

Your
Technology
Partner

Technical Proposal

To Client

For

AI-Integrated Kitchen Management System



Document Outline

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DIGITAL TRANSFORMATION COMPANY

Implementation Partners



ORACLE



odoo

IT CONSULTING & SERVICES

SDLC Corp is an IT company headquartered in Dubai helping businesses and startups in their Digital transformation



Intelligent Process Automation



Blockchain Development



AI & ML Implementation



Metaverse Development



E-commerce solutions



Game development



Web & Mobile App Development



Digital Transformation



Custom Development



Resource Augmentation

Global Presence



TEAM SIZE

240+



Head Quarters
Dubai
UAE



Development Center
Delhi
India



Business Center
Coventry
UK



Development Center
Paris
France



Business Center
San Francisco
USA



Development Center
Dublin
Ireland



Development Center
Berlin
Germany



Development Center
Doha
Qatar

Custom Development

End-to-End Delivery

Consultation & Conceptualization

Gap Analysis and Solution Design

MVP Development

Product development - SaaS / Standalone

Continuous Product Enhancement

L1, L2 & L3 Support

Services

Business Process Management

Intelligent Process Automation

Ecosystem Integration

Omnichannel Customer Engagement

Team Augmentation

IOT Integration

ERP/CRM Implementation

BI Tools Integration

Data Visualization

Intelligent Document Processing



We bridge Ideas to Products

Mobile App Development

50
Million+

Downloads on App and Play store

We build customer-winning experience

320+
Mobile Apps on
Play store



85+
Mobile Apps on
App Store



50+
PWA



Introduction & Executive summary

Introduction

Company Overview:

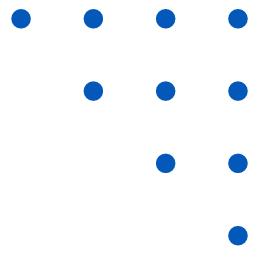
SDLC Corp is a premier global IT consulting and services firm, with a strong presence across North America, Europe, and Asia. Since our establishment in 2017, we have delivered innovative and cutting-edge technology solutions across various industries, including retail, e-commerce, blockchain, and web development. With a dedicated team of over 240 professionals, SDLC Corp specializes in driving digital transformation and providing tailored IT solutions to meet the specific needs of our clients.

Our comprehensive expertise spans multiple domains, including website development, mobile app development, e-commerce solutions, and custom software development. We excel in providing secure and scalable solutions that help businesses optimize their operations, enhance customer experiences, and achieve their digital goals. With a global footprint and a commitment to excellence, SDLC Corp is well-positioned to deliver results that exceed client expectations, regardless of complexity or scale.



Project Overview:

The AI-Integrated Kitchen Management System is a comprehensive, modular platform designed to optimize restaurant and food service operations using artificial intelligence. The system streamlines core functions such as client order management, inventory tracking, recipe costing, and supplier monitoring while incorporating advanced AI-driven features for production planning, cost optimization, and financial forecasting. With real-time data analytics, predictive insights, and automation, the platform enhances profitability, minimizes waste, and improves operational efficiency. Future modules will introduce AI-powered delivery logistics, energy and labor cost management, and compliance-driven labeling, making it a cutting-edge solution for modern kitchen management.



Executive Summary

The AI-Integrated Kitchen Management System is an advanced, AI-powered solution designed to enhance efficiency, reduce costs, and optimize operations in commercial kitchens. By leveraging AI-driven inventory tracking, automated procurement, real-time cost monitoring, and predictive financial forecasting, the system streamlines order management, recipe costing, and supplier selection. Its modular architecture allows seamless scalability, integrating features such as smart procurement, waste reduction, and logistics optimization. With AI-driven analytics and automation, this system empowers kitchen operators to maximize profitability, minimize waste, and ensure compliance with industry standards, making it a game-changer for the food service industry.

Our Proposed Solution

AI-Driven Inventory & Procurement Management

Automates stock tracking, reordering, and supplier selection using AI-driven insights.

Smart Recipe & Cost Optimization

Enhances recipe standardization, ingredient substitution, and cost monitoring to improve profitability.

Automated Order & Production Planning

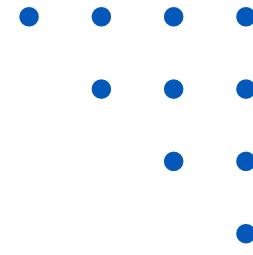
Optimizes task assignments, production forecasting, and resource allocation for seamless operations.

Financial & Profitability Optimization

Implements predictive financial forecasting and smart pricing adjustments to maximize profit margins.

Logistics, Energy & Waste Management

Reduces delivery costs, optimizes energy consumption, and minimizes food waste through AI-powered strategies.



Our Understanding of the Requirement

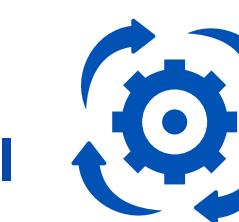
Key Objectives:



Enhance Inventory & Procurement Efficiency



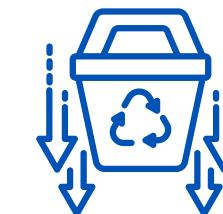
Optimize Recipe Management & Cost Control



Streamline Order Processing & Production Planning



Maximize Financial Performance & Profitability



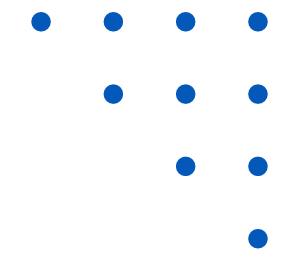
Improve Logistics, Energy, & Waste Management



Ensure Compliance & Regulatory Adherence

Scope Of Work

continued



Feature List

Core Platform (Base Features)

Client Order Management



- **Custom Recipe Creation:** Allow clients to create and modify recipes with customizable ingredients and instructions.
- **Order Processing:** Track and manage customer orders, associate them with recipes, and update inventory levels accordingly.
- **Order History & Reporting:** Maintain detailed records of past orders for performance analysis.

Recipe Costing & Batch Management



- **Ingredient Costing:** Real-time cost tracking based on market price fluctuations, with suggestions for cost-efficient ingredient alternatives.
- **Batch Tracking:** Track ingredients and costs per batch, enabling the system to calculate the exact cost per portion.
- **Cost vs. Profit Alerts:** Alerts when a recipe becomes unprofitable due to rising ingredient costs.

Inventory Management



- **Stock Tracking:** AI-powered tracking of stock using image recognition and barcode scanning.
- **Automatic Reordering:** When stock levels fall below preset thresholds, automatically trigger procurement suggestions or purchase orders.
- **Inventory Adjustments:** Manual adjustments for lost, spoiled, or unaccounted inventory.
- **Real-Time Stock Levels:** Display real-time inventory data for efficient decision-making.
- **Expiry Tracking:** Track product shelf life and set expiration notifications for timely usage or disposal.

Scope Of Work

continued

Feature List

Features for Senders

Supplier Price Monitoring



- Smart Supplier Selection:** AI-driven analysis to select the best suppliers based on price, delivery time, and quality.
- Automatic Purchase Orders:** Automatically generate purchase orders based on inventory levels and pricing.
- Supplier Performance Tracking:** Maintain a history of supplier performance for easy analysis and future selection.

Production Planning & Scheduling

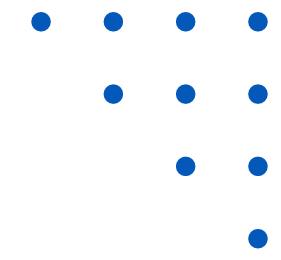


- Automated Task Assignment:** Assign kitchen staff tasks based on real-time orders and recipe requirements.
- Production Forecasting:** Predict production demand based on historical data and seasonal trends.
- Resource Allocation:** Ensure optimal allocation of kitchen resources, including staff and ingredients.

Profitability Analysis



- Real-Time Cost Monitoring:** Track the real-time cost of each recipe, comparing it with profit margins.
- Profitability Dashboard:** A visual dashboard showing the financial health of recipes, menus, and batches.
- Cost Alerts:** Notify users when a recipe's cost becomes unsustainable.



Scope Of Work

continued

Feature List

Phase 2: Module Development (Advanced Features)

Recipe Optimization & Cost Efficiency Module



- AI-Powered Recipe Standardization:** Ensure consistency across all batches with AI suggesting standard ingredient proportions and cooking methods.
- Dynamic Ingredient Substitution:** Suggest alternatives for ingredients based on availability, cost, and user preferences.
- Yield Tracking:** Automatically track and adjust recipe yields based on real-time production results to reduce waste.
- Waste Reduction:** AI recommends changes to recipes to minimize waste.

Label Making & Nutritional Fact Generation Module

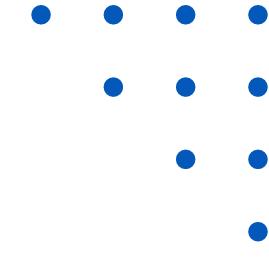


- Integration with FatSecret API:**
 - Auto-Generated Labels: Automatically generate compliant food labels that meet regulatory requirements (e.g., ingredient list, allergens, nutrition facts).
 - Nutritional Facts Calculation: AI calculates and displays nutritional facts based on the recipe ingredients and quantities.
 - Barcode & QR Code Generation: Generate barcodes and QR codes for each product for easy tracking.
- Compliance Verification:** Automatically check for compliance with food labeling regulations.

Smart Procurement & Supplier Cost Optimization Module



- Live Supplier Price Tracking:** Track real-time prices from multiple suppliers for ingredients.
- Purchase Order Automation:** Automatically generate purchase orders based on demand forecasting and price optimization.
- Cost-Effective Supplier Recommendations:** AI recommends suppliers who offer the best price-quality balance based on historical data.



Scope Of Work

continued

Feature List

Phase 3: Advanced AI & Financial Optimization (Additional Features)

AI-Based Financial Optimization Module

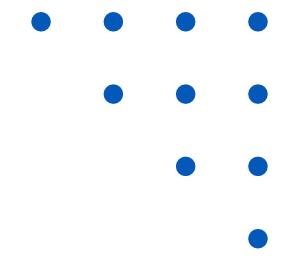


- Real-Time Profitability Tracking:** Continuously track profit margins per recipe and batch.
- Smart Pricing Adjustments:** Adjust pricing dynamically based on cost fluctuations and market conditions.
- Predictive Financial Forecasting:** AI-driven forecasting of future cash flows based on historical trends, helping to predict and manage business sustainability.
- Cost Control Recommendations:** AI suggests pricing strategies to improve profit margins.

AI-Powered Delivery & Logistics Optimization Module

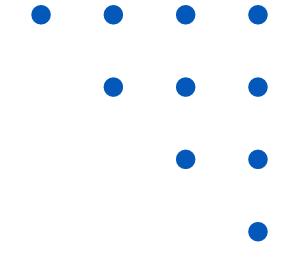


- Route Optimization:** AI-powered route planning to reduce delivery times and transportation costs.
- Fuel & Transport Cost Monitoring:** Real-time tracking of fuel consumption and transport costs.
- Packaging Calculation:** AI calculates packaging requirements based on order size and product types, optimizing material use.



Scope Of Work

continued



Feature List

Phase 3: Advanced AI & Financial Optimization (Additional Features)

Energy & Labor Cost Allocation Module



- **Energy Usage Tracking:** AI tracks the energy consumption (gas, electricity) of kitchen equipment.
- **Labor Cost Optimization:** AI recommends optimal staff schedules to minimize overtime and improve workforce efficiency.
- **Cost-Cutting Strategies:** Suggest energy-saving and cost-cutting practices for kitchen operations.

Waste Management & Expiry Tracking Module



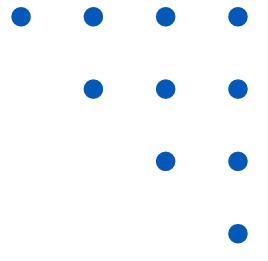
- **Spoilage Detection:** AI identifies and notifies users of products nearing spoilage to reduce waste.
- **Waste Reduction Suggestions:** AI recommends changes in recipes or inventory to reduce food waste.
- **Expiry Notifications:** Automated notifications for products nearing expiry, ensuring timely usage or disposal.

Module Summary

Module	Features
Client Order Management	Custom recipe creation, order processing, order history & reporting
Inventory Management	Stock tracking with image recognition, real-time inventory levels, automatic reordering, expiry tracking, inventory adjustments
Recipe Costing & Batch Management	Real-time ingredient cost tracking, batch-wise ingredient usage, cost vs. profit alerts
Supplier Price Monitoring	Smart supplier selection, automatic purchase orders, supplier performance tracking
Production Planning & Scheduling	Automated task assignment, production forecasting, resource allocation
Profitability Analysis	Real-time cost monitoring, profitability dashboard, cost alerts
Recipe Optimization	AI-powered recipe standardization, dynamic ingredient substitution, yield tracking, waste reduction
Label Making & Nutritional Fact Generation	Auto-generated food labels, nutritional facts calculation, barcode & QR code generation, compliance verification

Module Summary

Module	Features
Smart Procurement & Supplier Optimization	Live supplier price tracking, purchase order automation, cost-effective supplier recommendations
AI Financial Optimization	Real-time profitability tracking, smart pricing adjustments, predictive financial forecasting, cost control recommendations
Delivery & Logistics Optimization	Route optimization, fuel & transport cost tracking, packaging calculation
Energy & Labor Cost Allocation	Energy usage tracking, labor cost optimization, cost-cutting strategies
Waste Management & Expiry Tracking	Spoilage detection, waste reduction suggestions, expiry notifications



Technology Platforms we use

Front-end	ANGULARJS by Google	JavaScript	React	Bootstrap	Vue.js
Back-end	node.js™	python™	Express JS	Java	spring
Project Management	Jira	Confluence	asana	Trello	
Big Data	kafka	Amazon Elasticache	mongoDB	Amazon DocumentDB	DynamoDB
Mobile App Development	Swift	ionic	Kotlin	Flutter	Xcode
Database	MySQL	ORACLE	mongoDB		
Servers	amazon web services	Google Cloud	Azure		

Proposed Methodology

&

Approach

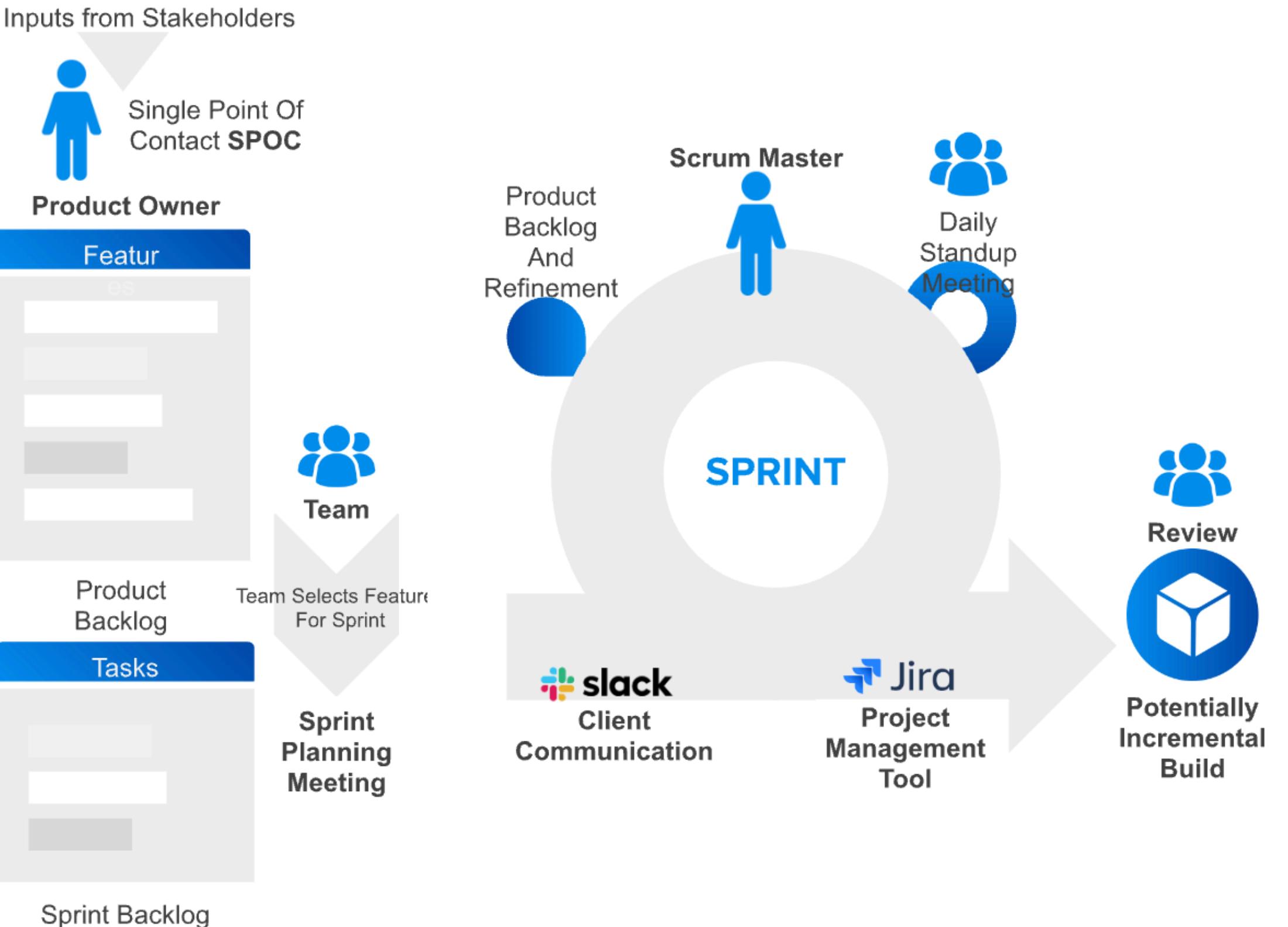
Proposed Methodology

Agile Methodology

SDLC Corp will implement an Agile methodology to ensure flexibility, collaboration, and efficiency throughout development. By breaking the project into iterative sprints, we will deliver functional components incrementally while incorporating continuous stakeholder feedback.

Key Features:

- **Dedicated Product Owner** – Aligns development with business goals.
- **Sprint Planning & Execution** – Prioritized features delivered incrementally.
- **Daily Stand-Ups** – Ensures clear communication and quick issue resolution.
- **Real-Time Tracking** – Monitored via tools like JIRA for transparency.
- **Continuous Testing & Reviews** – Guarantees security and high-quality performance.



Proposed Methodology

01.



Project Initiation

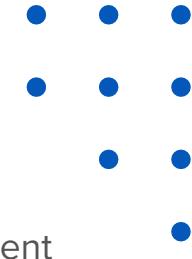
- **Kickoff Meeting:** The project will begin with a kickoff meeting involving key stakeholders from the Client and SDLC Corp. This meeting will outline the project's objectives, define roles and responsibilities, and establish clear communication channels to ensure everyone is aligned.
- **Product Backlog Creation:** In collaboration with the Client, we will create a product backlog—a prioritized list of features, enhancements, and adjustments required for the website. This backlog will be continuously updated throughout the project to accommodate evolving business needs and priorities.
- **Sprint Planning:** For each sprint, we will conduct a sprint planning session where the highest-priority items from the backlog are selected for development. These items will be broken down into manageable tasks, estimated in terms of complexity, and assigned to team members for completion within the sprint.

02.



Sprint Execution

- **Design and Development:** During each sprint, our development team will focus on designing, coding, and integrating features identified in the sprint planning phase. We will follow best practices for coding and testing to ensure that each feature is functional and aligns with the Client's brand identity and business objectives.
- **Daily Stand-Ups:** Daily stand-up meetings will be conducted with the development team to track progress, resolve roadblocks, and ensure alignment. These short meetings will help maintain momentum and allow quick responses to any issues.
- **Continuous Testing:** Testing will be integral to our Agile process. Each sprint will include unit testing, integration testing, and user acceptance testing (UAT) to verify that the features meet the Client's standards before integration into the live website.



03.



Sprint Review and Retrospective

- **Sprint Review:** At the end of each sprint, we will hold a review meeting with the Client, stakeholders to demonstrate the completed features. This feedback session allows stakeholders to provide immediate input, ensuring that any necessary changes are addressed in future sprints.
- **Sprint Retrospective:** Following each sprint, the development team will conduct a retrospective to reflect on what worked well and areas for improvement. This continuous feedback loop ensures that each sprint builds upon the successes of the previous one, improving the development process.

04.



Iterative Delivery

- **Incremental Delivery:** Our iterative approach ensures that the Client receives fully functional website features in increments throughout the development process. Each increment will represent a working part of the website that can be reviewed and tested by the Client, providing valuable feedback to guide ongoing development.
- **Flexibility for Change:** Agile's flexibility allows us to accommodate changes in requirements or priorities at the start of each sprint. This flexibility ensures that the final website aligns with the Client, evolving needs and expectations, even as they change during the course of the project.

Approach

Project Communication Plan

At SDLC Corp, we follow a structured communication plan to ensure that all stakeholders are informed and engaged throughout the lifecycle of the Client's project. The communication plan includes the following key elements:

Client Communication:

1. Project Status Report (Weekly):

- The project manager will provide the Client, with a weekly status report, offering an overview of the current project status, highlighting any potential challenges or delays, and outlining the plan for the upcoming week.
- Goal: Keep the Client, informed of project progress.
- Owner: Project Manager.

2. Project Review (At Milestones):

- At major project milestones, the project manager will present the project deliverables to the Client, stakeholders. This review will gather feedback, discuss any necessary adjustments, and plan the next steps to ensure the project remains aligned with the Client's strategic objectives.
- Goal: Present project deliverables and gather feedback.
- Owner: Project Manager.

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Communication	Frequency	Goal	Owner
Project team			
Project status report	Weekly	Review project status and discuss potential issues or delays	Project manager
Team standup	Daily	Discuss what each team member did yesterday, what they'll do today, and any blockers	Project manager
Task progress updates	Daily	Share daily progress made on project tasks	Project manager
Project review	At milestones	Present project deliverables, gather feedback, and discuss next steps	Project manager
Post-mortem meeting	At end of project	Assess what worked and what did not work and discuss actionable takeaways	Project manager
Project sponsor			
Project status report	Weekly	Review project status and discuss potential issues or delays	Project manager
Project review	At milestones	Present project deliverables, gather feedback, and discuss next steps	Project manager

Resource Allocation

Dedicated **SPOC**
Single Point Of Contact / Project Manager

Dedicated **UI/UX Designer**
UI/UX Interface

Dedicated **Full Stack Developer**

Shared **Dev Ops Specialists**
Test Environment / Prod Environment

Shared **QA Specialist**
Unit Testing / Integration Testing

Resources

1

1

3

1

1

Total FTE

7

Project Duration

Total Project Duration: 6 Months

- Total Number of Phases: 3
- Sprint Duration: 2 Weeks
- Total Number of Sprints: 12 Sprints
- Phase 1 (Core System): Sprints 1-4
- Phase 2 (Module Development): Sprints 5-8
- Phase 3 (Advanced Features & Deployment): Sprints 9-12

Phase 1: Core System Development (Sprints 1-4)

Sprint 1: Kickoff, Initial Planning, & Feature Freeze

- Tasks:
 - Kickoff & Project Overview: Define project goals, deliverables, and timelines.
 - Brainstorming: Collaborate with stakeholders to identify features and define project scope.
 - Persona-Based User Stories: Create user personas and detailed user stories for the application.
 - Functionality & Feature Freeze: Finalize the features for Phase 1.
 - Development Environment Setup: Set up the development environment (Git repository, staging server, CI/CD, etc.).
 - Planning: Outline the sprints, milestones, and major deliverables.
- Goals: Finalize user stories and features, set up dev environment.
- Deliverables: Defined user stories, feature freeze, and dev environment setup.

Sprint 2: UI/UX Design (Milestone 1: Figma Design Completion)

- Tasks:
 - UI/UX Design: Design wireframes and high-fidelity mockups in Figma for core features.
 - Feedback Loop: Present designs to stakeholders for feedback and make revisions.
 - Finalization of UI/UX: Finalize designs for Phase 1, focusing on simplicity and user experience.
 - Handoff to Development: Provide design assets (icons, logos, and screens) to the development team.
- Goals: Complete UI/UX designs for Phase 1.
- Deliverables: Fully designed Figma screens for core features, ready for frontend development.

Sprint 3: Frontend Development for Core Features

- Tasks:
 - Frontend Setup: Set up basic frontend structure using the finalized UI designs.
 - Page Layouts & Components: Develop page layouts, forms, and key components for core features (e.g., recipe creation, order processing, inventory).
 - UI Integration: Implement the Figma design to code (HTML, CSS, React/Vue).
 - Initial Testing: Perform basic unit tests for front-end components.
- Goals: Develop a functional frontend with core page structures and components.
- Deliverables: Basic UI components and layout based on Figma designs.

Sprint 4: Backend API Development for Core System

- Tasks:
 - API Development: Build the backend APIs for user management, order processing, recipe creation, and inventory tracking.
 - Database Schema: Set up database models (e.g., users, recipes, orders, ingredients).
 - Authentication & Authorization: Implement login and role-based access control (e.g., JWT, OAuth).
 - API Testing: Perform unit and integration tests on APIs.
- Goals: Build and test backend APIs for core system functionality.
- Deliverables: Fully functional APIs for user management, orders, recipes, and inventory.

Phase 2: Module Development (Sprints 5-8)

Sprint 5: Recipe Optimization & Cost Efficiency Module

- Tasks:
 - Recipe Standardization: Implement AI-based recipe standardization for portion control and consistency.
 - Dynamic Ingredient Substitution: Develop logic for ingredient substitution based on stock and cost.
 - Yield Tracking: Implement yield tracking to minimize waste.
 - Frontend Integration: Integrate these features into the frontend UI.
- Goals: Develop and integrate recipe optimization and cost-efficiency features.
- Deliverables: Recipe optimization module, with real-time ingredient tracking and yield monitoring.

Sprint 6: Label Making & Nutritional Fact Generation Module

- Tasks:
 - FatSecret API Integration: Integrate with the FatSecret API for nutritional fact generation.
 - Label Generation: Implement automatic food label generation (ingredient list, allergens, nutrition facts).
 - QR Code Generation: Implement QR code generation for products.
 - Compliance Checking: Ensure the system generates compliant labels.
- Goals: Implement automatic labeling and nutritional fact generation.
- Deliverables: Fully functional label generation and nutritional facts module with FatSecret integration.

Sprint 7: Smart Procurement & Supplier Cost Optimization Module

- Tasks:
 - Supplier Price Tracking: Implement real-time supplier price tracking.
 - Auto-Purchase Order Generation: Automate the generation of purchase orders based on stock levels and price predictions.
 - Cost Optimization: Develop an AI-based cost optimization system for selecting suppliers.
 - Frontend Integration: Integrate supplier management into the frontend interface.
- Goals: Develop and integrate procurement optimization features.
- Deliverables: Automated procurement system with real-time supplier price tracking and cost optimization.

Sprint 8: AI-Powered Profitability Analysis

- Tasks:
 - Profitability Dashboard: Build a real-time dashboard to monitor recipe profitability and cost alerts.
 - AI Profitability Analysis: Integrate AI to predict profitability based on ingredient costs and historical data.
 - User Interface: Design the dashboard for users to monitor financial performance.
- Goals: Build AI-powered profitability analysis and dashboard.
- Deliverables: Real-time profitability dashboard integrated into the system.

Phase 3: Advanced Features & Deployment (Sprints 9-12)

Sprint 9: Third-Party Integrations & AI Implementation

- Tasks:
 - FatSecret API for Nutrition: Implement and finalize FatSecret API integration for nutritional data.
 - AI Implementation: Integrate AI to recommend ingredient substitutions and recipe adjustments based on data.
 - QR Code Generation: Ensure QR codes are generated for traceability.
 - Testing: Conduct end-to-end testing for third-party integrations and AI-powered features.
- Goals: Complete third-party integrations and AI functionality.
- Deliverables: Fully functional third-party integrations (FatSecret API, AI-based features, QR codes).

Sprint 10: Backend-Frontend Integration & Testing

- Tasks:
 - API & Frontend Integration: Integrate backend APIs with frontend UI for seamless data flow.
 - End-to-End Testing: Conduct integration testing to ensure all components (frontend, backend, APIs) work together.
 - Bug Fixing: Address any integration issues and bugs.
 - Performance Testing: Conduct load testing to ensure the system performs well under load.
- Goals: Ensure smooth integration between frontend, backend, and APIs.
- Deliverables: Integrated system with functional frontend and backend working together.

Sprint 11: Final Testing & User Acceptance Testing (UAT)

- Tasks:
 - UAT: Perform user acceptance testing with stakeholders to ensure the system meets their needs.
 - Bug Fixing: Resolve any issues reported during UAT.
 - Performance Optimization: Optimize performance based on feedback from testing.
 - Documentation: Finalize system documentation for users and administrators.
- Goals: Ensure the system is ready for deployment and meets the needs of the users.
- Deliverables: UAT sign-off and final optimizations.

Sprint 12: Deployment & Go Live

- Tasks:
 - Final Deployment: Deploy the application to the production environment.
 - Go Live: Launch the application for end users.
 - Monitoring & Support: Set up monitoring for production to ensure the application runs smoothly.
 - Post-Go Live Support: Provide immediate support for any issues that arise post-launch.
- Goals: Deploy the system and go live.

Development Phases

Phase 1 (Core System Development):

- Client Order Management
- Inventory Management
- Recipe Costing & Batch Management
- Supplier Price Monitoring
- Production Planning & Scheduling
- Profitability Analysis

Phase 2 (Module Development)

- Recipe Optimization & Cost Efficiency Module
- Label Making & Nutritional Fact Generation Module (FatSecret Integration)
- Smart Procurement & Supplier Cost Optimization Module

Phase 3 (Advanced AI & Financial Optimization)

- AI-Based Financial Optimization Module
- AI-Powered Delivery & Logistics Optimization Module
- Energy & Labor Cost Allocation Module
- Waste Management & Expiry Tracking Module

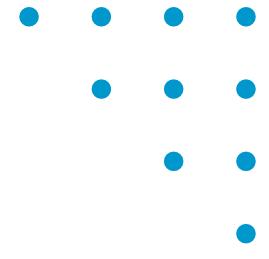
Commercials & Payment Terms

Phase	Description	Total Cost	Cost
Phase 1: Core System Development	Project Kicoff	\$21,000	\$6,300.00
	Sprint 1 Completion		\$3,675.00
	Sprint 2 Completion		\$3,675.00
	Sprint 3 Completion		\$3,675.00
	Sprint 4 Completion		\$3,675.00
Phase 2: Module Development	Phase 2 Kickoff	\$20,000	\$6,000.00
	Sprint 1 Completion		\$3,500.00
	Sprint 2 Completion		\$3,500.00
	Sprint 3 Completion		\$3,500.00
	Sprint 4 Completion		\$3,500.00
Phase 3: Advanced Features & Deployment	Phase 3 Kickoff	\$14,000	\$4,200.00
	Sprint 1 Completion		\$2,450.00
	Sprint 2 Completion		\$2,450.00
	Sprint 3 Completion		\$2,450.00
	Sprint 4 Completion		\$2,450.00
Total Project Cost		\$70,000	



Support Plan

Project Support



Support Availability

Support Hours: Monday – Friday, 9:00 AM – 6:00 PM (IST) **Emergency Support:** 24/7 for critical issues

Support Phase	Details
Hyper-Care Support	Duration: 60 Days

24/7 support availability

Scope: Immediate issue resolution, monitoring of system health, bug fixing, and performance optimization

Key Deliverables: Rapid response for critical issues, proactive system monitoring, and escalation management.

120 Days SLA-Based Support	Duration: 120 Days
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Scope: Continuous support with a defined SLA for issue resolution (e.g., 4 hours for critical issues, 12 hours for major issues, 48 hours for minor issues)

Response Time

Critical Issues: 4 hours

Major Issues: 12 hours

Minor Issues: 48 hours

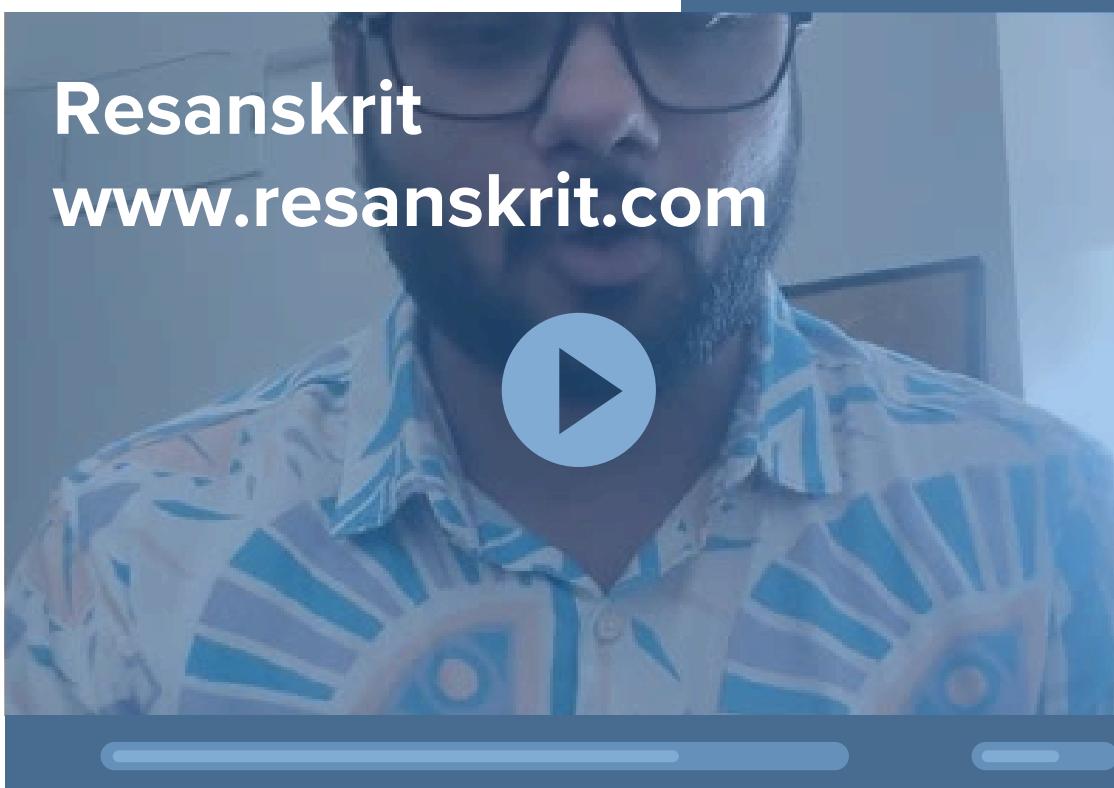
Renewal Process: Client can opt to renew the 500-hour package at any time after it's exhausted or based on the needs.

Project Support

Support Package

Support Phase	Details
Post-6-Month Support Package	<p>Support Package: 500 hours at 25 USD per hour.</p> <p>Details: Client can purchase a package of 500 hours for ongoing support after 6 months of the initial support phase.</p> <p>Renewal Option: The package can be renewed as needed on an ongoing basis for continued support.</p> <p>Flexibility: The client may choose to use the hours at their own pace, with no expiration within the contract duration.</p>
Payment Terms for Post-Support	<p>Payment due based on usage of support hours within the package billed one time at the start</p> <p>Renewal Process: Client can opt to renew the 500-hour package at any time after it's exhausted or based on the needs.</p>

Client Feedbacks about SDLC Corp



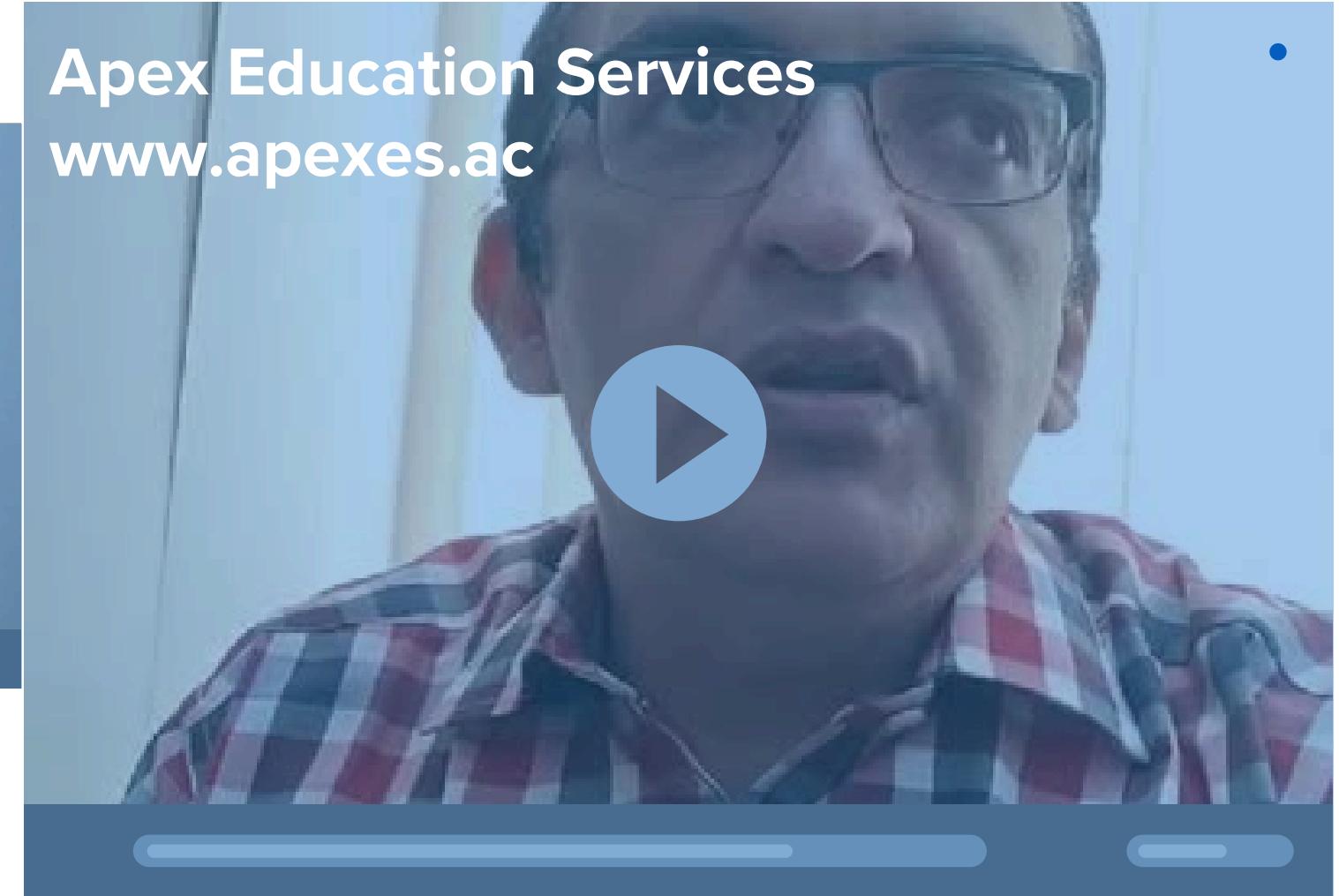
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