



GABOODAISOLUTIONS DJIBOUTI

Digital Transformation â¢ Software Engineering â¢ Consulting
CONTRACT TITLE: GXA Insurance Digital Claims Platform a Production Development Agreement
Owner: Ibrahim Abdourahman

CONTRACT DATE: _____ Registered Address: H5F5+MGP, Djibouti

REFERENCE: GXA-CLAIMS-2025- Email: ibrahimm@me.com | Phone: +971 52 799 8111

1. PARTIES

Developer: Gaboodai Solutions, represented by Ibrahim Abdourahman (Owner).

Client: GXA Assurances, BP 200, Djibouti.

2. PROJECT OVERVIEW

Developer will deliver the full production version of the GXA digital insurance claims platform, evolving the approved prototype into a secure, scalable, enterprise-ready solution connected to GXA's core systems and payment providers.

3. SCOPE OF WORK

3.1 Core Deliverables

- â¢ Production-ready web application for customers and administrators.
- â¢ Integration with GXA's existing policy and claims database APIs.
- â¢ Secure payment gateway integration for relevant claim fees or refunds.
- â¢ Supabase configuration (database, storage, authentication) hardened for production.
- â¢ Responsive mobile-first design with GXA branding and accessibility compliance.
- â¢ Deployment pipelines, environment configuration, and infrastructure documentation.

3.2 Additional Assets

- â¢ Technical and user documentation (PDF + online knowledge base).
- â¢ Admin and staff training (up to 4 sessions, 2 hours each, recorded on request).
- â¢ Warranty support for 90 days after go-live (bug fixes, hot patches, monitoring).

4. TIMELINE & MILESTONES (EST. 3â 4 MONTHS)

Phase 1 â Discovery & Technical Alignment (Weeks 1-4)

API documentation handover, sandbox access, security requirements, data mapping.

Phase 2 â Core Development & UI Finalisation (Weeks 5-12)

Database integrations, business workflow automation, advanced photo capture, dashboards.

Phase 3 â Integration, QA & Security Hardening (Weeks 13-16)

Payment gateway integration, penetration testing, performance optimisation, UAT.

Phase 4 â Launch Preparation & Training (Weeks 17-18)

Production deployment, cut-over checklist, training, warranty commencement.

5. PAYMENT SCHEDULE (TOTAL USD 12,500 AFTER PROTOTYPE CREDIT)

â¢ 40% (USD 5,000) due at contract signing.

â¢ 30% (USD 3,750) after completion of Phase 2 deliverables.

â¢ 20% (USD 2,500) after successful integration testing (Phase 3).

â¢ 10% (USD 1,250) at production launch and acceptance.

Prototype fee of USD 2,500 already paid is credited toward the total project value of USD 15,000.

6. CLIENT RESPONSIBILITIES

â¢ Provide API documentation, sandbox credentials, and relevant technical contacts within 5 business days of contract signing.

â¢ Ensure timely feedback (within 3 business days) on deliverables and design approvals.

â¢ Nominate a project liaison authorised to approve scope clarifications.

7. CHANGE MANAGEMENT

â¢ Modifications outside agreed scope will be documented via change requests with revised costs/timelines.

â¢ Changes under USD 1,000 may be fast-tracked with written email approval.

8. WARRANTY & SUPPORT

â¢ 90-day warranty for bug fixes and stability issues after go-live.

â¢ Optional post-warranty support: Standard (USD 200/month) or Priority (USD 300/month) covering monitoring, updates, enhancements.

9. MAINTENANCE FEES (POST-WARRANTY)

9.1 Standard Maintenance Package: USD 200/month

Included Services:

â¢ Email support with 48-hour response time

â¢ Bug fixes and critical patches

â¢ Security updates and patches

â¢ Hosting and infrastructure management (Vercel + Supabase)

â¢ Monthly system health check and monitoring

9.2 Priority Maintenance Package: USD 300/month

Included Services (Everything in Standard, plus):

- â 24-hour email response time
- â Phone support (up to 2 hours/month during business hours)
- â Priority bug fixes (critical issues resolved within 24 hours)
- â Proactive system monitoring and alerts
- â Monthly consultation call (30 minutes)
- â Feature enhancement requests (first hour free per month)
- â Performance optimization and tuning
- â Advanced analytics and reporting

9.3 Maintenance Terms

- â Maintenance packages begin after 90-day warranty period expires.
- â Monthly fees are due in advance on the 1st of each month.
- â Annual prepayment option: 10% discount (e.g., USD 2,160/year for Standard, USD 3,240/year for Priority).
- â Client may upgrade, downgrade, or cancel maintenance with 30 days written notice.
- â Cancellation does not affect ownership of system or source code.

10. INTELLECTUAL PROPERTY

- â Upon full payment, Client receives ownership of source code, deployment assets, and documentation.
- â Developer may reuse generic frameworks and reference the project (non-confidential details) in portfolio.

11. CONFIDENTIALITY & DATA PROTECTION

Both parties agree to confidentiality of business processes, customer data, APIs, and security protocols. Developer will adhere to GXA's data handling policies; production data remains the property of GXA.

12. GOVERNING LAW & DISPUTE RESOLUTION

This Agreement is governed by the laws of Djibouti. Disputes will be resolved through good faith negotiation, followed by mediation in Djibouti if required. Jurisdiction rests with Djibouti courts.

13. ACCEPTANCE CRITERIA

Acceptance occurs upon written sign-off following successful production deployment or 7 days post-launch without critical issues.

SIGNATURES

Developer (Gaboodai Solutions): _____ Date: _____

Client (GXA Assurances): _____ Date: _____

Appendix A â Contact Directory

Gaboodai Solutions Project Lead: Ibrahim Abdourahman | ibrahimm@me.com | +971 52 799 8111

GXA Project Sponsor: _____ | _____

Appendix B â Hosting & Infrastructure Overview

â¢ Frontend Hosting: Vercel (HTTPS enforced).

â¢ Backend Services: Supabase (Database, Auth, Storage).

â¢ Backups: Daily automated backups with weekly manual snapshots stored in secure bucket.

â¢ Monitoring: Application logging, error tracking, uptime alerts, security patch cadence (monthly).

â¢ Security Controls: Role-based access, environment variable management, penetration test before go-live.

Appendix C â Optional Add-On: AI Customer Chatbot

14. AI CHATBOT ADD-ON (OPTIONAL)

14.1 Development Fee: USD 4,500

14.2 Monthly Service Fee: USD 350/month

14.3 Features Included:

â¢ GPT-4 or Claude AI integration

â¢ Chat widget integrated into platform

â¢ Multi-language support (French, Arabic, Somali, English)

â¢ Claim status checking capability

â¢ Escalation to human support

â¢ Conversation analytics dashboard

â¢ Training on GXA policies and FAQ

â¢ Initial setup and testing

â¢ Documentation

14.4 Implementation Timeline: 8-10 weeks from approval

14.5 Value Proposition:

â¢ 24/7 automated customer support

â¢ Handles 60-80% of common questions automatically

â¢ Reduces support team workload significantly

â¢ Multilingual capabilities

â¢ Estimated savings: USD 2,000-4,000/month in support costs

14.6 Activation:

Client may request this add-on at any time during or after production development.

Gaboodai Solutions â Production Agreement (Page 5)

Development fee due upon approval, monthly service fee begins upon deployment.