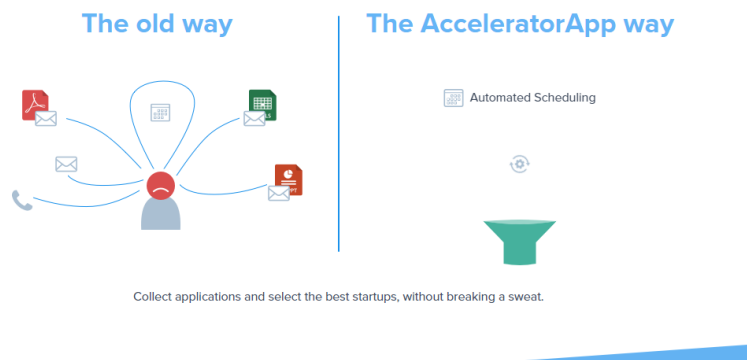


# Incubator X

*Figure 1 tentative name and logo*

## Business Accelerator/Incubator Management Software Project

**Customize & fully automate your application  
and selection process**





# Business Accelerator/Incubator Management Software Project



[theoptimumtech@gmail.com](mailto:theoptimumtech@gmail.com)

MR NOUMAN

## Contents

Document Control.....	4
1. Executive Summery .....	5
2. Company Overview .....	7
3. Proposed Solution .....	8
<b>3.1 Solution Overview .....</b>	<b>8</b>
<b>3.2 Acelerators &amp; Service Providers MANAGEMENT MODULE .....</b>	<b>8</b>
<b>3.3 SERVICES/PRODUCTS CREATION MODULE .....</b>	<b>8</b>
<b>3.4 User Management and Handling MODULE .....</b>	<b>9</b>
<b>3.5 REPORTING &amp; STATS HANDLING SECTION.....</b>	<b>9</b>
<b>3.5.1 SYSTEM CONFIGURATION MODULE .....</b>	<b>9</b>
4. Further detailed descriptions of the project module wise .....	10
5. User Module .....	13
6. Implementation Approach.....	15
<b>6.1 Deployment Model .....</b>	<b>15</b>
6.2 Solution Diagram .....	16
6.3 Statement of Work .....	17
7. Solution Component .....	18
8. High Level View of this project.....	18
9. Implementation Schedule.....	19
10. General.....	20
11. Assumptions.....	20
12. Noted Exclusions (Out of Scope).....	22
13. Contact Us:.....	23

## Document Control

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<b><i>Project</i></b>	Business Accelerator/Incubator Management Software
<b><i>Prepared By</i></b>	Optimum Tech
<b><i>Document Type</i></b>	Management ERP Solution ( Web Based)
<b><i>Created on</i></b>	17/06/2022
<b><i>Enclosure</i></b>	
<b><i>Reference Documents</i></b>	

# 1. Executive Summery

---

Optimum Tech Pakistan is pleased to submit this proposal to MR Nouman Khalid for Business Accelerator/Incubator Management Software Project.

## Solution Requirements

We received following information as a requirement document:

1. Business Accelerator/Incubator Management Software **web-based interfacing.:**

Mentioned are the required modules

- a. Accelerator management Module.
- b. Services and their Management Module.
- c. Co working space / incubators Module.
- d. Reporting & Stats handling Section.
- e. System Configuration
- f. Accounts handling
- g. Ticketing/invoicing
- h. Package plan creation and package customization
- i. Meetings & Events Handling
- j. Freelancer & Mentors Section

## Overview of the project:

The major purpose to propose this project is to generate a platform for the management of operations for the business incubators, accelerators, hackathons and other similar activities. Instead of using different solutions and tools to manage and operate these processes. This platform will make it easier to announce, application stages, and mentor entrepreneurs.

**A. As a business accelerator\incubator:**

- 1- the Business accelerator can register to the website and choose their package( Free, Basic or premium)
- 2- the business accelerator after registering and confirming their email can log in and see where their application is going
- 3- They get registration confirmation
- 4- They can log in and upload their data
- 5- they can see the requests they get

**B. As a freelancer and service provider company:**

- 1- The Freelancer or company can register to the website and choose their package( Free, Basic or premium)
- 2-The Freelancer or company after registering can log in and see where their application is going
- 3-They get registration confirmation
- 4-They can log in and upload their data
- 5- they can see the requests they get

**C. As a Mentor/Coach:**

- 1- The Mentor/Coach can register to the website or accept an invitation from the BA.
- 2-The Mentor/Coach, after registering can log in and see where their application is going
- 3-They get registration confirmation
- 4-They can log in and upload their data
- 5- they can see the requests they get

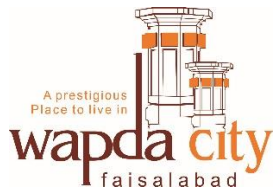
## 2. Company Overview

---

Dedicated to adding value through technology, Optimum Tech is not a new name when it comes to the IT industry. Our company has established itself as a reliable service provider that is progressive, dynamic, and people-friendly.

Our journey started in 2017, and since then we continue to strive for excellence in all areas, most especially in our deliverables. Today, our National and International reach has extended to the Textile sectors of Pakistan, United Kingdom, and USA. This is made possible because we give great value to our clients from all over the world.

Few notable related client which already using our Related ERP are below:



## 3. Proposed Solution

### 3.1 Solution Overview

Best side and special features of our solution are as follow:

1. Best light weighted solution with a much optimized system speed feature
2. Highly scalable and customizable application
3. Completely secure with 5 layer security model
4. Easy to debug and test elements/resources
5. Already deployed in many well renowned firms (mentioned Above)
6. Interactive interfacing & responsiveness
7. Data security and synching features
8. Optimized code (Less number of code lines) to improve code reusability & reliability

Complete feature set of all modules are described below:

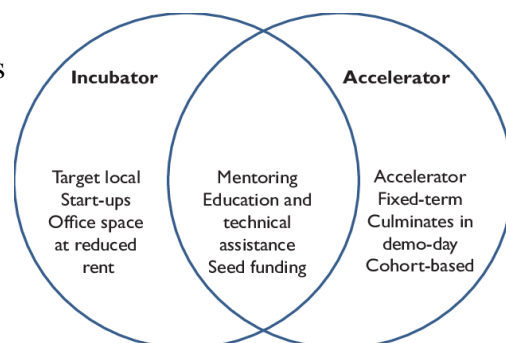
### 3.2 Accelerators & Service Providers MANAGEMENT MODULE

1. Party creation/update/deletion etc.
2. Party's Details Management
3. party's Complete business history & Logs Management
4. Party's Services wise complete reporting
5. Daily, weekly, monthly business report.



### 3.3 SERVICES/PRODUCTS CREATION MODULE

1. Services /Products creation/update/deletion etc.
2. complete Services History & Details Management
3. Services type-wise integration & Segregation
4. Services Stock wise reporting.
5. Daily, weekly, monthly business report.
6. Service customization and it's user wise details





### 3.4 User Management and Handling MODULE

1. User Path way Integration through API creation
2. SDK development ( if required)
3. Inter-Process Communication
4. Live Stats Sharing on Click Function

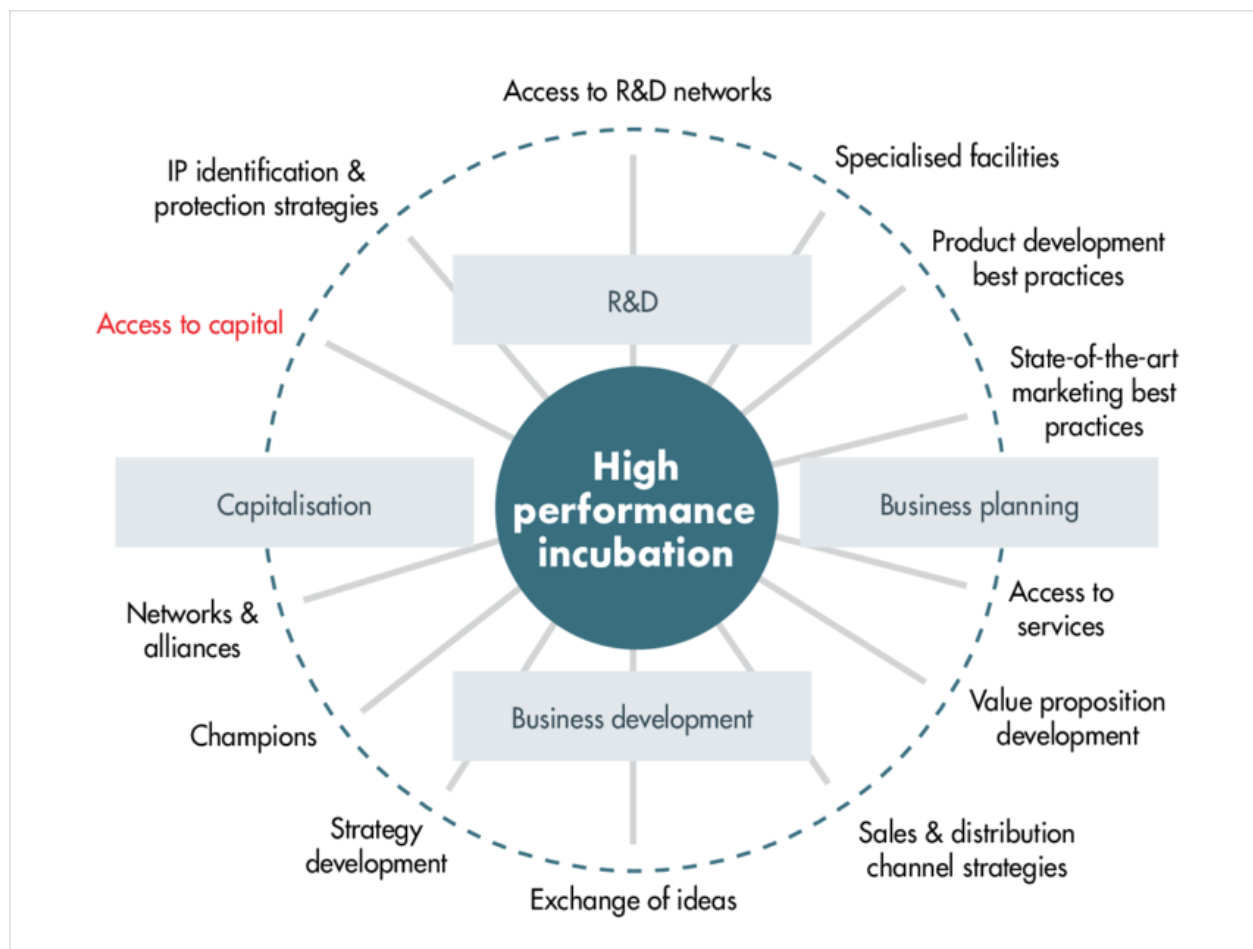


### 3.5 REPORTING & STATS HANDLING SECTION

1. Complete service provider wise Detailed Reporting
2. complete incubator reporting
3. complete business transaction reporting
4. system-generated Multiple comparison reporting

#### 3.5.1 SYSTEM CONFIGURATION MODULE

1. Role Based Configuration and management



## 4. Further detailed descriptions of the project module wise

---

### Scope of the project:

#### User types

- 1- Super Admin
  - a. Staff user, for help and support, reports.
- 2- Business accelerators
  - a. Entrepreneur/Companies/Freelancers
  - b. Experts/investors/govt. Service provider
  - c. BA/BI Staff user.

#### (1) User Module

##### 1- Sign up

- I. Each user type will have a different form for the registration process
- II. The verification process is different for each user type
- III. Each user can sign up with personal email or through social media channels (Google, Facebook, Twitter).
- IV. Sign up process will be a multi-step process
  - 1- The first step is a basic registration process with
    - a. Email
    - b. Contact number
    - c. Password
    - d. Confirm Password
  - 2- The user will get the verification email to verify the email account
  - 3- Once verified, the user will be redirected to step 2 of the registration process based on the user type.
  - 4- Users will not be able to do any actions until they complete step 2 of the registration process.
  - 5- The form for step 2 of the registration process can be designed by the Super Admin using the module “**Form builder**” (more info. on the module provided below).
  - 6- After submission, the user can see the application status on the screen only.
  - 7- After profile approval, the user will be redirected to the payment selection plan. Payment plans will be created under the “**Plans Module**”.
  - 8- Once paid, or selected the Free plan (if any), the user will have the access to the system with features unlocked under the plan.
  - 9- Users can add a second layer of security by activating 2FA or setting up a security question.

## **2- User Login:**

- I.** Users can only log in after email verification
- II.** Users logged in after email verification will be redirected to step 2 of the registration process if not completed.
- III.** Users logged in after completing step 2 of the registration process will see the status of the application only.
- IV.** Users logged in after the profile approval will be redirected to the plan selection process or can start as a trial period.

## **3- User roles and permissions**

- I.** All “Business Accelerator Users” will get one admin user created for them by default after a successful registration.
- II.** Business Accelerators can add further user roles and can define permissions for them.
- III.** Business Accelerators can add a limited number of users based on the selected plan.

## **4- Password Recovery**

- I.** It will be a simple password recovery process
- II.** The user will provide an email address and the password recovery email will be sent to the user. The user must click the link in the email and will be redirected to the password change page where he will add a new password and confirm the password. Another layer of security can be added either by adding Google 2FA or a security question.

**Note: Google Captcha** must be added to the registration and login.

Security must be strict to avoid spam logins and registrations.

## **2- Packages / Plans Module**

- i.** Business Accelerators can create subscriptions to offer it to companies / Freelancers as a
  - a)** One time
  - b)** Recurring
- ii.** A subscription can include multiple services
- iii.** A subscription plan can be a predefined one or can be created based on user needs.
- iv.** To define a plan, Accelerator must define services first within the portal (discussed in **Services Module**)
- v.** A company/freelancer can subscribe to multiple plans at a time.
- vi.** Invoice will be generated automatically once a subscription is close to renewal
- vii.** There will be two types of service
  - a)** Pre-apply
    - Customer need to fill up form, BA will review and if approved, invoice will be generated
  - b)** Direct purchase

## **3- Services / Programs Module**

- i.** Business Accelerator must add services offered in the portal with details
  - a)** Name

- b) Description
- c) Price
- ii. Profile to be displayed on the website is a separate service, which can be included with in a plan or can be purchased separately otherwise profile will not be displayed on website.

#### 4- Experts Module (To be discussed)

- i. Business Accelerator can add not

#### 5- Events Module

- i. Business Accelerators can also schedule events for the public
- ii. Following are the details required to create an event
  - a) Name
  - b) Description
  - c) Schedule
    - Start date and time
    - End date and time
  - d) Ticket types (Free / Paid)
  - e) Event Image



#### 6- Incubator Module

- i. A business accelerator can define the complete structure of the offerings in terms of working space
- ii. In most cases, the details that need to be added will be
  - a) Type
    - Co-Working
    - Private Office
    - Meeting Room
    - Training Room
    - Broadcast Room
- iii. The accelerator will define the amenities that come along with each offering such as
  - a) Tea/Coffee
  - b) High-Speed Internet
  - c) Broadcast equipment
  - d) No. of persons
  - e) Help Desk / Reception Services
  - f) Landline
  - g) Postal Address
  - h) Digital Signage
  - i) Printing
  - j) Lockers
  - k) Zoom Meetings
- iv. Each offer will have a different set of amenities which will be already predefined in the portal by the Accelerator OR Super Admin.



## 7- Meetings Module

- i. The accelerator can schedule meetings in the offered meeting rooms for companies / Freelancers or the public.
- ii. Meeting scheduled can be online through Zoom or Physically in any of the available Meetings Room
- iii. **Physical Meeting**
  - a) Following details must be provided
    - Room No.
    - Scheduled for company name
    - Date/Time
    - Number of people
- iv. **Zoom Meeting**
  - a) Meeting title
  - b) Schedule
  - c) Description
  - d) Once scheduled, the meeting link will be sent.

## 8- Knowledgebase

- i. This module will be managed by Super Admin only
- ii. This is will include the article about usages of the software and the FAQs
- iii. Articles can be further categorized
- iv. Knowledgebase will be available for all types of users to see
- v. Users can search for an article by writing the keywords only in the search bar

# 5. User Module

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## 1- Super Admin

### A. Plan Creations:

- i. Trial Plan
  - a) Admin can also setup a trial plan for the Business Accelerators
  - b) Admin will enter plan details
  - c) Select the modules under the plan
  - d) Will select the limitations for
    - Number of programs
    - Number of staff
    - Number of users joining the program
    - Number of zoom meetitngs a month
  - e) Selects the plan duration
- ii. Paid Plan
  - a) Admin can create x number of plans for Business Accelerators
  - b) Admin will enter plan details
  - c) Will enter monthly and yearly price
  - d) Select the modules under the plan
  - e) Will select the limitations for
    - Number of programs

- Number of staff
  - Number of users joining the program
  - Number of zoom meetings a month
  - f) Write the short descriptions
  - g) Mention the price
- B. Manage Invoices**
- i. Invoices are created automatically upon the plan subscription by the Business Accelerator
  - ii. Admin can see all of the invoices created
  - iii. Admin can filter the invoices as per the company
- C. Business Accelerator user**
- 1- Registration**
- i. Step – 1**
- a) BA Register with basic details
  - b) Gets the confirmation email
  - c) Confirms the email
  - d) Sign-in to the portal
  - e) System redirects the user to the profile completion screen
- ii. Step – 2**
- a) BA completes company profile
  - b) BA should be able to select the currency listed by Super Admin, currently it is not the case
  - c) BA Setup the legal details such as CR, VAT Certificate, CR Number
  - d) BA should complete all profile before account is active. As of now, when the system reached the financial settings, user can go to other pages as well. Also VAT Number is missing from the details.
  - e) BA setup the financial details
  - f) BA submits application for review to the admin
  - g) Admin reviews the applications
- iii. Step – 3**
- a) Admin approves the application of the BA
  - b) BA login to the portal
  - c) BA is redirected to select the plan or start with a trial plan
  - d) User cannot use any other feature before subscribing to a plan
  - e) User subscribes to the plan
  - f) Pay for the plan
  - g) Subscription completed

## 6. Implementation Approach

### 6.1 Deployment Model

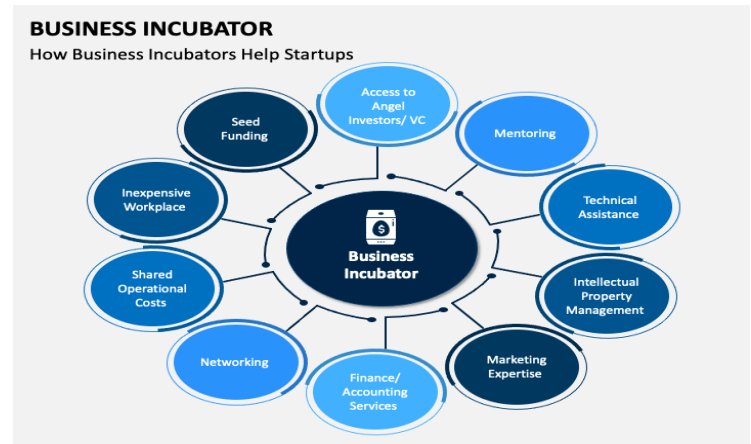
Mentioned is our tested deployment model in the similar scoped project.

#### ERP Implementation Stages

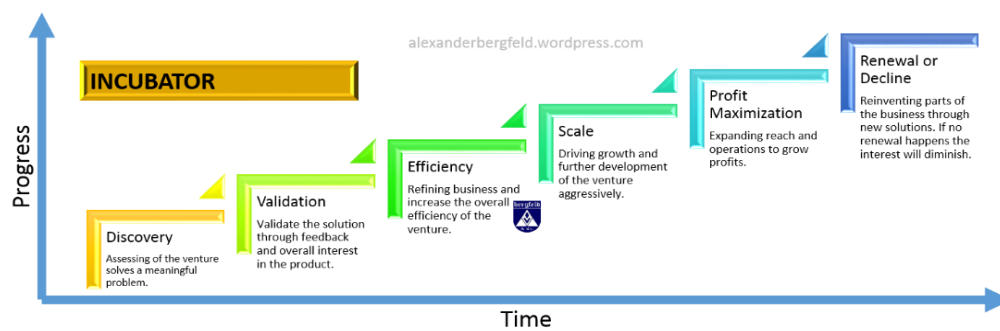
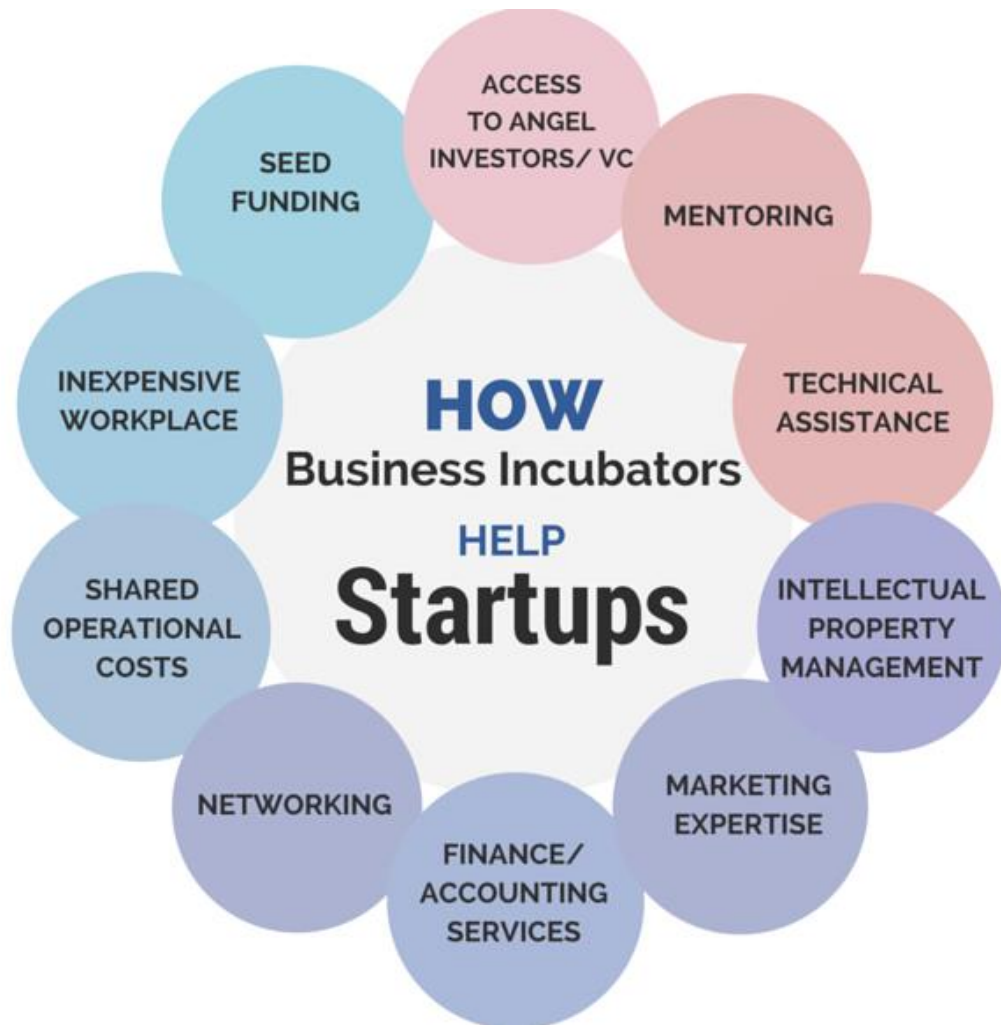


#### Project Time Line and Task Scheduling

1. On Site Visit for business analysis / understanding
2. Requirement Gathering
3. Requirement Elicitation / Specification
4. System Designing
  - a. Data Flow Diagram (DFD)
  - b.
5. Entity Relationship Diagram (ERD)
6. Use case Diagram (After complete requirement gathering)
7. Selection of deployment model
  - a. SDLC
  - b. Spiral
  - c. Waterfall
8. Prototyping / MVP (Minimal Viable Product)
9. Testing
  - a. Load Testing
  - b. Unit Testing
  - c. Model Testing
10. Implementation
  - a. Parallel Implementation (if we are replacing previous software)
  - b. Modular Implementation
11. Fixing / Further Customization if Required



## 6.2 Solution Diagram





### 6.3 Statement of Work

Optimum Tech Pakistan will deliver the professional services, as described in this Statement of Work (“SOW”). Optimum Tech will deliver only those services as expressly described further in this document and under the assumptions, dependencies and conditions as described further in this document.

The Parties acknowledge that the precise scope of the services shall be clarified as a result of the first stages of each Service, and that the proposal, scope and pricing may have to be modified accordingly, if required by making use of the change control or escalation process defined herein. This Statement of Work is based on Requirement Document we received from MR Noman. Should any of this information be incorrect or incomplete or should material information be unknown to Optimum Tech, then Optimum Tech may modify its proposal or the services, or initiate the change control or escalation process defined herein.

This document contains the following sections:

#### **1. Summary of Services**

Mentioned are the services covered in the scope of optimum tech.

- a. Delivery of scoped applications including listed modules.
- b. Customization required to address customer’s business requirements, within scoped application.
- c. Setting up production environment.
- d. 3 Months Comprehensive Free of Cost support services, including minor changes. From the date of go live.
- e. All the major changes after deployment will be billable on mutual understanding with client and cost and effort is not including in this proposal.

#### **2. Solution Components:**

- a. Please refer to section 5.

#### **3. Implementation Schedule**

- a. Please refer to section 6.

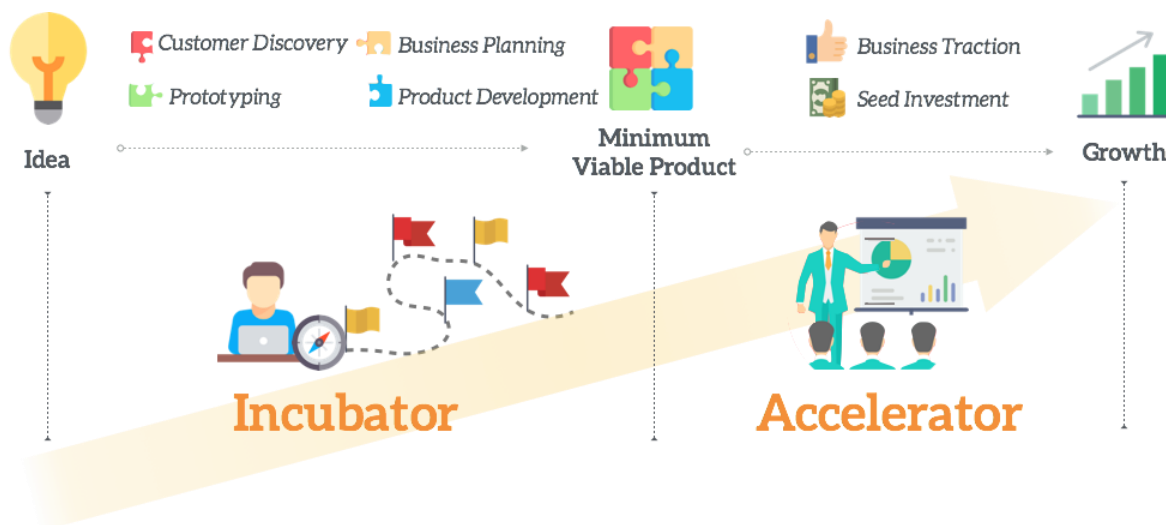
#### **4. General**

- a. Please refer to section 7.

## 7. Solution Component

S No.	ERP	Description	Qty
1	ERP		
		Incubator Module.	1
		Packages & Plans Modules	1
		Services creation module	1
		Invoices/Tickets & Accounting Module	1
		Reporting & stats handling section	1
		System configuration module	1
2		Freelancers & Mentors Section	1
3		User Management System (VMS)	1
4		Front Desk Management system	1
5		Co Working Space allotment & Handling	1
6		Meeting Appointments & Events Management Section	1

## 8. High Level View of this project



## 9. Implementation Schedule

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Any Service schedule estimates represent Optimum Tech best technical judgment based on information available. The actual duration of the Services may vary. Below is an estimated high level project implementation schedule:

Task ID	Task Name	Duration (Calendar Days)	Start	Finish	Predecessors	Resource Names
1	Configure Basic ERP on Client Environment	05 days				
2	UI Design	10 days				
3	Customization	10 Days				
4	Technical Testing	10 Days				
5	Unit Testing	5 days				
6	Integration Testing	5 days				
7	Customer UAT	07 days				
8	Final Deployment	10 days				
	<b>Total Days</b>	<b>60-65 Days</b>				

**NOTE:**

Above schedule is an high level estimated only, subject to revise after design & planning workshop, any changes in current scope, pre-requisites and dependencies stated anywhere in this document.

## 10. General

---

Optimum-Tech consider following are dependencies on project:

1. Client have to provide direction and guidance to Optimum-Tech personnel as required by Optimum-Tech to maintain project momentum.
2. Client also have to provide information and resources in a timely manner as needed by Optimum Tech to finish the task in define timeline.
3. Known technical issues with the current environment will be provided to Optimum Tech during the first week of the engagement in written form.
4. Requiremntn and configuration documents provided by MR Nouman must be fully filled and returned back at least one (1) week before project starts
5. Onsite client's representative ( admin in charge) to guide and match the pace of our team OT
6. Remote access to all relevant machines and servers should be provided in time.

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## 11. Assumptions

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Optimum will rely on the following assumptions, together with those stated elsewhere in this document, in performing the Service. Should any of these assumptions prove incorrect or incomplete, or should MR Nouman fail to comply with any of their responsibilities set forth in this document, Optimum-Tech reserves the right to modify the price, scope, or schedule of the Services.

1. Any Service schedule estimates represent Optimum-Tech best technical judgment based on information available. The actual duration of the Service may vary.
2. Weekly meetings as per requirement of the system
3. Provide information and resources in a timely manner as needed by Optimum-Tech to complete the tasks.
4. Proper infrastructure should be ready before handing over (Details will be shared after low level workshop)

5. We seeking for virtual Server's with same specs:

	Disk Space	CPU-Cores	SSD	Threads	Cache Memory
Production Environment	256 GB	24	2TB	48	60MB
UAT Environment	128 GB	12	1 TB	-	-
Development Environment	64 GB	7	1 TB	-	-

6. MR Nouman will sign “Service Completion Form” provided Optimum-Tech has completed the tasks and provided the related deliverables. MR Nouman failure to sign the Hand-over and Completion Certificate has no bearing on acceptance of the Service
7. Ensuring sufficient bandwidth and low latency network between sites
8. Any new activity (not mentioned in this proposal) will be evaluated and charged separately.
9. Optimum-Tech will not be responsible for any data loss due to any reason; neither Optimum-Tech will be responsible for any financial loss to client due to any misuse of the data or unavailability of the systems for any reasons.
10. Ensuring availability of operating systems media and software licenses to Optimum engineer.
11. Client should designate a technical contact person who is technically sound enough to communicate the technical issues and carry out instructions over the telephone/email, if required.
12. Optimum will make all efforts to follow up with Principal Support for any product related bugs, data fixes for corruption. However, Optimum will not be responsible for any delays in Service Request (SR) resolution as a result of delayed response from Principal Support Services.
13. Client will be responsible to safeguard the administrative passwords for the system. However, whenever there is a technical task to be performed, Optimum engineers would request the client contact point to log-in to the system with the administrative credentials so that the technical work can be performed.
14. Default installation language is English.

## 12. Noted Exclusions (Out of Scope)

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1. Trainings, formal or informal unless otherwise stated and agreed mutually in writing
2. Any sort of cable laying, labeling and connectivity i.e. Power, Network and Fiber cables or any other cabling work.
3. Delivering any documentation other than specifically mentioned. Specifically excluded are operational documentation, step-by-step installation and customized manuals etc.
4. Installing firmware, service packs, patches, product upgrades or any such software on any hardware or software component in this environment that become available during or after the design document has been approved.
5. Any operational or maintenance procedure, guideline or policies
6. Installation and configuration of any third party software/application/Certificate
7. Advance configuration/administration.
8. Backup and Restore
9. Anything not excluded in this section and not listed in the above “Areas within Scope” is considered out of scope for this SOW.
10. Protection of physical machines.
11. Failover testing of production virtual machines.
12. Failover testing beyond non-disruptive test failover functionality.
13. Installation & Management of VM's Machine

## 13. Contact Us:

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For further queries and clarifications, you can reach us as below:

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