date & time • Order Status (with Number of offers) <p>User can view order details & payment receipt.</p>
14	View Offers	<p>User can view offers from the driver.</p> <p>The list contains following details:</p> <ul style="list-style-type: none"> • Name • Image • Rating • Distance • Offer Price • Estimated delivery cost • Delivery cost offered • Estimated Arrival Time • Option to accept offer • Option to reject offer
15	Cart	<p>User can see all items in cart with following details:</p> <ul style="list-style-type: none"> • Quantity • Item Name • Description (size - extras) • Price (Quantity calculated price) • Option to increase/decrease quantity or remove item. <p>User can add note for the merchant.</p> <p>User can apply promocode to avail discount.</p> <p>User can view price break down with estimated delivery price & tax price.</p> <p>User can proceed to checkout.</p>

		User can place order from one store at a time.
16	Check out	User can check out with following details: <ul style="list-style-type: none"> • Address • Delivery instructions • Payment
17	Add Address	User can view the delivery location selected on the map. User can add the complete delivery address.
18	Delivery Instructions	User can add text delivery instructs for the driver. User can proceed to payment.
19	Payment	User can pay using following: <ul style="list-style-type: none"> • Credit card • Debit card • STC Pay <p>We will implement any one payment gateway as per your preference which supports all the required payment modes.</p>
20	Order Receipt	Once order is placed user can view the order receipt with following details: <ul style="list-style-type: none"> • Timer for order confirmation • Order status (Received/Preparing/On the way) • Order Id (Option to copy) • Price breakdown <p>Option to track order. Option to contact admin for order issue.</p>
21	Track Order	Once order is picked up by the driver from the merchant user can track the driver on the map. User can see following details: <ul style="list-style-type: none"> • Driver Image • Driver Name • Option to chat

		<ul style="list-style-type: none"> • Option to call (Using native dialer) • Rating • Estimated deliver time <p>Note: driver need to keep app open and have active internet and GPS connection.</p> <p>WE will implement google maps for location selection.</p>
22	Chat with Driver	<p>User chat with driver.</p> <p>Chat contains:</p> <ul style="list-style-type: none"> • Text • Image • Emoji • Message time <p>We will implement any one third party SDK for chat functionality.</p>
23	Rate Order	<p>User can rate experience with Merchant & Driver of 5 stars once the order is delivered.</p>
24	Notifications	<p>User will have push notifications mainly in following scenario:</p> <ul style="list-style-type: none"> • Order related notifications: <ul style="list-style-type: none"> ○ Orders Delivery offers ○ Delivery Order Received ○ Delivery Order Prepared ○ Delivery Order on The Way • Merchant and Delivery Rating notification • Admin notifications
25	Side Menu	<p>User will navigate to following using side menu:</p> <ul style="list-style-type: none"> • Referral Code • Account • Payment Options • Invoices (numbers as badge) • Support • Settings

		<ul style="list-style-type: none"> • Privacy Policy • Logout
26	Refer A Friend	User can refer a friend using their referral code. User can share code using native share option.
27	Edit Account Details	<p>User can edit account details.</p> <ul style="list-style-type: none"> • Name • Email <p>User can not edit mobile number, mobile number should be unique for each user.</p>
28	Manage Payment Options	<p>User can view following payment options:</p> <ul style="list-style-type: none"> • Credit Cards • Account Credits • Redeem Voucher
29	Credit Card	<p>User can view saved cards, user can add new card, user can remove a card.</p> <p>Card details will be based on the payment gateway selected by the client.</p> <p>We will implement any one payment gateway as per client's preference.</p>
30	Account Credits (Wallet)	<p>User can view the available account credits. User can view the debited & credited transaction history on the account.</p> <p>User can proceed to add money to wallet.</p> <p>User can add money and proceed to pay.</p> <p>We will implement any one payment gateway as per client's preference.</p>
31	Redeem Voucher	User can redeem a voucher to add credits to the account.

		<p>User can add the voucher code & proceed to redeem.</p> <p>User can view the voucher details.</p>
32	Invoices	<p>User can view the invoices of previously placed order.</p> <p>The invoice list contains:</p> <ul style="list-style-type: none"> • Merchant name • Order Id • Date of order <p>User can click on the list to view invoice receipt.</p>
33	Support	<p>User can contact admin using:</p> <ul style="list-style-type: none"> • Chat • Call (using native dialer) • My tickets
34	My Tickets	<p>User can view the tickets raised & the resolve status.</p>
35	Chat with Admin	<p>User can start a chat with admin for any order related queries.</p> <p>Chat contains:</p> <ul style="list-style-type: none"> • Text • Image • Emoji • Message time <p>We will implement any one third party SDK for chat functionality.</p>
36	Settings	<p>User can turn notifications On /Off.</p> <p>User can change app language.</p>
37	Security	<p>For server to mobile API communication we are going to user REST API with secure tokens.</p>

		<p>on top of that we do encrypt both request and response using AES Encryption.</p> <p>If you need further more you can purchase SSL certificates and install it on server for more security.</p>
38	Terms & Privacy Policy	Html Page for Terms & Privacy Policy.
39	Logout	Logout from the app.
Merchant App Features		
40	Login	Merchant can login using email and password provided by the admin.
41	Forgot Password	Merchant needs to add email address, mail with password rest link will be shared to merchant's email.
42	Orders	<p>Merchant can view orders on the home screen.</p> <p>The list contains following details:</p> <ul style="list-style-type: none"> • Order id • Total Items with customer name • Pickup time <p>Merchant can view orders under following sections with numbers badge:</p> <ul style="list-style-type: none"> • New • Progress • Ready
43	Order Details	<p>Merchant can view following details:</p> <ul style="list-style-type: none"> • Order Id • Pickup time • Customer name • Order items (Name, price, description, additional notes) • Price breakdown • Option to Reject • Option to confirm order

44	Side Menu	<p>Merchant will navigate to following using side menu:</p> <ul style="list-style-type: none"> • Orders • Manage Menu • Request Order • History • Settings • Logout
45	Manage Menu	<p>Menu contains two tabs:</p> <ul style="list-style-type: none"> • Items • Extras <p>Merchant can add new item.</p>
46	Items List	<p>Merchant can view items under different category.</p> <p>Item list contains following details:</p> <ul style="list-style-type: none"> • Name • Price <p>Merchant can take following actions on item:</p> <ul style="list-style-type: none"> • Make out of stock • Edit item
47	Option List	<p>Merchant can view list of option under different category.</p>
48	Request Order	<p>Merchant can create a order for customer.</p> <p>Merchant Details:</p> <ul style="list-style-type: none"> • Name • Address • Merchant can locate restaurant location on map • Mobile number <p>Customer Details:</p> <ul style="list-style-type: none"> • Name • Mobile number • Address

		<ul style="list-style-type: none"> • Merchant can locate customer location on map • Notes
49	Order Receipt	<p>Once order is placed merchant can view the order receipt with following details:</p> <ul style="list-style-type: none"> • Timer for order confirmation • Order status • Order Id (Option to copy) • Price breakdown <p>Option to track order. Option to contact admin for order issue.</p>
50	Track Order	<p>Once order is picked up by the driver from the merchant user can track the driver on the map.</p> <p>User can see following details:</p> <ul style="list-style-type: none"> • Driver Image • Driver Name • Option to chat • Option to call (Using native dialer) • Rating • Estimated deliver time <p>Note: driver need to keep app open and have active internet and GPS connection.</p> <p>WE will implement google maps for location selection.</p>
51	History	<p>Merchant can view order history:</p> <ul style="list-style-type: none"> • Customer name • Status • Price • Order date & time • Order ID
52	Settings	<p>User can turn notifications On /Off.</p> <p>User can change app language.</p>

53	Security	<p>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.</p> <p>If you need further more you can purchase SSL certificates and install it on server for more security.</p>
54	Terms & Privacy Policy	Html Page for Terms & Privacy Policy.
55	Logout	Logout from the app.
Merchant Website Features		
56	Login	Merchant can login using email and password provided by the admin.
57	Forgot Password	Merchant needs to add email address, mail with password reset link will be shared to merchant's email.
58	Orders	<p>Merchant can view orders on the home screen.</p> <p>The list contains following details:</p> <ul style="list-style-type: none"> • Order id • Total Items with customer name • Pickup time <p>Merchant can view orders under following sections with numbers badge:</p> <ul style="list-style-type: none"> • New • Progress • Ready
59	Order Details	<p>Merchant can view following details:</p> <ul style="list-style-type: none"> • Order Id • Pickup time • Order items (Name, price, description, additional notes) • Price breakdown • Option to Reject • Option to confirm order

60	Navigation Bar	<p>Merchant will navigate to following using nav bar:</p> <ul style="list-style-type: none"> • Orders • Manage Menu • Request Order • History • Settings
61	Manage Menu	<p>Merchant can add, edit, delete and view categories.</p> <p>Merchant can add, edit, delete and view Items.</p> <p>Merchant can add, edit, delete and view extras.</p>
62	Manage List	<p>Merchant can view items under different category.</p> <p>Item list contains following details:</p> <ul style="list-style-type: none"> • Name • Price <p>Merchant can take following actions on item:</p> <ul style="list-style-type: none"> • Make out of stock • Edit item • Remove item
63	Add Category	<p>Merchant can add category with following details:</p> <ul style="list-style-type: none"> • Image • Category • Description
64	Add Item	<p>Merchant can add item with following details:</p> <ul style="list-style-type: none"> • Image • Item name • Price • Description • Multiple Size (Type & Price) • Multiple Additions (Type & Price) • Select category <p>All the items will have same order flow & attributes.</p>
65	Request Order	<p>Merchant can create a order for customer.</p>

		<p>Merchant Details:</p> <ul style="list-style-type: none"> • Name • Address • Option to pick location from map • Mobile number <p>Customer Details:</p> <ul style="list-style-type: none"> • Name • Mobile number • Address • Option to pick location from map • Notes
66	Order Receipt	<p>Once order is placed merchant can view the order receipt with following details:</p> <ul style="list-style-type: none"> • Timer for order confirmation • Order status • Order Id (Option to copy) • Price breakdown <p>Option to track order. Option to contact admin for order issue.</p>
67	Track Order	<p>Once order is picked up by the driver from the merchant user can track the driver on the map.</p> <p>User can see following details:</p> <ul style="list-style-type: none"> • Driver Image • Driver Name • Option to chat • Rating • Estimated deliver time <p>Note: driver need to keep app open and have active internet and GPS connection.</p> <p>WE will implement google maps for location selection.</p>
68	History	<p>Merchant can view order history:</p>

		<ul style="list-style-type: none"> • Customer name • Status • Price • Order date & time • Order ID
69	Settings	User can change website language.
70	Terms & Privacy Policy	Html Page for Terms & Privacy Policy.
71	Logout	Logout from the website.
Driver App Features		
72	Splash Screen	In center logo of the app is displayed.
73	Login	Driver can login using email and password provided by the admin.
74	Forgot Password	Driver needs to add email address, mail with password rest link will be shared to merchant's email.
75	Home	<p>Driver can view the map with their current location.</p> <p>Driver can view today's earnings, Upcoming orders.</p> <p>Driver can turn service On / Off.</p> <p>Driver can view inbox for messages.</p> <p>We will implement google maps for map interface.</p>
76	Special Offers	<p>Driver can view the list of offers with following details:</p> <ul style="list-style-type: none"> • Merchant Image • Merchant Name • Offer received time • Status (Accepted / Refused) • Distance to pickup • Distance to delivery
77	Offer Details	<p>Driver can view the offer details in a chat thread:</p> <ul style="list-style-type: none"> • Description

		<ul style="list-style-type: none"> Image <p>Driver can call customer using native share option.</p> <p>Driver can view location on map.</p> <p>Driver can confirm if they are ready to deliver the order.</p> <p>Driver can chat with customer once they customer accept offer.</p> <p>Driver can upload receipt once they arrive at store.</p> <p>Driver can confirm once they pickup item from store.</p> <p>Driver can confirm once they arrive at customer's location.</p> <p>Driver can complete the delivery.</p>
78	Upload Receipt	<p>Driver can upload receipt with following details:</p> <ul style="list-style-type: none"> Upload receipt Add Amount driver paid Price breakdown
79	Send Offer	<p>Driver can view the order details on map.</p> <ul style="list-style-type: none"> Current location Pickup location Delivery location <p>Driver can view merchant address with distance.</p> <p>Driver can view user's address with distance.</p> <p>Driver can add delivery cost & send offer to user.</p>
80	Inbox	<p>Driver can view chat list with following details:</p> <ul style="list-style-type: none"> Name Image

		<ul style="list-style-type: none"> • Last message • Unread message count <p>Driver can click on list to open chat list.</p>
81	Chat with User	<p>Driver can chat with user.</p> <p>Chat contains:</p> <ul style="list-style-type: none"> • Image • Text • Emoji • Msg time <p>We will implement any one third party SDK for chat functionality.</p>
82	Order Request	<p>Driver can view order details:</p> <ul style="list-style-type: none"> • Delivery time • Earning • Merchant name • Option to accept • Option to decline <p>Driver can view the request countdown timer, so the request will be disappear if the counter reaches 0, so the driver needs to accept the request before the counter reaches 0.</p> <p>Driver can view merchant, customer & their location on map.</p>
83	Order Path	<p>Driver can view the order path for the request.</p> <p>Pick up details:</p> <ul style="list-style-type: none"> • Pickup time • Merchant name • Address <p>Driver can view the delivery details only after the accepting order from the merchant.</p>

		<p>Delivery details:</p> <ul style="list-style-type: none"> • Delivery time • Customer name • Address
84	Pickup Details	<p>Driver can view the pickup details.</p> <ul style="list-style-type: none"> • Pickup time • Merchant name • Address • Option to call merchant • Order details with items & total price • Option to navigate. <p>Driver can contact admin for help.</p> <p>We will open google maps application for navigation option.</p>
85	Delivery Details	<p>Driver can view the delivery details.</p> <ul style="list-style-type: none"> • Delivery time • Customer name • Address • Option to call customer • Option to chat • Delivery notes • Order details with items & total price • Option to navigate. <p>Driver can contact admin for help.</p> <p>We will open google maps application for navigation option.</p>
86	Rating	<p>Driver can view the earnings from the order.</p> <p>Driver can rate their experience out of 5 stars.</p>
87	Notifications	<p>User will have push notifications mainly in following scenario:</p> <ul style="list-style-type: none"> • Order notification

		<ul style="list-style-type: none"> • Admin notification
88	My Account	<p>Driver can view account details:</p> <ul style="list-style-type: none"> • Name • Image • Email • Rating • Documents • Payment • Information <p>Driver can edit account details.</p>
89	Information	<p>Driver can edit information:</p> <ul style="list-style-type: none"> • Name • Document Id Number • Expiry date • Bank Name • IBAN Bank Account Number
90	Payments	<p>Driver can add payment details to receive payments.</p> <p>WE will implement any one payment gateway as per client's preference.</p>
91	Edit Account	<p>Driver can edit account details.</p> <ul style="list-style-type: none"> • Image • Name <p>Driver can change account password.</p>
92	Change Password	Driver can change account password.
93	Documents	<p>Driver needs to upload following documents:</p> <p>Driver:</p> <ul style="list-style-type: none"> • Driving License • Driver Photo • Saudi ID (Document ID) / Iqama For foreigners <p>Vehicle:</p>

		<ul style="list-style-type: none"> • Vehicle Registration • Vehicle Insurance • Legal Agreements
94	Upload Document	Driver can upload document image from gallery or camera.
95	Side Menu	<p>Driver will navigate to following using side menu:</p> <ul style="list-style-type: none"> • Earnings • Support • Language • Logout
96	Earnings	<p>Driver can view the earnings. Driver can select date from the calendar the view earning for that date.</p> <p>Delivery</p> <ul style="list-style-type: none"> • Orders • Total • Balance • Deducted <p>Requests</p> <ul style="list-style-type: none"> • Cash • Credit • To be paid <p>Driver can pay now to request transfer of amount to their account. Driver can view credited/ debited transection history.</p>
97	Invoices	<p>User can view the invoices of previously placed order.</p> <p>The invoice list contains:</p> <ul style="list-style-type: none"> • Merchant name • Order Id • Date of order

		User can click on the list to view invoice receipt.
98	Support	User can contact admin using: <ul style="list-style-type: none"> • Chat • Call (using native dialer)
99	Chat with Admin	Driver can start a chat with admin for any order related queries. Chat contains: <ul style="list-style-type: none"> • Text • Image • Emoji • Message time We will implement any one third party SDK for chat functionality.
100	Change Language	User can change app language.
101	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.
102	Terms & Privacy Policy	Html Page for Terms & Privacy Policy.
103	Logout	Logout from the app.
Admin Panel (Web Panel) (We will use ready to use admin HTML 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. All basic reports would be sortable and searchable with option to download report in excel format.		
104	Login	Admin can login using master email & password.
105	Dashboard	Admin can view total users, total merchants, total drivers, total active orders.
106	User management	Admin can edit, delete, activate, deactivate, view users.

107	Manage Merchants	<p>Admin can add, edit, delete, activate, deactivate, view merchants.</p> <p>On signup the merchants will be deactivated by default, admin needs to activate from the admin panel, activation request will be automatically sent to admin.</p>
108	Manage Drivers	<p>Admin can add, edit, delete, activate, deactivate, view drivers.</p> <p>Admin can view drivers on map.</p> <p>On signup the drivers will be deactivated by default, admin needs to activate from the admin panel, activation request will be automatically sent to admin.</p>
109	Traffic Management	Admin can view the live active orders & ready to deliver orders, so the admin can manage traffic in rush hours.
110	Orders	<p>Admin can see all orders with live status from admin panel.</p> <p>Admin can filter those order based on all status.</p>
111	Offers Management	<p>Admin can add, edit, delete offer banners.</p> <p>Admin can link a banner to a merchant. (Optional)</p>
112	Coupon Management	<p>Admin can create coupon from admin panel</p> <p>They can add coupon using</p> <ul style="list-style-type: none"> • Coupon code • Flat discount or percentage-based discount
113	Manage Commission percentage	Admin can manage commission for each merchant from panel.
114	Settings	<p>Admin can set price for fees from admin panel in percentage.</p> <p>Admin can also manage:</p> <ul style="list-style-type: none"> • Tax price • Estimated delivery time per km • Estimated delivery price per km

		<ul style="list-style-type: none"> • Merchant search radius based on user's location (Default 10 – can be changed)
115	Weekly Settlement	Admin can see total earning for merchant & driver from admin panel and pay them manually.
116	Send Notification	Admin can send push notification to user & merchants for announcements.
117	Reports	We would provide 5-basic reports as per your business requirement
118	Manage Page Content	Add, Edit, Remove content of following pages: <ol style="list-style-type: none"> 1. About us 2. Contact Us 3. FAQ 4. Privacy Policy 5. Terms & Conditions
119	Logout	Logout from the panel.
120	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. • All Business logic works as per intend 	
121	Deployment 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. Server Deployment One-time basic server setup with below configuration using Amazon Web Services <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 • We have not setup load balancer or auto scaling at this stage, in future you can do it. • If client want they can install SSL certificates on server our platform will support that • If client want add load balancer and autoscalling they can setup that and our platform will support that • Client need to pay for AWS Server.
122	<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> <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.</p> <p>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</p>

	<p>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.</p> <p>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.</p> <p>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.</p>
123	<p>Pending Screens:</p> <ul style="list-style-type: none"> • Forgot password • My Tickets

** Please note: We have considered above features based on our communication please read above features if you find any features missing let us know before signing the contract. The project estimation may vary with any additional features added later. Any feature which is not mentioned in this sheet, no matter discussed over call or emails but not mentioned above will still be considered as a new work. Each language takes extra USD 250. iOS & Android: No Dark Mode support.*

Project Cost Bifurcation

Sr. No.	Tasks	Total Cost (USD)
1	Native Android App Development	10850
2	Native iOS App Development	10850
3	API & Web Admin Panel Development	6300
4	Testing & Deployment	Free
Total Cost		USD 28,000

- This quote is valid for 2 Week 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: 4.5 Months (Client will provide the Graphic Design's)

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

Project Milestone

Sr. No.	Tasks	Total Cost (USD)
1	Advance Payment	8400
2	iOS App Prototype Milestone	5600
3	Android App Prototype Milestone	5600
4	50% App Completion Milestone	5600
5	100% App Completion before deployment	2800
Total Cost		USD 28,000

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	2	4+
5	QA expert	1	7+
6	Sales Manager	1	4+
7	Technical Analyst	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.

Code of Conduct

We, in our dealings, are self-regulated by a code of conduct. We request your support in helping us adhere to the code in letter and spirit. We request that any violation or potential violation of the code by any person be promptly brought to the notice of management of Hyperlink Infosystem. All communication received in this regard will be treated and kept as confidential.

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.

Breach & Equitable Remedies

Hyperlink Infosystem agrees that a violation of the confidentiality clause and/or proprietary rights clause set forth above would give rise to irreparable harm to client for which monetary damages would not be an adequate remedy.

Choice of Jurisdiction

The laws of the Gujarat State, India without regard to the conflict of laws provisions, govern this document. All disputes relating to the document or the transactions it contemplates must be brought in any court of the Gujarat State, India.

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.

BUYER:

Mr. Abdullah Aloqaily, CEO



Company Name: CodeCube

Date: 05/26/2020

SERVICE PROVIDER:

Harnil Oza, Director



Company Name: Hyperlink Infosystem

Date: 05/26/2020