
Proposal for Bridge-CRM Application For Sales Module and Mobile Application

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Acknowledgment

Cinntra takes this opportunity to thank **Mallu Farms** for the opportunity to submit this proposal.

Disclaimer

The obligation of the parties to perform the effort identified in this document is subject to the execution of a written agreement between the parties in accordance with the terms and conditions contained herein.

The information included in this proposal has been prepared and included for the purpose of this document only and shall not be constructed as a precedent in any other situation outside this proposal and context.

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1. Executive Summary

1.1. Introduction

Cinntra, a niche Technology organization focused on transformational solutions and services would like to thank **MALLU FARMS** for giving us this opportunity to submit a proposal for developing a Sales Module and mobile App Integrated with MALLU FARMS CRM Application for its Employees and help them in their transformation Journey.

This proposal is based on our high-level understanding and key expectations of the MALLU FARMS. The best practices in the **Technology Sphere** are adopted by many of the leading entities in the world as gleaned from our experience of working with such organizations and the best practices as offered. With a team that has varied experience across domains and leads diversely sized Technology Solutions, will leverage our collective skill and knowledge of such experience to deliver a superior value solution with this added overall cost and value benefit.

1.2. Required Solution

Mallu Farm was established in 1958 and it has maintained an unrivaled reputation since 1996. Mallu Farms has clearly become a preferred choice for hosting a variety of events, weddings, receptions, cocktails, pool parties, and social and corporate functions. Our commitment to providing outstanding hospitality knows no bounds. We take pride in creating an atmosphere that exudes luxury and elegance, ensuring that every guest feels valued and pampered. The ambiance at Mallu Farms is unmatched, offering a perfect blend of sophistication and charm to elevate any event to new heights. We take great care in curating a menu that satisfies even the most discerning palates. The quality of food served at Mallu Farms is of the highest standard, promising a gastronomic experience that will be cherished by all attendees. In addition to exceptional food and hospitality, our services are designed to meet the diverse needs of our esteemed guests and to match its increasing Network of Customers, MALLU FARMS needs to ensure that its sales and service customers never get compromised, and customers get their highest quality of Service. “Happy Customers are the best promoters”. To deliver the highest quality of Service, MALLU FARMS requires a solution that can meet the needs of its service engineer Team. The application will have the interface for the franchise network of Service Engineers.

1.2.1 Scope of the Project

The scope of the project can be divided on a high level into the following areas:

1. Sales module and mobile App

- a. MALLU FARMS Wants Mobile and Web Application for Sales.
- b. MALLU FARMS Wants Admin Web Panel for Organization
- c. MALLU FARMS Wants 2 fields in the sales order for selecting the menu and venue.

2. Integrations

- a. WhatsApp Integration
- b. Tally Integration

3. Reporting

- a. Management report pack
- b. Dashboards and KPIs for different hierarchy

The main modules of the Sales Employee Applications are:

- Dashboard: Sales Gross, Payment, Outstanding, Cash/Bank Balance, Sale Orders
- Report: Expenses, Active/Inactive Customers, Ledger report, Pending SO
- Leads Management
- Campaign
- Opportunity
- Business Partner
- Receivables

- Ledger (Summary, Sold, Follow-up, Receivables, Pending SO)
- Prospect, Customer, and Vendor
- Payment Collection
- Employee
- User check-in and check-out
- Expenses
- Expense
- Quotation
- Inventory
- Invoice
- Pending Invoices overdue list.
- Sharing list of Invoices eligible for cash discount to boost collection.
- Calendar
- Target Assignment
- Map Tracking

Organization's Specific Scope Requirement by MALLU FARMS:

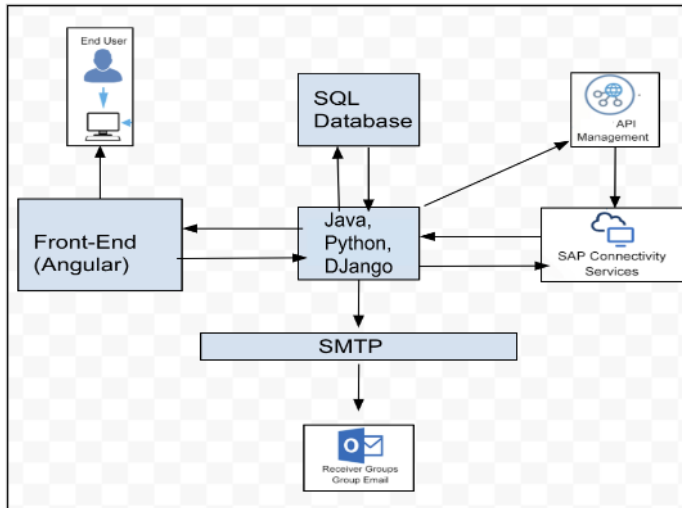
- **Dashboard:** The Dashboard will consist of important KPIs represented in the form of different Analytical Charts for each level of the hierarchy. Some of the KPIs will be based on: Service Complaints, Payments, Outstanding complaints, and others.
- **Reports:** The Service Team will have the provision to view and download the following reports from the system: Expenses, Active/Inactive Customers, and Pending service complaints. Some of the Reports will be generated from the Application with the data collected from the Service Team and am, some of the Reports will be extracted from the SAP System, as the source of Data Entry will be in the SAP System.
- **Geo Tagging Customer:** Service Team can GeoTag their customer's location, for easy navigation to their place.
- **Inventory:** The Team can view the Product Availability and add new products to the inventory, which are not available in the existing inventory. These additional products (products sold earlier by MALLU FARMS Team) need not be maintained in SAP.
- **Approval Mechanism:** Approval of Service Order requests will be done through the application. The Approvers will be notified about any specific approval requests.

- **Map Navigation:** Route mapping of on-field service and the report of their daily activity will be generated in the application.
- **Check-in and Check-out of Employees:** The Employees can check in and check out their location from the application, using which the Serviceperson's daily hours of operation will be calculated.
- **Verification of Products:** While the time of service engineer going to service or replace the products. At that same time, he or she can verify the products on the same time via the help or serial number and another method.
- **Integrations**
 - WhatsApp Integration: The application will be integrated with WhatsApp, where the Campaigns can be triggered on WhatsApp

Technology Stack:

- Mobile:
 - IOS: Swift, Xcode
 - Android: Java
- Backend:
 - Python
 - Django
- Front-end:
 - Angular
 - HTML
 - CSS
- Database:
 - MySQL

1.2.2. Proposed Architecture of Application:



2. Proposer Qualification

Cinntra is a globally focused software and services company delivering comprehensive services in mission-critical applications, enterprise applications, e-business, and BPO. Cinntra is based out of Noida, India, and spread across 4 countries around the world; with sales & operations presence across India, the US,, UAE and Kenya. The figure below represents Cinntra's locations worldwide.



Cinntra has built and consolidated a comprehensive portfolio of services in IT and BPO towards supporting our customers in meeting their business goals. This portfolio offers a sliding range of benefits along the value chain, from cost to value arbitrage, from efficiency gains to lasting business impact, from the tactical to the strategic level.

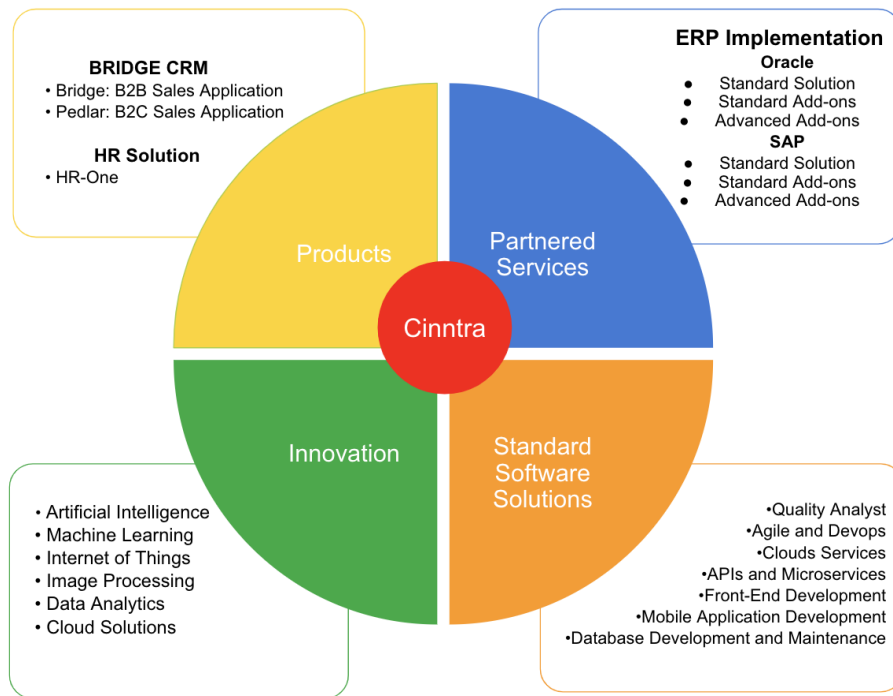


Figure 2 – Cinntra’s Service Portfolio



Cinntra delivers these services through a strong sales & operations presence across markets including India, the US, UAE, and Kenya. All support functions are decentralized at respective locations with

reporting to the Head office (Noida, India) Support function units. This helps to quickly set up and open customer-specific delivery centers.

Cinntra has vast experience in providing Technology services to our multiple prestigious customers who are leaders in their domains in multiple technologies like –

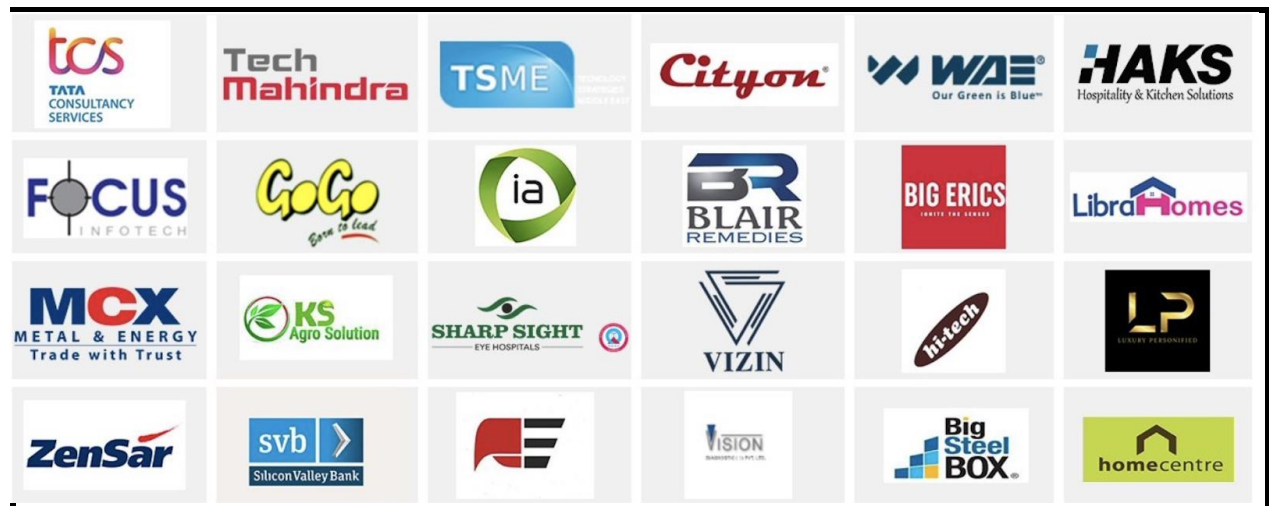
1. IT Security and Support: Cybersecurity, Server services and support
2. Web Application Development: Java, PHP, .NET, Python, C++
3. System Integrations: ERP and Web Application
4. Business Technology Platform
5. Cloud Services: AWS, AZURE, Data Migration, and Support
6. Database Development and Maintenance: IBM DB2, MS SQL, Oracle DB, MySQL
7. .NET and various Microsoft Technologies in various experience brackets
8. Mobile Application development: Android, iOS, Hybrid, Progressive Web Apps, React JS
9. Project and Program Management: Scrum Master, Agile, Waterfall
10. ERP Consultancy: ERP Audit, ERP Consultancy
11. Quality Assurance: QA Framework, Automation Testing, Manual Domain Testing

Some of our customers using our services from the above technologies are following Domains-

1. Telecom – We are supporting one of the fastest-growing IP-1 service providers in India that provides End to End Digital Infrastructure Solutions and has become the market leader in In-Building Solutions.
2. Retail & Hospitality – We are supporting One of the World's Largest Retail and Hospitality Companies in Europe and the Middle East as their leading Technology Partner.

-
3. Security Products & Services – We are working as a Leading Technology solution provider to one of the leading Global companies in Security, Cash Solutions, Risk Consulting service s,e,s and Care & Justice Services.
 4. Financial Technology Company – We are helping one of the fastest growing fintech companies in the assisted payments category which has Direct Business Outlets (DBOs), Micro ATM, Domestic Money Transfer, CMS etc to more than 20 million customers every month.
 5. Professional Services – We are partners with one of the Big Four Professional Consulting Service Companies in the world as their Technology Partner.

3. Some of our Customers



4. Key Person Responsible for Engagement

Since MALLU FARMS is going to be strategic and a Key account for us, our senior Management will be directly responsible for Managing this account and will work closely with all key stakeholders of MALLU FARMS to make this engagement a grand success.

1. Mr. Nipun Dixit

- Qualification – B.Tech, M.S. (NYU USA)
- Years of Experience – 6 Years in IT Software Development, Mobile App Development
- Domain – Telecom, Financial
- Geographic Worked – USA, India, UAE

2. Mr. Dalip Kumar

- Qualification – B.Tech, (MDU)
- Years of Experience – 6 Years in IT sales and marketing
- Domain – ERP
- Geographic Worked – India, UAE, USA

5. Duration

Cinntra proposes to deploy the complete solution envisaged in this proposal over a duration of 1-2 months.

6. Implementation Model

Cinntra brings to the table an inclusive implementation methodology that focuses on higher interaction time between the key user and the implementation team to facilitate greater and wider adoption of the solution across the organization. Cinntra follows the unique methodology of Collaborate – Innovate – Transform by adopting deliverables as per PMP methodology.

7. Value proposition

The following are a few critical differentiators of the Cinntra that are of relevance to the given engagement.

- The consortium of Web Portal, Mobile app, Integration touch points, the combined power of a flexible yet proven solution, experience, and expertise in development of the solution.
- Member of team Cinntra has expertise in developing enterprise-level solutions and integrations with external systems.
- Significant experience of the members of Team Cinntra, having delivered solutions to many of businesses. With this experience, we have consolidated the standard and best practices adopted for the delivery of the solutions, which would be leveraged to the benefit of MALLU FARMS in delivering a best-fit solution at a significant time and cost advantage.

8. Validity of the Offer

This revised proposal is valid for a period of 90 days from the date of this proposal. The proposal will have to be revalidated after the expiry period before acceptance of the same by MALLU FARMS.

9. Engagement Scope

9.1 Place of Engagement

The proposed implementation will be executed from the Cinntra office in Noida, India. Any key users, support team, or the IT team who need be involved in the implementation if required will travel to the MALLU FARMS office to ensure effective collaboration.

9.2 Project Objective

The project objective is to design, Install and implement a cross-functional integration solution that can address the current operational requirements and is scalable to meet the future activities. The Project aims at recommending and implementing the standardized best business practices through the organization with the deployment of such an integrated solution.

9.3 Deployment Approach

Cinntra proposes to deploy the solution in multiple phases using an end to end business process model. Through this approach, business users will also have sufficient time to understand and effectively adopt the solution in their business areas. This approach will also enable MALLU FARMS to be able to effectively manage the “Change management” process considering changes that are expected due to any new system implementation.

9.4 Data Conversion

Data conversion, if any, will be carried out based on the requirements. However, as a rule, no transactional data will be migrated and only the opening balance / master data as on the cutover data will be migrated. This is also essential to ensure that no effort is spent in transforming massive amounts of historical data lying in disparate systems or in spreadsheets to the standards as required by the proposed solution.

- Cinntra will provide data conversion templates to extract relevant master data and open transaction data as of an agreed cut-off data in accordance with data conversion strategy. This will be finalized during the solution design phase of the project.
- Cinntra would provide the format in which data is required for the performing data loading in sufficient advance (upon completion of the Solution design Phase). This would provide sufficient time for the MALLU FARMS team to obtain and compile data in the specified format and migrate data.
- Data Extraction (from legacy systems), cleansing and transforming of the data as required by AX will be MALLU FARMS IT and core team's responsibility.
- Wherever possible and based on data volume, the data will be loaded through the support data loader templates. In other cases, the data will have to be entered manually.
- Cinntra proposes to convert all relevant master data and open transaction data of an agreed cut-off date.

9.5 Production Support

Cinntra Implementation team would provide Production Support to MALLU FARMS. Post go live of the Application to facilitate effective adoption of the solution delivered.

9.6 Exclusion

The proposed implementation does not specifically cover the following:

- Hardware: No hardware supply is included as part of the proposal nor is this required given that the application would be hosted by MALLU FARMS on their Data Center.
- Changes in scope: Any changes in scope detailed earlier which are part of signed Business Blueprint would have to be routed through a change control mechanism as a change request with its commercial and timeline impact. This would cover components like additional external system integration, custom development beyond the scope listed in the Business Blueprint Document signed by MALLU FARMS.
- Any cost charged by 3rd Party Integration Service Provider, like Payment Gateway, will completely be borne by MALLU FARMS.
- Custom Components: Any development of custom components beyond what has been specified in this proposal will be handled through a separate change request. The total number of custom objects to be delivered by Cinntra is as per the scope specified in the Business Blueprint.

- Post-product support: Any post-production support required by MALLU FARMS beyond the specified period as per scope section of this document will be taken up as a separate engagement on a mutually agreeable basis.

9.7 Assumption

Following are the assumptions that are covered in the proposed implementation plan.

- The solution would be implemented to cover the operation of MALLU FARMS.
- Any change in project schedule has to be conveyed to Cinntra. Cinntra reserves the right to revisit the impact upon the change and raise a change request in case deemed necessary.
- In the entire engagement, a core team of MALLU FARMS will help Cinntra Team in ensuring smooth development of the application by providing all necessary clarification in business processes and configurations. It is appreciated that at every stage the responsibility matrix is followed by both the parties to avoid delays and communication disconnects.
- The implementation process will adopt a 'Train the trainer' approach whereby the key User team will be trained on the application as part of the implementation. This key user team will then be responsible for the End User Training if any.
- MALLU FARMS will extract, clean up, reconcile and provide the required data in specified format in the instances based on data conversion and implementation needs.

10. Implementation approach & Methodology & Phases

Software Implementation is not just about deploying an integrated system but about transforming the underlying business processes. Moreover, Transformation is a continuous journey, which calls for preparing the organization and equipping it with requisite knowledge and skill. In addition, a methodology needs to ensure adequate time investment in such activities and facilitate adoption of inherent best practices as proffered by the solution.

With so many years of collective experience, Cinntra has designed a Unique Model of implementation that adopts the Software Development Methodology of Software Development in many parts while optimizing a few areas and emphasizing on few critical areas. The key deliverables of this Model would be adopted from the PMP Methodology that has been adopted widely across Software Development Implementations.

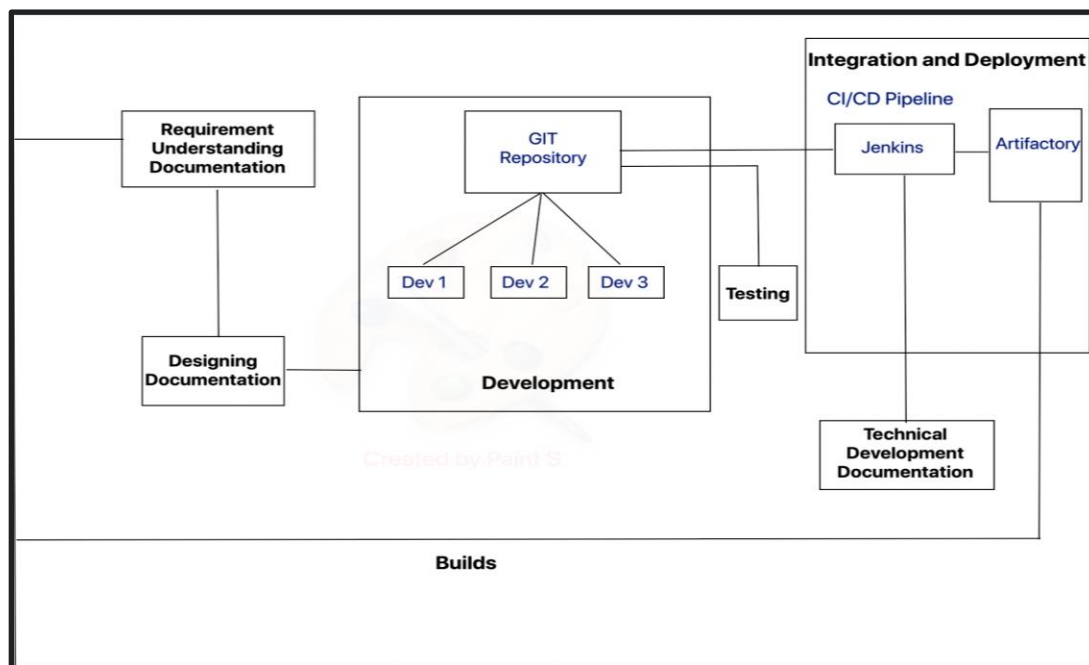
10.1. IT Governance Process Development

At Cinntra for every project we devotedly follow all stages of the Software Development Lifecycle to ensure smooth end to end implementation.

It starts with our Business Analyst Team taking down the requirements from the customer and documenting the scope of the project. That documentation is reviewed and after doing gap analysis, a business blueprint is prepared, which is mutually agreed with the customer and forwarded to the technical team for further development.

In the design stage our Software Architects/Senior Developer prepare a Software Architecture keeping important design parameters into consideration which involves developing an application which is highly scalable, maintainable and reliable. The architecture and technology stack is documented and forwarded to the customer for further review and approval. Upon approval the team forwards and explains the Architecture documentation to the Development Team for further development.

The projects are maintained using Scrum tools like Jira, in order for transparent and effective project management. The customers have access to the tool where they can effectively track the project progress and performance.



Upon

receiving the approved documentation, the project manager prepares a project tracker and divides the development work into sprints in Scrum. The development work is carried out as per the sprints and the version control tools are used for better code collaboration and ensuring standard coding practices and guidelines are followed. The version control tools also help in ensuring periodic code reviews by the Team Leads and the Managers and ensure proper code maintainability. After the development and unit testing by the developers, the builds are forwarded to the testing team for further end-to-end testing.

Upon receiving the builds the QA team strictly adheres to every step in Software Testing Life Cycle which are: Requirement Analysis, Test Planning, Test Case Development, Environment Setup, Test Execution, and Test Cycle Closure.

It ensures smooth end-to-end testing of the builds, and any issues observed are discussed and resolved with the development team.

Builds are passed through the Jenkins pipeline where after integrating changes into the builds, they are tested and deployed in the Artifactory.

The builds can be taken by the customer from the Artifactory where they can evaluate the developed software and do the user testing.

The documentations are prepared at every stage from Technical Design Documentation, API Documentation to User Manual Documentation, in order for smooth transition and usage by users.

11. Collaboration – Innovation – Transformation Model for Success

This Model breaks the implementation into 3 key Stages.

The key themes of the above stages are described below. The project commences with the finalization of Project plan and scope of work along with other ingredients such resource plans, infrastructure plans etc. and follows the key stages enumerated below.

The unique feature of this model is that are required for each project, the methodology can be trailer made and applied to the implementation. In case of MALLU FARMS, all the phases will be applicable.

11.1 Collaboration

This stage focuses on

- Familiarizing the customer organization and the consulting team with each other
- Exposing the business application to the key users in the form of Overview Training
- Exposing the business process to the Consulting team through process walk-through sessions
- Installation of application

Output: This stage will result in firming up the business processes besides facilitating early knowledge users.

One of the key success factors for a smooth and successful Implementation of Software Development is the adoption of the latest, Innovative Technologies and user-friendly user Interface. This stage of the implementation model focuses on

- Detailed brainstorming sessions on business requirements, UI designs, and Technologies to use
- Finalize the solution design
- Solution Walkthrough and Confirmation
- Firm up data Conversion / Migration requirements and design
- Firm up a system test plan

The consulting team would support the key user in acquiring the solution knowledge that would facilitate the key user in taking ownership of the functional solution past this stage.

Output: This stage will result in the finalization and sign-off of the Solution Design and the key configuration Parameters.

11.2. Innovation

Having finalized the Solution Design and User Interface in the earlier stage, the extended stage focuses on designing and building the components that extend the application to a comprehensive and complete solution.

The key activities covered during this stage are

- Design for Report, Integration / Interface and workflow/objects.
- Develop the objects
- Unit test these objects
- Develop any other script to cover data migration and integrations
- External System Integrations

11.3. Transformation

This stage is a precursor to the final deployment phase and aims to ensure that the system and its functionalities are tested and validated for its result and fitness for the purpose.

The key activities that would be covered during this stage of the Project are

- Acceptance testing of the system by the key user
- Data Conversion/Migration Testing and Validation
- End User training plans finalization and progress

Output: this stage will result in a tested system validated by the business users for its result and signed off for deployment in the production environment.

This stage is the fruition of all the effort put in by the consulting organization and the customer and launches the tested and accepted system in the production environment, this will allow the end users to experience the applications and start focusing on the benefits of the application.

The key activities to be carried out here are as under

- Production system Configuration
- Data conversion/Migration
- End User Training completion and Launch of the system
- Production Support

Output: The critical output of this stage are – go live sign –off, Operating Procedures manual and the final Closure Sign-off.

12. Key deliverables

The Key deliverables of the project phase covering both the document deliverables and/or solution presentations as per Standard deployment methodology will be shared in the Project charter document.

13. Responsibility Matrix

All tasks and activities are organized into phases and processes to group tasks and time-phase the deliverables. A detail in each of the phases and the sub –phases along with the responsibilities will be shared as part of Project charter post award of Contract.

14. Involvement level from the MALLU FARMS business and User Community

A clear definition of the roles and responsibilities of MALLU FARMS and Cinntra are essential for a successful implementation. At a high-level, the respective roles envisaged are:

Cinntra to:

- Develop the modules and the agreed components as per agreed scope
- Manage the overall program of work
- Document and submit all agreed deliverables for sign-off
- Manage the user training and support 'Train the Trainer' approach
- Provide Post Production support

15. Project Management Approach

15.1 Cinntra Project Management Approach

In the current business scenario where IT budget is a constraint, Implementation of projects with reduced budget and stricter deadlines have become challenging tasks. This combined with the organization's vision of achieving total customer satisfaction and linking project success or failure with the business process outcomes has necessitated a need for an integrated and result driven approach for managing development.

Apart from achieving the desired outcome within time and cost constraint, project management model is required to overcome constraint like complexity, scope creep, organizational restructuring, technology change and contributed to the organization process improvements through learning and best practices

As a leading Enterprise Application System Integrator, Cinntra has developed a unique project management approach, which integrates tightly with our implementation methodology. Through this approach, we have helped customers to steer their project to success, within the planned schedule and budget.

15.2 Project Organization

The Project Organization structure is critical for any project delivery as it clearly defines the role and accountability for different deliverables within a project. It defines who from the customer side has the responsibility of overall acceptance of the solution and the project end result. Success of the project is dependent on the effective project organization, which is designed with right level governance control, clearly defined escalation path and direct communication channels. Detailed organization structure will be shared as part of Project Charter post award of Contract.

15.3 Roles and Responsibilities

The role and responsibilities of different groups are given below. It is important for each member of the group to understand their role and responsibilities in the overall execution.

- Executive Group: The Executing Leadership of both the MALLU FARMS and Cinntra will constitute the "Steering Committee" of the project. It is essential for the executive leadership

team to give their support and commitment for the success of the project. The steering committee group is expected to:

- Provide overall guidance and direction to the project
 - Set the project goals and objectives and communicate the same to the relevant stakeholders and project team
 - Ensure that any escalated issue and risk are given high priority for necessary resolution
 - Act as a final approving authority for any additional resource requirement, significant schedule and scope changes
 - Participate in the steering committee meeting and monitor the progress
- **Project Management group:** Cinntra Project Manager/Project Lead and customer project manager, project coordinator will form part of this project Management group. This group will be responsible for day to day management of the project. The project management group is expected to:
 - Develop and track project plan and allocate resource against each activities
 - Responsible for conducting the steering committee meeting and appraise the steering committee member about project status
 - Escalate any issue and risk as appropriate to the steering committee for resolution
 - Conduct weekly project status review and track all issues and risk to the project
 - Ensure that all quality management processes are followed and all deliverables meets the quality standards
 - Monitor the project budget and ensure that project is delivered within the budget
 - Ensure that any scope changes are managed as the agreed process
- **Business/ Operation group:** The Business/ Operation group will be aligned towards business functions. These functions could be Web Portal Development, Mobile App etc., whose areas are impacted by the implementation of the new portal. Business owner, Modules leads, Solutions Architects, IT manager from both the Cinntra and Customer end will form part of this group. This group is expected to:
 - Prepare a detailed work plan related to their functional area and work with project management group to integrate in to overall project plan
 - Responsible for the overall design of the system in relation to their functional area and many relevant integration touch points
 - Assign and track the project task assigned to their functional team members
 - Monitor and track the issues and risk related to the functional area
 - Updated the project Management group on the project made in relation to their task /activities
 - Escalate any issues or highlight risk to the project Management group for the further action

- **Project Team:** The project team is responsible for the execution of most of the project activities. The success of the project depends on this group which comprises Cinntra Functional, Technical Consultant, DBA, and MALLU FARMS's side core team of Users, and IT analysts. The responsibility of this group is to:
 - Complete the project deliverables as per the timelines
 - Execute the task to them and provide regular updates to the Project Manager/Project Lead
 - Responsible for the design, development, test, and development of the solution related to their individual modules
 - Escalate any issues or highlight risks to their Project Manager or Project Lead

15.4 Communication Plan

The common purpose of the Project Communication plan is to ensure that all the project stakeholders are informed about the project status according to their roles and interest in the project

The key objectives, based on which the communication plan is formulated are

- Appropriate communication process is one of the critical components vitally towards effective project management
- The objective of the communication plan would be to facilitate the seamless transfer of information between the customer team and the Cinntra team. This would also help detect issues (if any) in their infancy and enable quick resolution so as to ensure solution delivery within the agreed time frames and as per customer expectations
- Cinntra Firmly believes that a collaborative approach toward communication planning leads to a successful engagement and better service to the business.

A Detailed communication plan will be shared as part of the Project charter as part of the execution of the Project.

15.5 Quality Management

Quality Management process is a critical process as it helps to ensure that deliverables produced actually meet the customer requirements. The quality Management process is an integral part of Cinntra's implementation and project Management model. Quality assurance is included in all the phases of Cinntra's Unique implementation methodology to ensure adherence to standards, processes and procedures.

Compliance with the agreed standards, process and procedure are done through process monitoring, peer reviews, status reviews, entry & exit criteria in each phase and internal audits.

- The value expected from Quality Management is to make the project implementation process much more efficient while ensuring that the end results meet the Customer Objectives

- Translated into measurable term, it means preventing scope creeps, schedule overrun, reducing re-work in design & technical development, efficient discovery & elimination of defects – in short, making sure that all processes and procedures are followed in delivering the end product to the customer

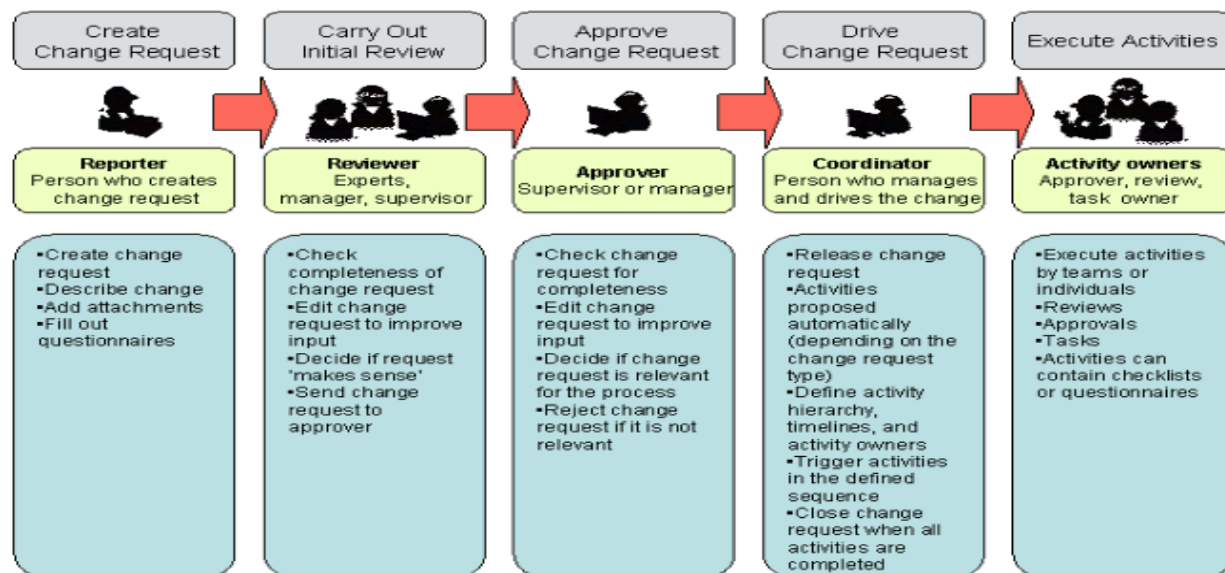
The Different Quality Assurance checkpoint at different phases of implementation and project management methodologies will be covered as part of Project charter.

15.6 Scope Change Management

Scope Change Management is a critical process, which is necessary to control the scope of the project.

Historically uncontrolled scope creep has been a primary cause of a project failure to meet its intended goals and success criteria, in particular, schedule and budget targets.

Changes to the scope could occur during the course of the project. Managing such scope changes is important for the success of the project. Cinntra will implement a formal scope change management process to manage such a scope change. The purpose of this process is for the customer to analyze the cost and benefit of requested change and to make informed decisions. Any impact of the scope change on the cost, schedule, deliverable milestone etc., will be manually discussed and agreed between Cinntra Project management team and the customer Project Manager.



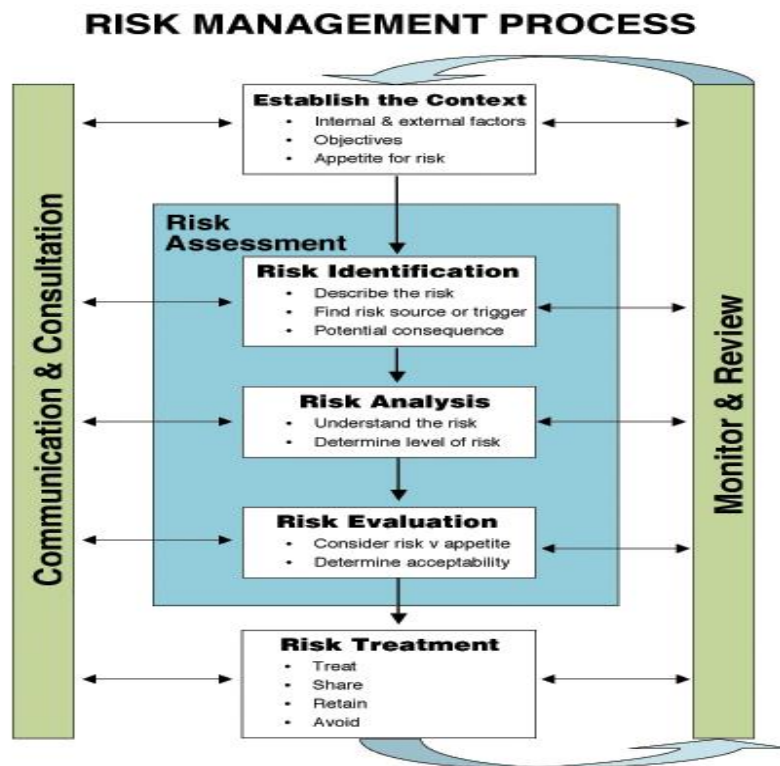
15.7 Risk Management

Risk Management is a continuous process in a project which is concerned with identifying risk and drawing up plans to minimize their effects on a successful completion of the project within the planned timelines. Risk Management process involves identifying, analyzing, mitigating and monitoring the risks.

The diagram below describes the process step involved in Risk Management. Cinntra project Management model includes continuous review of the project risks and the action plans to mitigate and control it throughout the project life cycle.

The major components of Cinntra Risk Management Model role are:

- Risk Identification – Identify events that could possible affect the success of the project
- Risk Assessment – Analysis and evaluation of those Risk that is more serious threat to the success of the project
- Risk control – Plan an action Plan to eliminate or mitigate the impact of risk. Contingency plan to be in place on need basis
- Risk Review – continuous tracking and monitoring of risks. This is an integral part of project progress review.
- Communication – Regular updates on the risk to the project operational group and to steering committee



15.8 Issue Management

Issues are unplanned and unexpected problems that arise during the course of a project. Issues are always associated with some degree of impact to the project and therefore need to be assessed and resolved in a timely fashion either within or outside of the project's boundaries

The purpose of defining Issue Management is to assist the project team to identify assets, monitor and resolve project issues. This will ensure that the issues are dealt with in an orderly and timely manner without further impact to the project.

The Effective Issue Management process is a part of the project management approach adopted by Cinntra. The overall flow of the Issue Management process that will be followed by Cinntra is represented in the below diagram.

16. Functional Compliance

Functional Compliance to the requirement outlined by MALLU FARMS based on the product functionalities and as per agreed scope

16.1. Implementation & Support Model

Cinntra brings to the table, an inclusive Outsourcing, implementation, and Support methodology that focuses on higher interaction with our customers, their key decision-makers to understand their Vision, Technology needs. Based on that we advise them what is right fit for them not only from a leading Technology point of view but also with what is latest happening in Innovation around the globe with our diverse portfolio which keep them up to date with best in the world by wider adoption of the solutions. Cinntra follows the unique methodology of Collaborate – Innovate – Transform by adopting deliverables as per the prevailing best practices.

So we promise you that you will always be working with the best technology and tools that will help you in competing with the best in the world and always keep you first step ahead of your competitors.

16.2. Value proposition

The following are a few critical differentiators of the Cinntra that are of relevance to the given engagement.

- The consortium of Technology and Innovation, the combined power of a flexible yet proven solution, experience and expertise in development of the solutions.
- Long and Quality Experience working across leading Global companies in multiple Domains to keep our customers edge over their competitors.
- We have a good pool of resources across technologies which reduce turnaround time and can help in Quick Ramp up and Ramp down on the resources.
- Strong back end support which helps our customers in Quick and Quality deliveries.
- Training – Regular checks to identify Training needs of our resources which help them in delivering the best solutions.
- Cinntra offers world-class back office Infrastructure to support our customers
- Significant past experience of the members of Team Cinntra, having delivered best solutions to many of the businesses. With this experience, we have consolidated the standard and best

practices adopted for the delivery of the solutions, which would be leveraged to the benefit of MALLU FARMS in delivering a best-fit solution at significant time and cost advantage.

17. Security Standard/Business Continuity

Cinntra maintain highest level of Software Development processes and Security standard which clearly depicts by our management commitment for that we are awarded by CMMi Level 3 Certificate

Certificate of Compliance

This is to certify that

CINNTRA INFO TECH SOLUTIONS PRIVATE LIMITED

Located at:

REGD. OFFICE: D-256 VIVEK VIHAR, DELHI - 110092, INDIA

HAS BEEN APPRAISED AT MATURITY LEVEL 3 OF THE
CAPABILITY MATURITY MODEL INTEGRATED FOR SOFTWARE DISCIPLINE

CMMI DEV. & SVC V1.3; ML 3 (MATURITY LEVEL - 3)

By means of a Standard CMMI Appraisal Method for Process
Improvement (SCAMPI), V1.3

"SOFTWARE DEVELOPMENT, ERP APPLICATIONS IMPLEMENTATION, UPGRADE,
ENHANCEMENTS AND SUPPORT, IT CONSULTING SERVICES, BE SPOKE APPLICATION
DEVELOPMENT"

This quality system registration is accredited by QCIL - Australia. By issuance of this certificate the firm represents that it will maintain its registration in accordance with the applicable standard requirements. This certificate is not transferrable and remains the property of MAP CERTIFICATIONS PVT. LTD. It shall be returned immediately upon request. Validity of this certificate is subject to successful completion of yearly surveillance audit on or before the due date. (In case surveillance audit is not allowed to be conducted, this certificate shall be suspended/Withdrawn).

Certificate Number: M/IN-CMG195032

This certificate is valid from July 19, 2021 until July 18, 2022

Initial Registration Date	: July 19, 2019	I Surv Due	: July 19, 2020 (Done)
Current Issue Date	: July 19, 2021	II Surv Due	: July 19, 2021 (Done)
Date of Expiry	: July 18, 2022		


(Certification Manager)



MAP CERTIFICATIONS PVT. LTD.

India Office: 1/855, Sector-1, Vasundhara, Ghazabad - 201013, Uttar Pradesh, India.
International office: 185 DON MINKER DR, HAMPTON, ON L4P 2V1 CANADA.
Web address: www.mapcert.in

17.1 Business Continuity

Business Continuity is very critical and at Cinntra, we take it with utmost importance and urgency. We ensure there should not be any impact on customer operations during an unplanned disruption in service.

High Availability of Critical Project Resources

Back up – We always keep backup of the critical resources while hiring or when resource is working on the Project. We prefer to keep shadow resources for Project critical resources so that work should not suffer and business Continuity is maintained. Long leaves of the resources – In case any resource is going on long leave, we always provide alternate resources of the same skill set so that customer work should not suffer and operation runs smoothly.

Continuous operations:

We safeguard the ability to keep the things running during a disruption, as well as during planned outages such as scheduled backups or planned maintenance.

Disaster recovery:

If a customer is running the development on our servers, we ensure that there are regular backups and DR servers are kept at data centers located at a different site if a disaster destroys the primary site or otherwise renders it inoperable.

18. Project Plan

18.1 Timelines for the project

The implementation would be carried out at the Head office of MALLU FARMS by the Cinntra team as per the timeline to be framed together with MALLU FARMS Elevators & Escalators Pvt Ltd and Cinntra. The solution would be launched live in approx. 1-2 months' time frame.

The implementation plan with various activities and indicative dates will be decided in due course of time. It may be noted that any holidays that may intervene will not be considered and this needs to be aligned based on the project start date.

19. Commercial Associate Cost for any additional/Adhoc requirement – Rs 6500/Day

Implementation Effort Breakdown:

Task	Number of Resources	Total Man Days	Actual Number of Days
Requirement Gathering	Business Analyst: 1, Project Manager: 1, SAP Functional: 1	8	5
Software Development and Customization	Front-end: 1, Mobile Application: 2, Backend: 2, SAP Functional: 1	8	
SAP B1 Integration	Backend: 2	6	5
Testing	QA : 2	4	2
Deployment, Training and Documentation	Business Analyst: 1, Project Manager: 1	4	2
	Total Days	30	20

20. Payment Terms

Implementation and License payment terms

- 40% Advance of the total project value (Software & Services)
- 30% Business Blueprint
- 30% Go-Live
- All quoted payments attract applicable taxes.

21. Validity of the Offer

This proposal is valid for a period of 60 days from the date of this proposal. The proposal will have to be revalidated after the expiry period before acceptance of the same by MALLU FARMS.

22. Contact Details

Contact

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