



MEGSULT

Development Contract

Megsult

Dated: May 13th, 2021

Ambulance Dispatch Platform

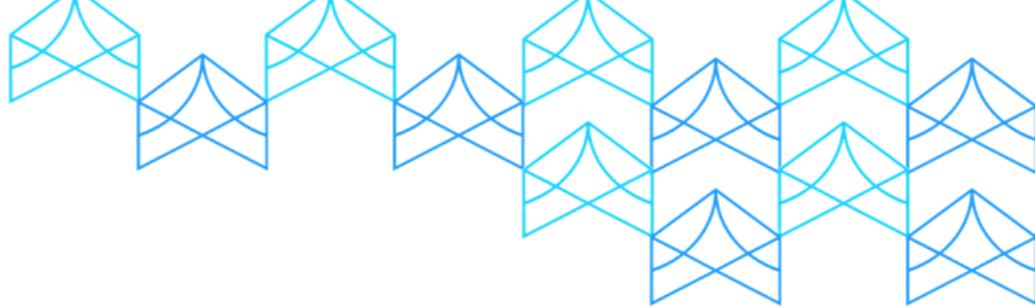
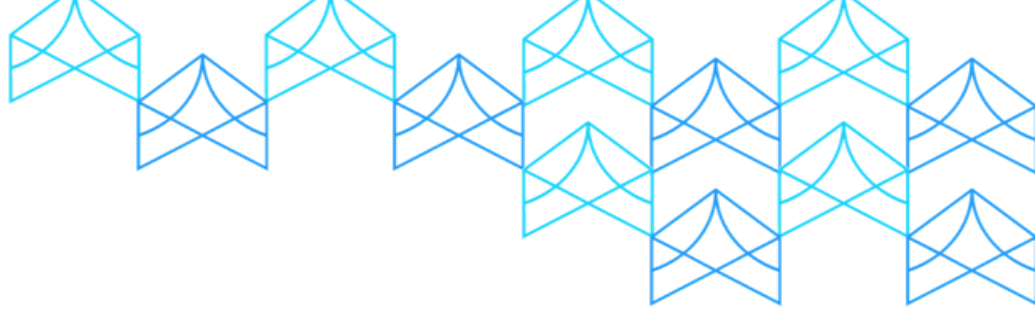


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Section 1: Project Overview

1.1 Project Description

- Megsult is looking for a technical solution to aggregate Dispatchers and ambulance drivers on the platform wherein patients can place the booking requests through a phone or email and the dispatcher requests it through the back end panel for ambulances on the platform.
- Responders will receive the incident Ambulance ride request and perform their services accordingly.

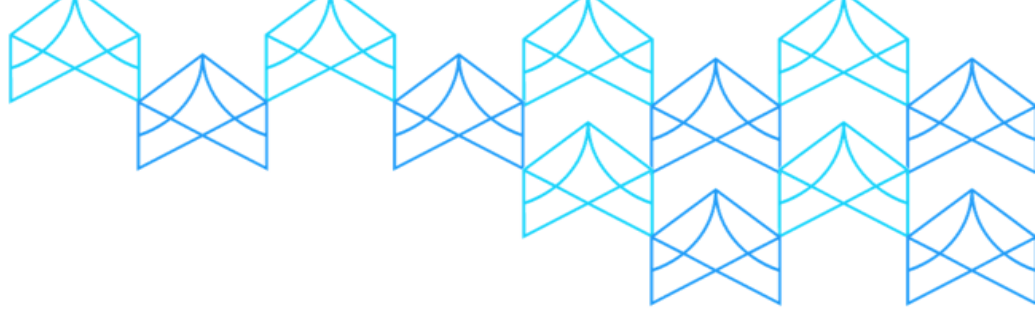
1.2 Stakeholders

- **Responder (Android):** responders are the paramedics who will receive the incident booking or pickup & delivery request and will perform the service accordingly.
- **Administrator (Web):** Administrator is the platform owner (Dispatcher) who will be able to create and monitor the incident and the crucial data, manage booking requests, manage users and receive payments from the users on the platform

1.3 Technical Solution

- A frontend native mobile applications for customers & drivers would be developed. A web super admin panel for service owner would be developed to manage all stakeholders and other key operations.

Phase	Tools/Technology
Android Development	<ul style="list-style-type: none">● Java/Kotlin● IDE - Android Studio
Backend Development	<ul style="list-style-type: none">● MEAN - MongoDB, ExpressJS, AngularJS, NodeJSOr● LAMP - Linux, Apache, MySQL, and PHP



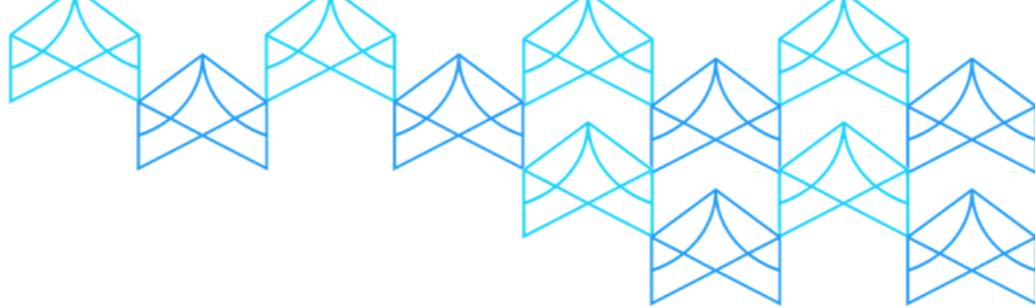
1.4 Client Deliverables

Phase	Deliverables
Research and Feasibility Analysis	<ul style="list-style-type: none">● Requirements Document
Designing	<ul style="list-style-type: none">● Wireframes● Design Screens for the customer and Responder mobile application
Development	<ul style="list-style-type: none">● DB Architecture● Backend APIs● Frontend Website and Apps● Admin Panel
Testing	<ul style="list-style-type: none">● Bug Report● Test Cases

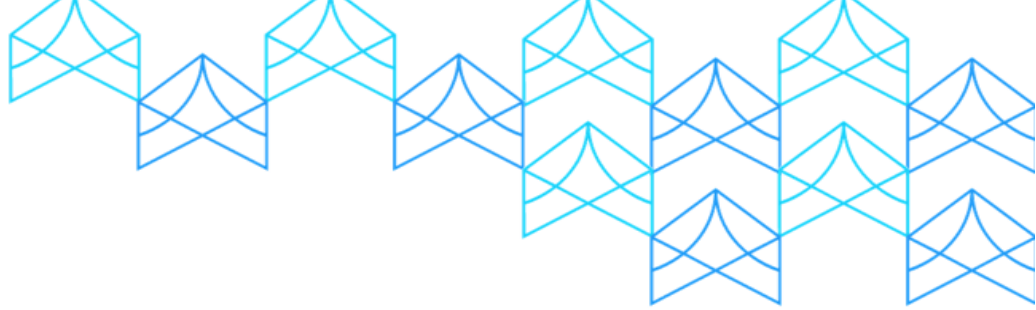
Section 2: Project Scope of Work

2.1 Responder Mobile Application (Android)

- **Sign up/Login:**
 - **Sign up via Email/Mobile number:** Responder will have the ability to enter the email ID/mobile number in proper email/mobile number format for sign up. Responder will have to select password during sign up.
 - **Sign up via Facebook:** Responder will have the ability to directly sign up via personal Facebook account. The Facebook API to be invoked and all the personal details to be fetched from Facebook account.
 - **Account activation:** Responder will receive the confirmation link the email, upon clicking the link the account to be verified and activated for accessing the services.
 - **Upload additional details:** Ability to upload relevant documents for approval from service owner. Responder will have to select the vehicle category and can update the vehicle details.



- **Login:** Responder will have the ability to login via the email ID/mobile number and password entered during sign up. Responder can also log in directly via the Facebook account.
- **Remember me:** Responder will have the ability to check on the checkbox present on the screen to allow the platform to remember the login credentials. These credentials will get saved to the backend and will automatically pop up whenever the user signs in.
- **Forgot Password:** Responder will have the ability to reset his account password by clicking on this field. A link will be sent to the email ID for resetting the current password.
- **Aggregation**
 - Toggle button to set service status on/off.
 - Ability to receive and view real-time ride requests.
 - Ability to view incident request details.
 - Ability to view location and estimate time of arrival.
 - Ability to accept or reject ride requests.
 - Ability to re-assign another dispatcher to complete the incident in case of emergency.
 - Ability to provide a reason for rejection.
 - Ability to update job status as on the way, reached customer's location, ride started, ride ended.
 - Ability to document the status of the patient (Checkbox interactive tool).
 - Ability to consume medical materials from inventory based on patient need.
 - Ability to view journey and medical materials cost.
 - Ability to communicate with patient through phone.
- **Notifications**
 - Ability to get real-time push notifications:



- Ambulance request
- Incident details
- Cancellations
- Invoice received

- **Navigation**

- Ability to get directions to the pickup and drop off location.

- **Chat**

- Ability to chat with the dispatcher.
 - Ability to send voice notes and other attachment in the chatting
 - Ability to view the timestamps of the chat
 - View chat log

- **Invoicing**

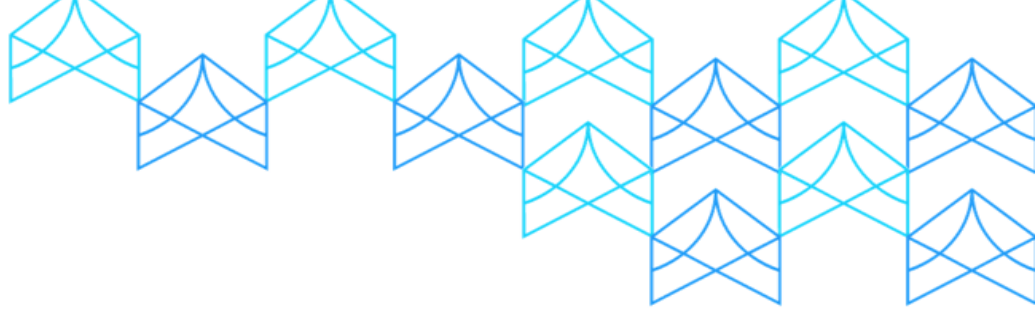
- Ability to view receipt and print through Bluetooth zebra printer.
 - Ability to view receipt and share it via E-mail and social media accounts.
 - Ability to view earnings via the platform.

- **Review**

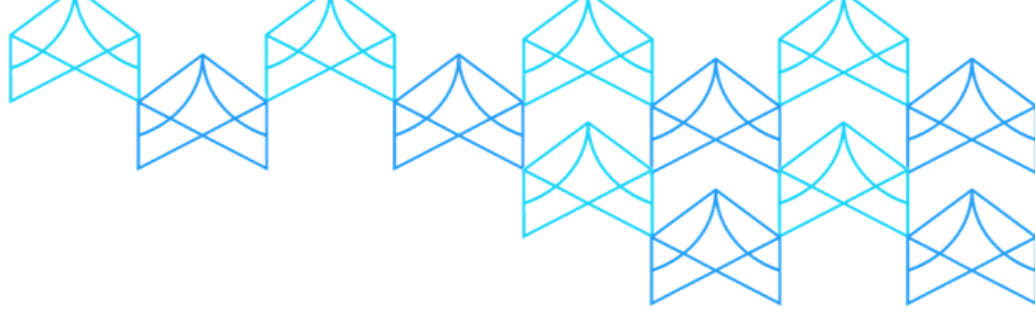
- Ability to provide ratings and reviews to the Patients.

- **Others (Side Menu)**

- **Profile:**

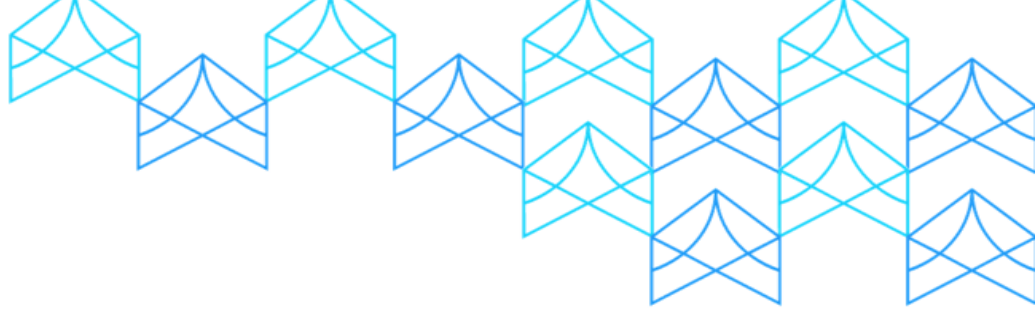


- **View profile** - Responder will have the ability to set/edit the profile from this section where they can view the details entered during sign up like name, address, email ID, contact number, etc.
- **Edit profile** - The Responder will have the ability to edit the above parameters from this section.
- **Password** - Ability to set/edit password from this section.
- **Bookings** – Responder can view a list of all the past and upcoming bookings via the platform with details like booking ID, the booking details, date and time on which the request placed, the customer's name, and other additional details will be displayed.
- **Contact us:**
 - The Responder can view the contact email ID and support number about the platform.
 - The Responder can contact the platform outside the platform for which network charges would apply.
- **Sign out** - Ability to sign out of the application.



2.2 Admin Panel (Web)

- **Dashboard view**
 - View total revenue generated
 - View daily revenue
 - Google Map view for Real Time Tracking
 - Ability to have map view of ambulance and their availability status and location
 - Total users (customers & Responders, ambulances) registered
 - Total service requests placed
- **Color and App Templates**
 - Ability to view list of predefined app templates
 - Ability to select a color scheme and app template
- **Sub-Admin**
 - Ability to provide role based access to admin panel to another user
 - Ability to create credentials for the sub-admin panel for the user
 - Ability to manage the permissions for each sub-admin user panel.
- **Customer Management**
 - View list of all patients and incidents requested with patient details
 - Block/unblock customer
- **Inventory Management**
 - View list of all medical material and its pricing
 - Ability to add medical material



- Ability to adjust pricing and descriptions
- Ability to have a report on stock availability
- Ability to get notification for admin with low stock level of medicine

- **Responder Management**

- View list of all responders
- View details of each responder
- Block/unblock responder

- **Services/Pricing**

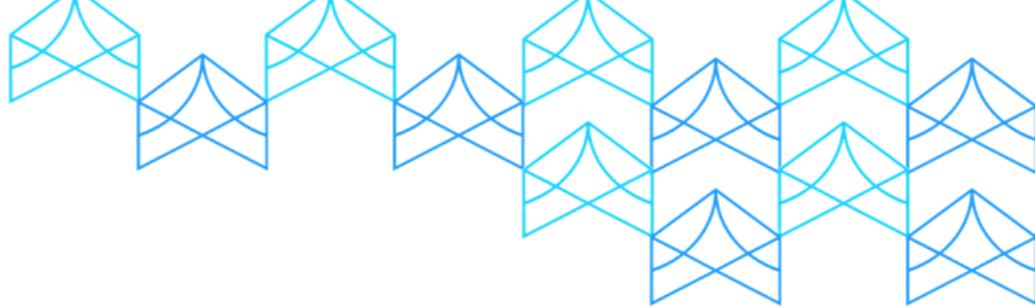
- Ability to have a list of services
- Ability to Set/edit base price of the bookings services
- <https://www.teamlems.com/services/>
- Set/edit commission fee to be charged on each transactional value

- **Service request**

- View ongoing/upcoming/past service requests
- View details related to each service request
- View customer's details
- View assigned responder's details
- Ability to view the bookings that are in pending state.

- **Accounts**

- View total transactions
- View total earnings



- View earnings of the month/day, etc.

- **Notifications**

- New Responder registered
- New customer, patient registered
- Send email/push notifications to customer/driver

- **Payment**

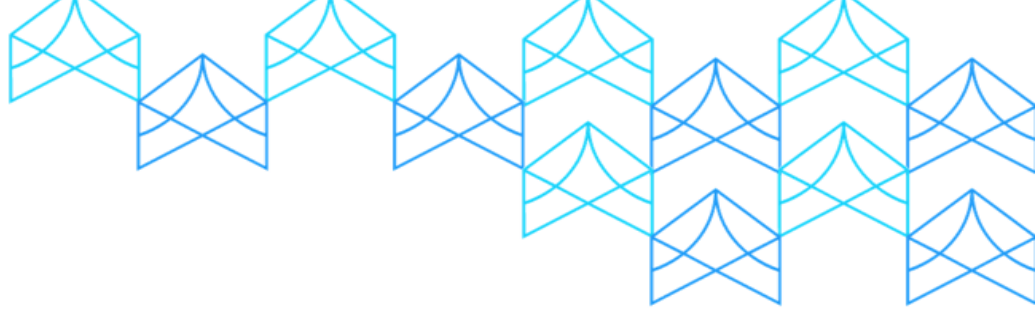
- View payment received from customer via EFT-POS
- View payment received from customer via COD Cash on delivery
- View accrued payments against responders/Ambulance
- Ability to view wallet transaction details for each Responder.

- **Reports**

- View reports based on user (Patient & Responder) registered, services posted, service requests placed.
- View reports based on content posted and filter it by date and end user.
- Export reports to CSV.

- **Analytics**

- Ability to view the detailed analytics based on the total users registered in a definite time span, total revenue generated, total service requests placed.
- Ability to apply filters to each section.
- Ability to view the filtered list accordingly.
- Graphical representation of each analytic

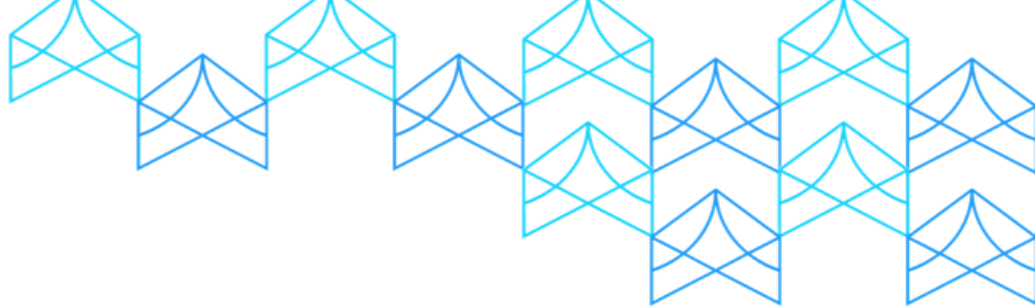


Section 3: Project Cost

3.1 Project Cost & Time Estimates

- The total cost for the solution would be **13,000 SAR** with a turnaround time of around **6 weeks**.
- The application is being sold to the Megsult with the source code. The hosting for the application will be done by Developers and Megsult.
- The Project Payment will be based on a weekly Delivery of phases after QA testing by Megsult Team

Milestone	Payable Amount (SAR)	Timeline
Kick start the project	2,167	May, Week 3
Structuring and Testing Base Functionality of Admin Panel	2,167	May, Week 4
First prototype submitted (covering 50-60% of the progress)	2,167	June, Week 1
Second prototype submitted (covering 60-90% of the progress)	2,167	June, Week 2
Third prototype submitted (covering 100% of the progress)	2,167	June, Week 3
On UAT sign off and source code handover.	2,165	June, Week 4
Total	13,000	6 Weeks



Section 4: Terms and Conditions

4.1 Engagement Ownership

The ownership and intellectual property rights of Megsult Product shall remain with Megsult at all times. Upon expiry or early termination of this Agreement, Megsult shall get the full handover of the current stage reached and penalize the development team of 30% of the previously paid amount received by Developers

AGREED TO

**Ahmad Sultan
CEO**

**By:
Authorized Signature**



**Amr Ismail
Operations Manager**

Date: 13/05/2021

AGREED TO

**Ahmar Arshad/ Abulrahman
Developers**

**By:
Authorized Signature**

**Ahmar Arshad/ Abulrahman
Developers**

Date: