roid

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PROJECT   
PROPOSAL

**Law Portal**

|  |  |
| --- | --- |
| **Prepared for:**  **DESC** | **Submission Date:**  14 Aug 2018  **Proposal ID:** AD/BP/14082018/1929/1 |

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Project Contacts

|  |  |
| --- | --- |
| Client Information | |
| Project Name |  |
| Client Name |  |
| Client Address |  |
| Contact Person |  |
| Contact Person Email |  |
| Contact Person Phone Number |  |
| Verbat Information | |
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| Project Information | |
| Proposed Technology/Methodology | PHP, MYSQL |
| Anticipate Start Date | NA |
| Proposal Valid For | 30 Calendar days from the submission of the proposal |

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# Executive Summary

ThomasVallen (Here after referred to as the client) has requested Verbat technologies to submit a proposal towards the development of web application that will help them process visa applications.

The client has identified three distinct processes, viz.

* Intake process
* Case Preparation Process
* Post Filing Process
* Request for Evidence (RFE) – Pre Filing Process
* RFE – Post filing Process

Client has identified that the following actors shall be using the system

* Admin
* Front Office (FO)
* Supervisor
* Attorney
* Paralegal
* Client
* Employees
* Upload User
* Offshore Team
* Evidence Supervisor

Verbat is a Digital Technology Services company with over 18+ years of experience in delivering Internet and Mobile Solutions to Enterprises, through Agile Development and Application Management methodologies. Application Development is an area where Verbat has in-depth knowledge and expertise. Being the pioneers in Web based solution across the major verticals, we are sure to help customers drive differentiation. We bring proven methodologies and processes, global expertise in application development, and a legacy of best practices & ready-to-fit frameworks to expedite the development cycle in order to reduce the total cost of ownership.

Verbat is pleased to submit the proposal and values it as a great opportunity to have a long term & mutually beneficial association with the Client. Verbat has gone through the requirement and presents a proposal for the requested system.

## Proposed Solution Model

**Stand-Alone Fixed Bid**

Verbat will be following a stand–alone fixed bid solution delivery model wherein the required solution would be devised and a suitable pricing would be offered.

## Solution Objective

The Features and Functionalities of the proposed system are described below:

|  |
| --- |
| **Intake Process Workflow** |
| First Level Registration (Client) |
| Detailed Company Registration (Client) |
| Add employees (Client) |
| Send employee questionnaire link (Client) |
| Employee fills questionnaire (http://ims.rnlawgroup.com/h1bemployee#close) |
| Review documents and submit after amendments (Client) |
| Front office login |
| Upload documents (front office User) |
| Review and register with case # (FO) |
| Assign case to paralegal (FO) |
| Submit to supervisor (FO) |
| Send email to client with status (SYSTEM) |
| Supervisor login |
| Review Case |
| Approve Paralegal |
| Assign new paralegal |
| Submit documents to paralegal with notes |
| Send email to client with status |
| **Case Preparation Process** |
| Paralegal Login |
| Review case and documents |
| Identify missing documents |
| Change status to documents received |
| Send status to client |
| Submit document to offshore |
| Send documents required email |
| Auto reminder after 48 hours |
| change status to documents missing |
| Upload user login |
| Check LCA filled by client and download |
| Submit LCA to DOL site & update LCA # in system |
| Change status to LCA submitted and generate email for client |
| Offshore Login |
| Review case and documents |
| prepare forms and letters |
| submit to paralegal with comments |
| Paralegal login |
| review comments from offshore user |
| upload additional documents or request documents from client |
| Automated email after 48 hours |
| submit to attorney / supervisor |
| Attorney Login |
| Review case and documents |
| send documents for signature to client |
| Enter filing fees |
| Send email to client requesting filing fees |
| Enter invoice details in the system |
| send invoice to client |
| Upload Signed LCA to System |
| Send LCA document to client for signature |
| Send email to client with all receipts |
| Generate QR Code, Send email to client with FedX # |
| Capture Tracking # and change status of the case to Filed |
| **POST FILING PROCESS** |
| Front office login |
| Upload scanned receipt notice |
| Attach receipt notice to case |
| Send Email to client- receipt notice received |
| Client Can view receipt notice |
| System changes status to receipt notice received |
| Upload USICS Approval notice |
| update case as approved |
| record tracking details |
| Close case |
| System generated email to client with tracking # of approval (also by FO |
| **Request for Evidence - Prefiling Process** |
| FO Checks for RFE |
| Create a subcase for RFE |
| Assign case to evidence supervisor |
| Evidence Supervisor logs in and reviews RFE details and assigns case to paralegal |
| Paralegal logs in and uploads new documents to system |
| Paralegal checks for new RFE and downloads it |
| Paralegal sends email to client to fill out the RFE |
| System auto generates days to the case |
| Client uploads the RFE documents requested by paralegal |
| Paralegal reviews the documents and marks it as received |
| Send email to client and changes the status of the case |
| Calendar notification and auto generated email to client if document not received in the stipulated time |
| Paralegal submits the case to offshore |
| Offshore Login |
| Review case and RFE documents |
| Prepare forms and letters |
| Offshore submits to paralegal with comments |
| Paralegal reviews documents submitted by offshore |
| Send mail to client for additional documents |
| System generates notifications after 48 hours if no communication received from client |
| Submit case to attorney |
| System generates notification if the attorney did not check the case in 48 hours |
| Attorney login |
| Reviews case and documents |
| send documents for signature to client |
| Send invoice to client |
| enter invoice details in the system |
| Paralegal login |
| Send confirmation email to client on receipt of the documents |
| Print QR code sticker with employee name and service center |
| upload scanned documents to system |
| confirm invoice received |
| record tracking # and date fedexed for the case |
| Email client with tracking #, Date, case # etc. |
| Change status of case to RFE Filed |
| Upload scanned receipt notice from USICS and log it against the case |
| Send Email to client- receipt notice received |
| Client can view receipt notice |
| Auto generate status for case "receipt notice received" |
| Upload scanned approval notice |
| Change status of case to approved |
| Enter tracking details of shipment |
| Close case |
| Email client with tracking # |
| **Admin** |
| Manage users |
| Manage roles |
| Upload document templates to create evidence library |
| Manage Statuses |
| Manage Beneficiary |
| Manage Case Types |
| **System features** |
| Authentication & authorization |
| Auditing & logging |
| Exception handling |
| System generated emails |
| System generated calendar notifications |
| Automatic status changes |
| QR code generation |
| Printing services |
| Evidence library |
| Document Management |
| Forgot Password, remember password |

Verbat’s Solution architects have conducted a thorough research on the requirements and have come to the conclusion that our proposed solution, which is detailed further in this document, will meet the requirements put forth by the client. And the proposed solution will be delivered in a phased approach as per Verbat’s stand-alone fixed bid solution model.

**Strong and Scalable platform:** The platform proposed will be strong and scalable enough to accommodate future enhancements.

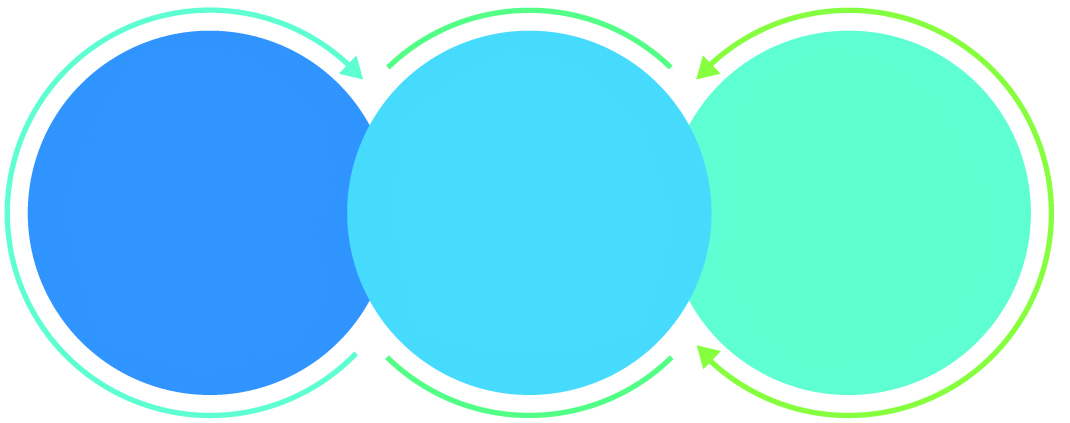
**Accelerated solution:** The framework would act as a solution accelerator. It would provide the basic building blocks which could be reused in future for building new components and features.

**High performance:** The light weight framework used consumes fewer system resources thereby making the application perform faster.

**Security:** The application will be developed considering various aspects of security.

## Advantages of Proposed Solution

## 



01

Agile development offering reliable, secure solution

02

Smooth transition and quicker completion of processes

03

User friendly interfaces enabling easy navigation between screens

## Why Verbat



Over 18+ years of customer Experience with Global Corporations

## Key Differentiators

Delivered digital transformation expertise to global customers for over a decade by following industry best practices to maximize ROI for client

Keen technology intelligence combined with aggressive market research to deliver solutions that achieve results with measurable value

Enable access to global consulting expertise with strong local market and business knowledge

Commercial Model that is customizable for your business needs

Services that are designed to optimize applications for improved performance and overall efficiency

1,000,000 plus man-hours of expertise in technology frameworks spanning Microsoft, Open Source, mobility platforms and other proprietary IT technology

Partners top technology vendors to bring in the latest and best services in integration, collaboration, and development

Commercial Model that is customizable for your business needs

Proven Methodologies & Processes

Investment in R & D

Strong Local Presence

Flexible commercial Models

Technology Associations

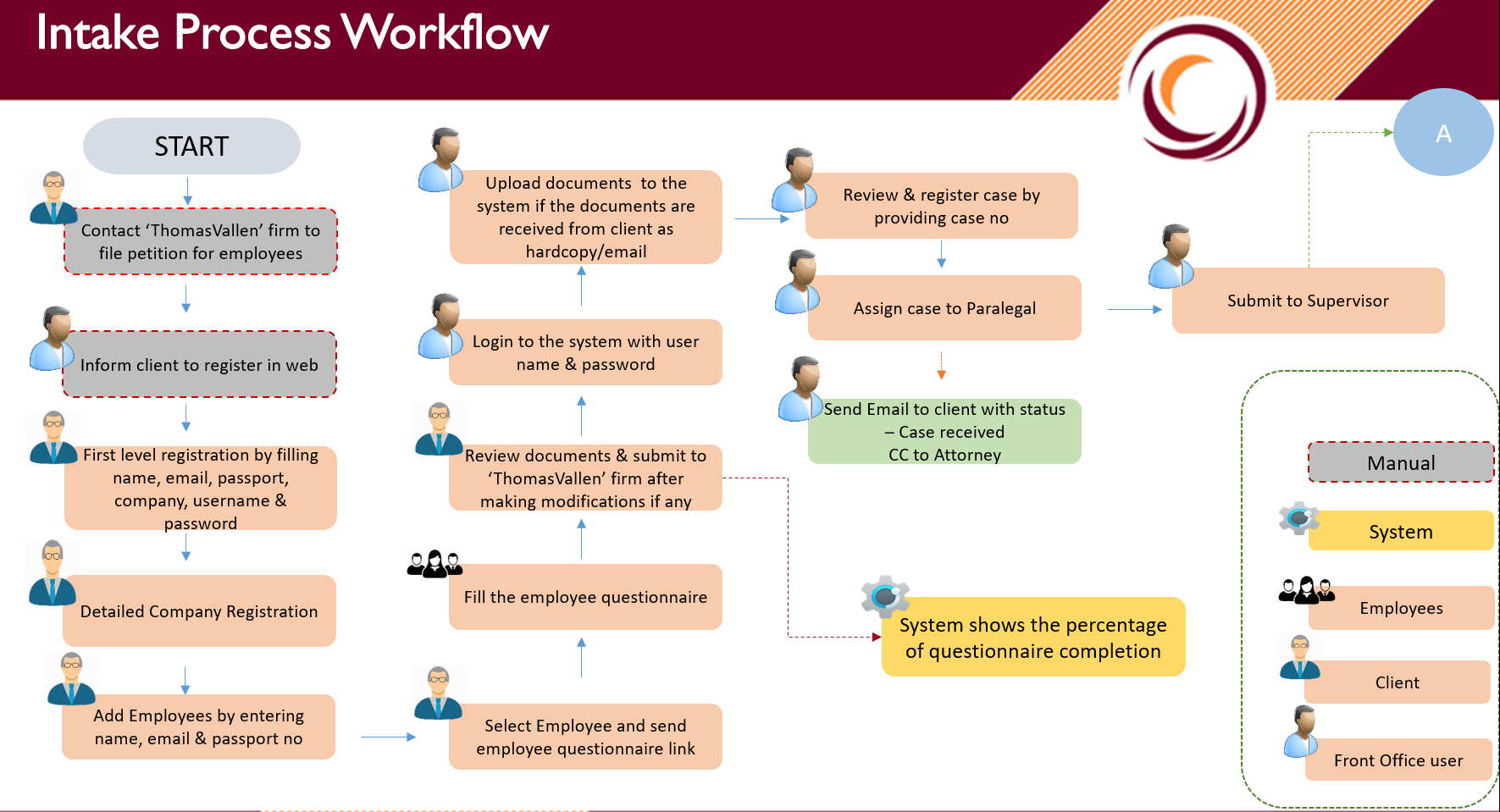
Software Development Experience

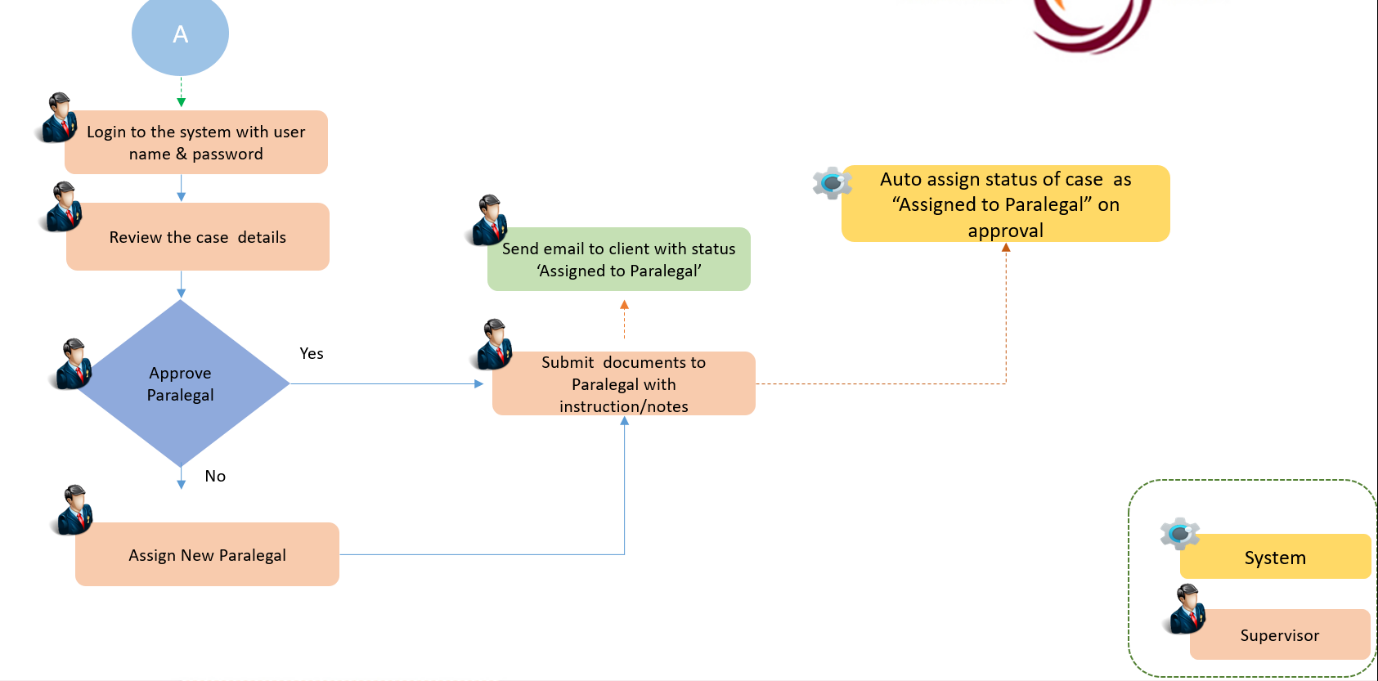
Offshore Development Centre

Quality Assurance & Testing

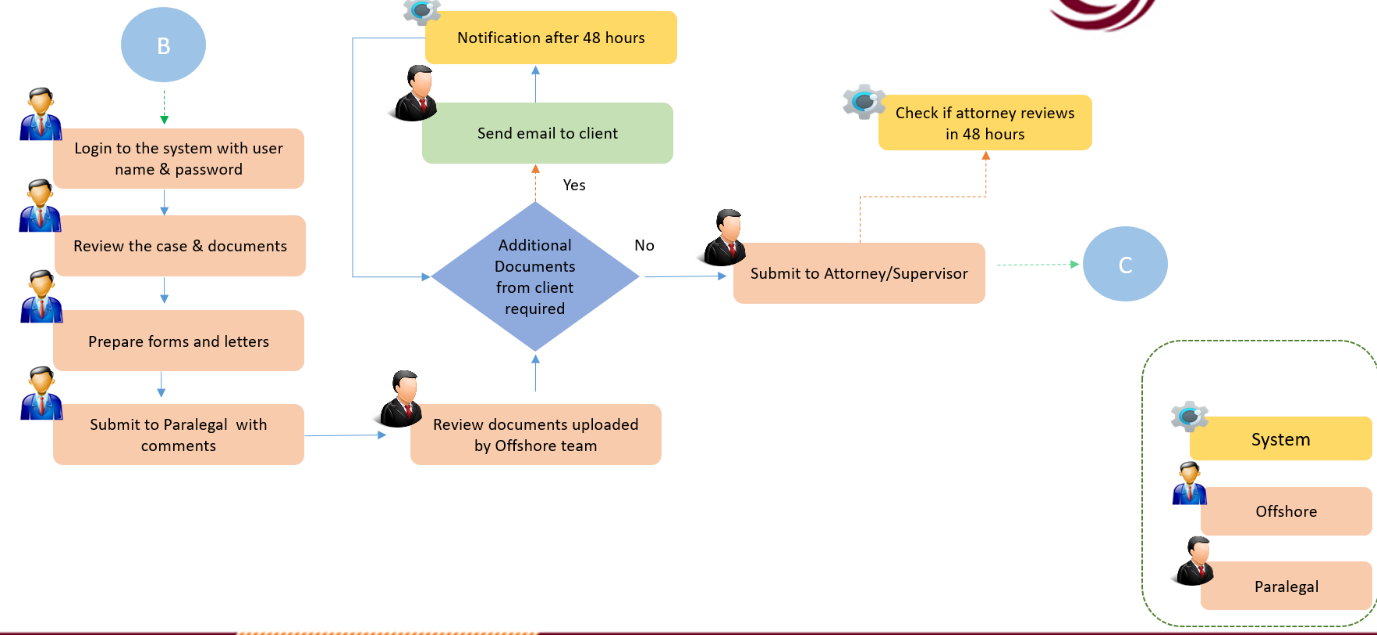
# Application Workflows

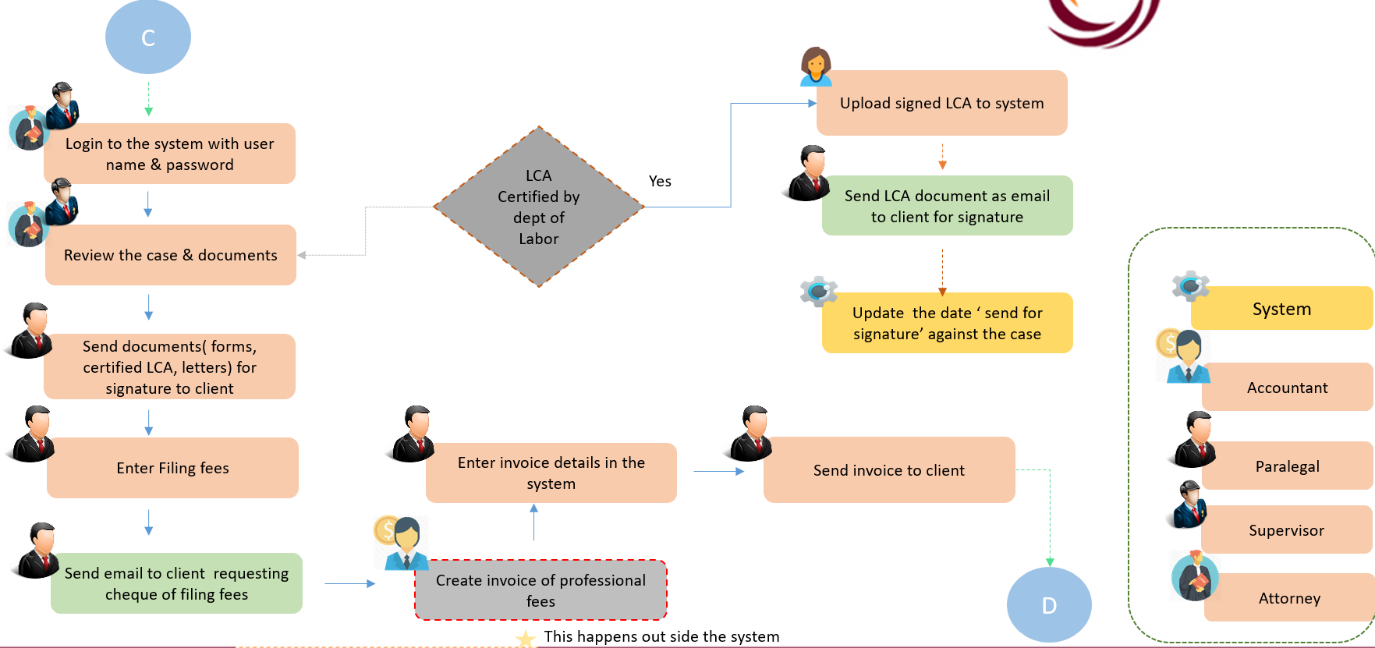
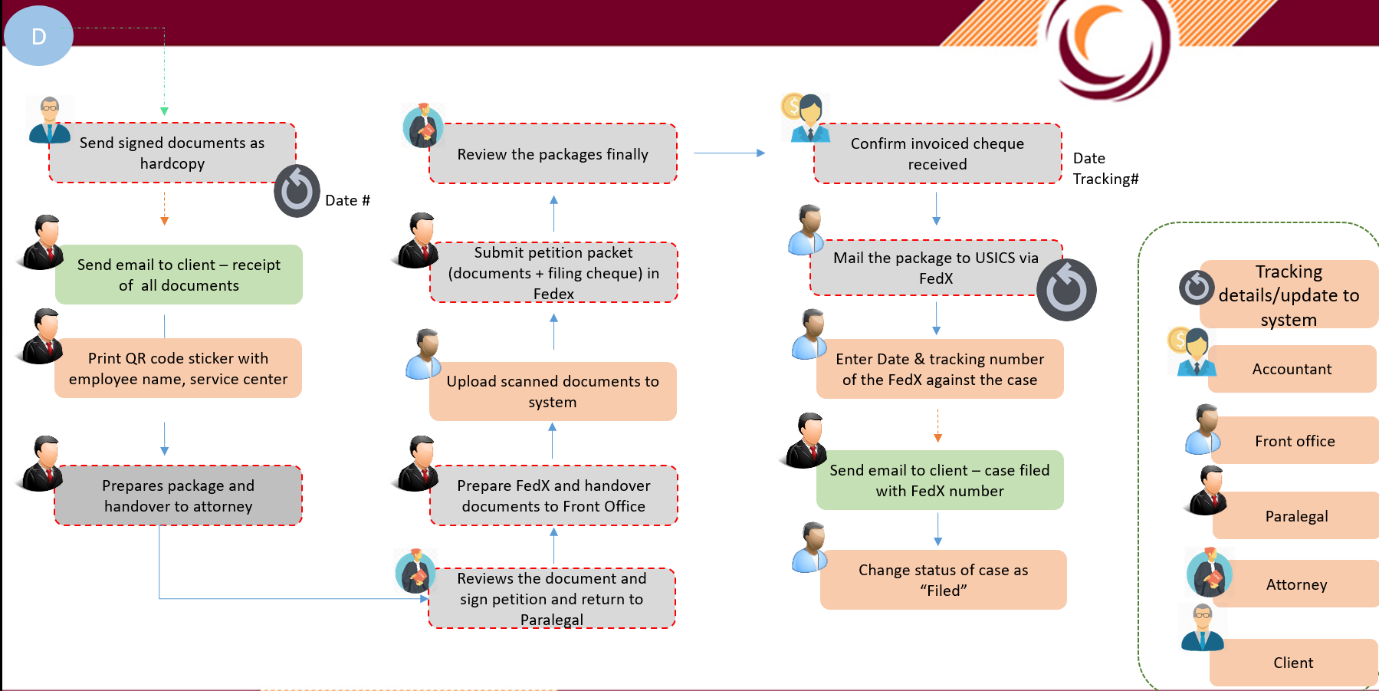
## Intake Process Workflows



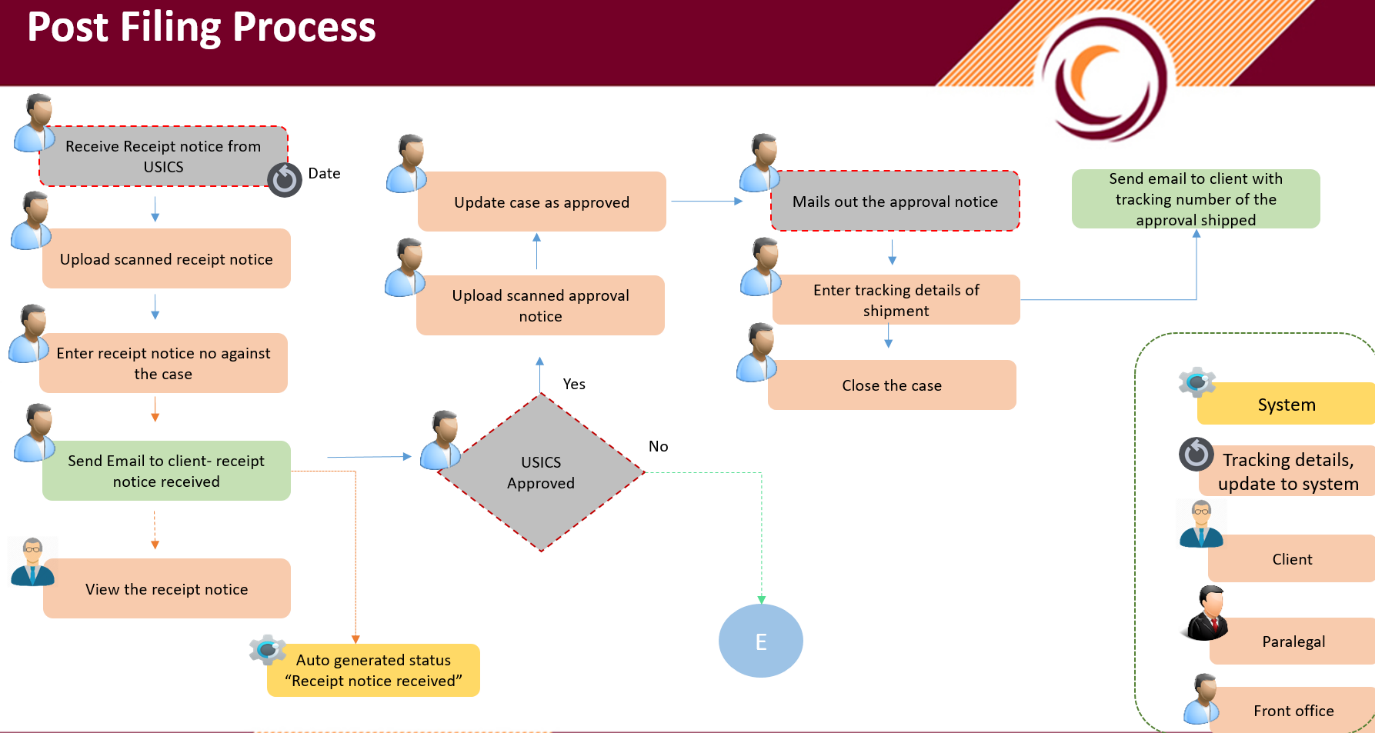


## Case Preparation Process

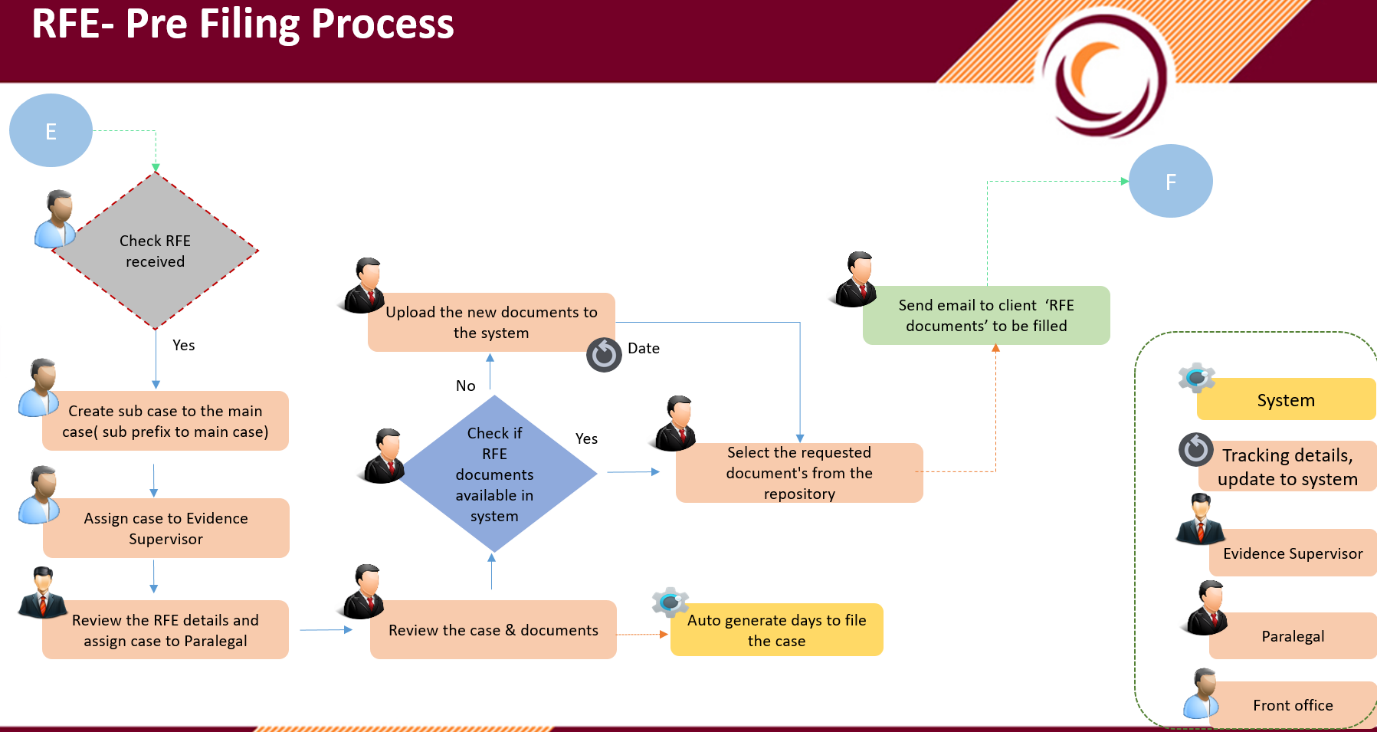


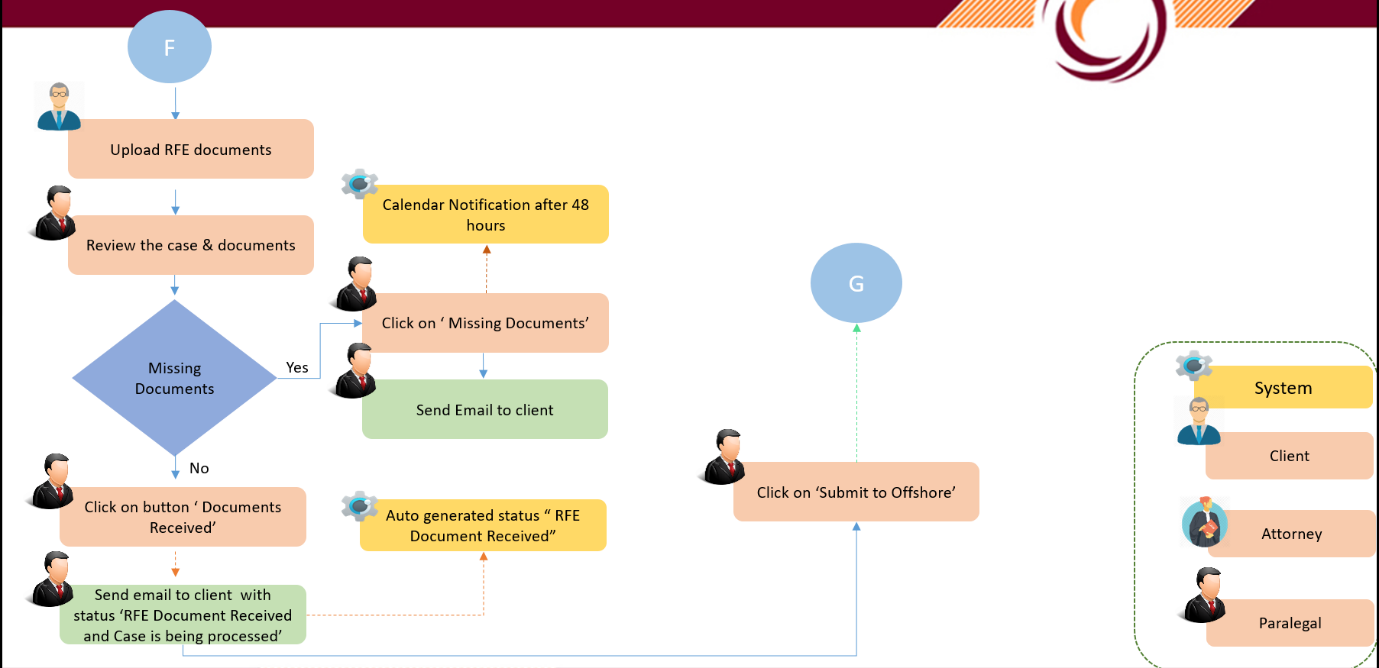


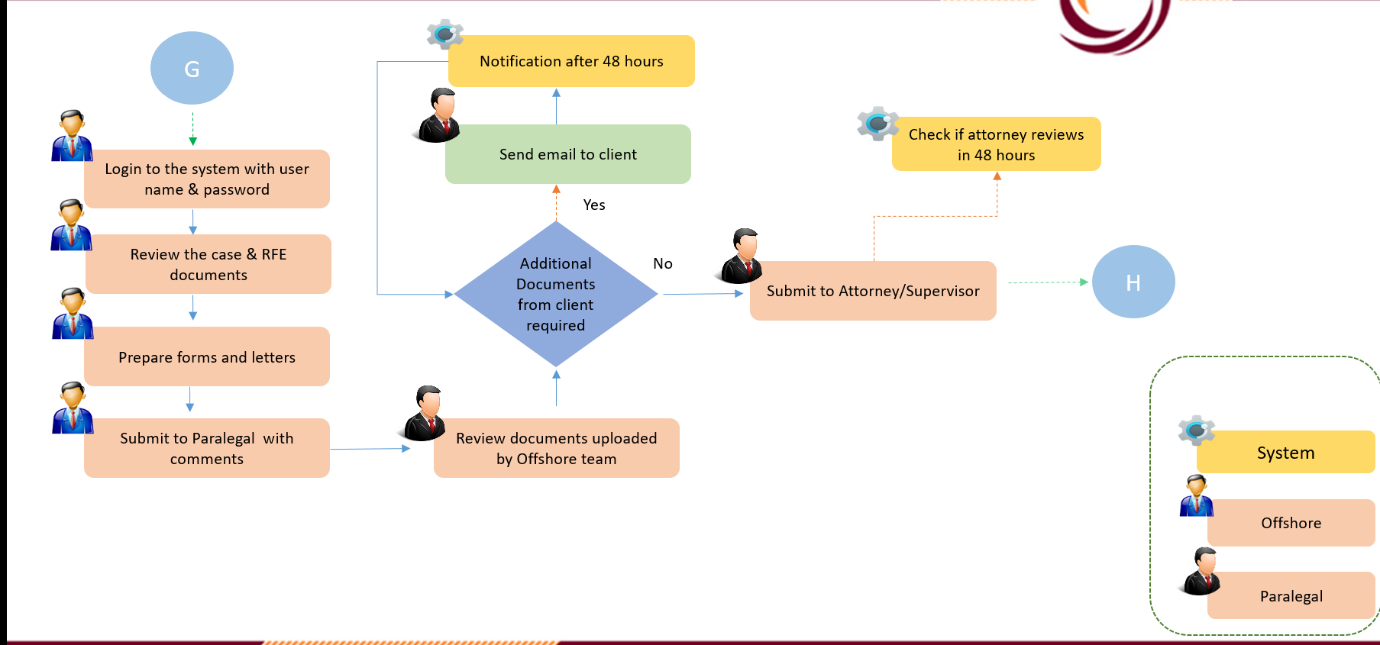
## Post Filing Process

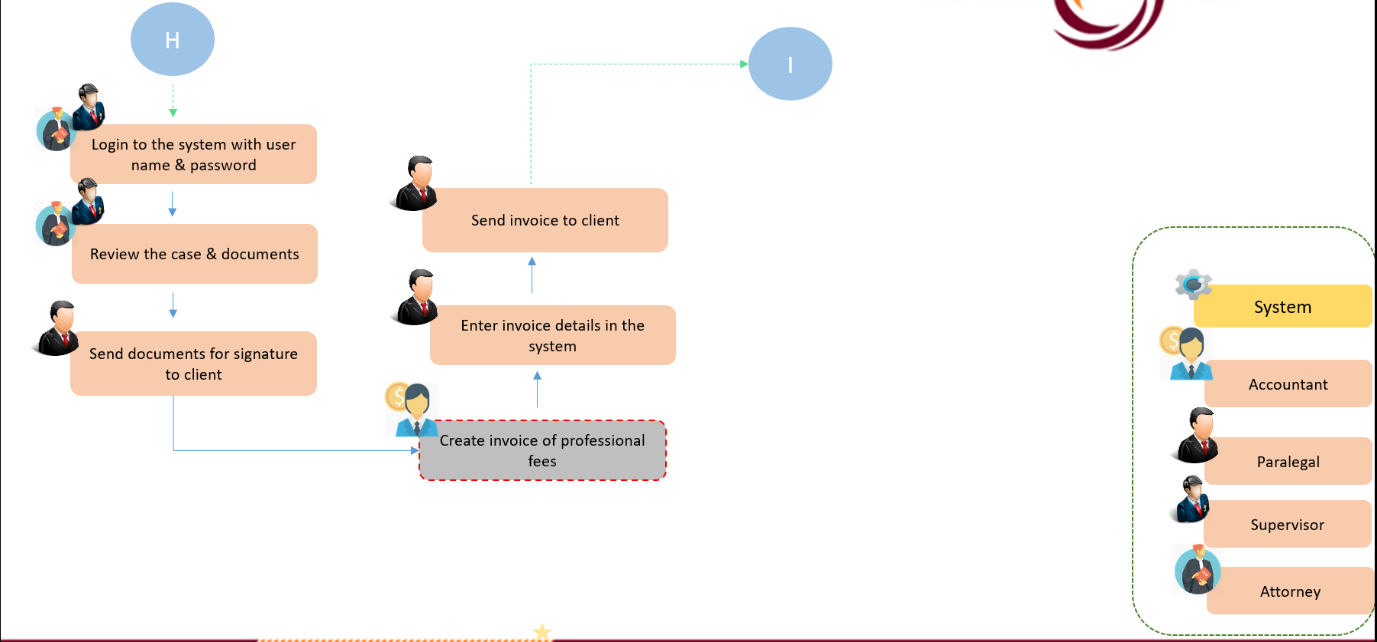


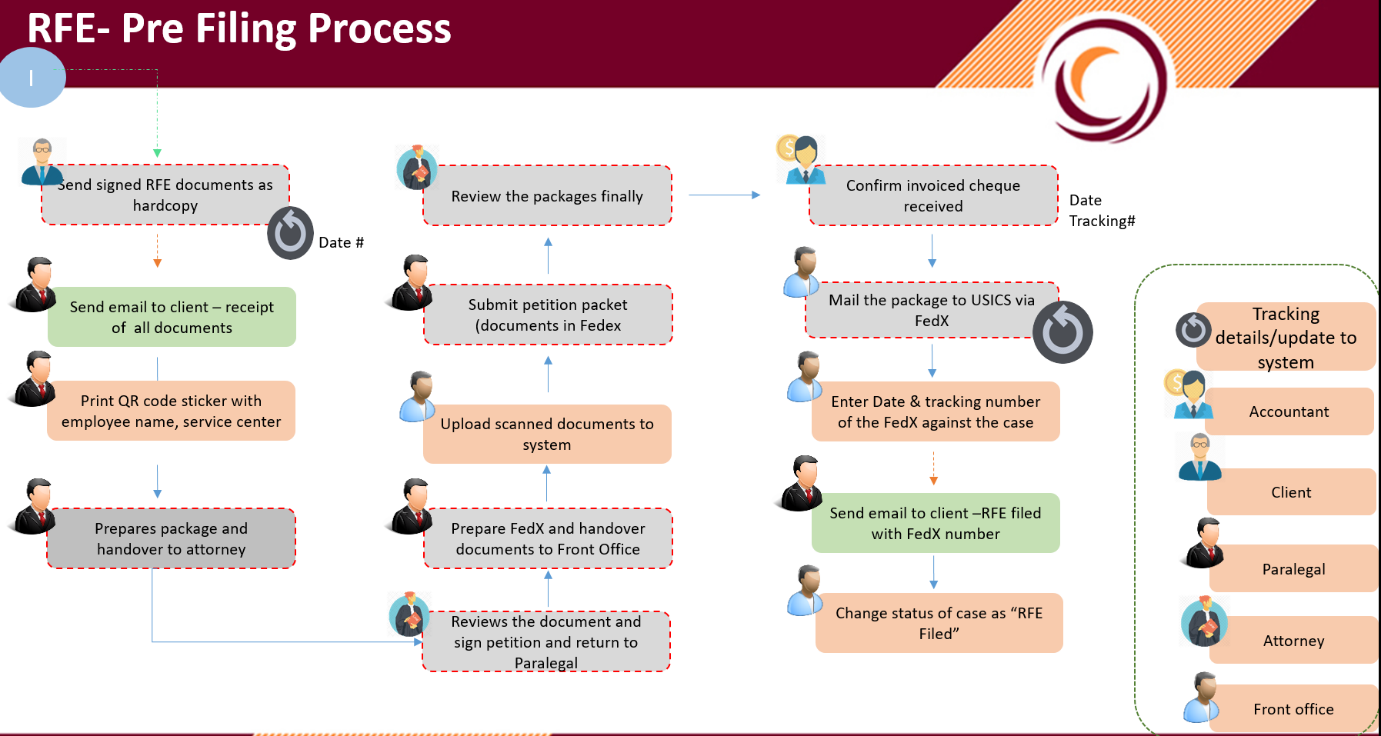
## RFE - Pre Filing Process











## RFE – Post Filing Process

# Nonfunctional Requirement (Others)

|  |  |
| --- | --- |
| **Requirement** | **Details** |
| User Experience and  UI Design | * The web app for the client admin will be developed in English * The layout and graphical components will be created considering the usability factors |
| Performance | * Application will allow users to have smooth and quick access to the information or services they require. |
| Security | * Web security standards will be followed. |

# Assumptions

The project solution and technology is created from the initial understanding of the requirement shared with Verbat through mails and meetings. The proposed solution is based on the following assumptions:

* Client to provide Verbat with the branding guidelines.
* The proposed application will be in English
* Client will purchase the necessary themes needed for development
* Client shall provide licensed images and logos in specified size & format
* Requirements should be well defined, agreed and signed-off by the client
* Internet connectivity is required for the functioning of the web application.
* Development Contingent upon timely feedback from client
* Does not manage Inventory
* Prices are managed per instance of the item
* Application shall be responsive only for web and tablet browsers

# Out of Scope

With the ever-evolving digital market, the requirement needs should be clear to both the parties involved, hence the importance of mentioning the out of scope details of the project. Following are considered to be out of scope while creating this proposal.

* Purchase of images, fonts
* Adding new features to the application other than mentioned in the functional specification.
* Any language other than English
* Manual data entry
* Hardware Integrations / procurement and purchase
* Database migration
* Content writing
* Content or image procurement or uploading or editing.
* Annual Maintenance of the application (Bug fixing, debugging) - For AMC details, please refer section titled “Maintenance and Support”
* Physical deployment at client’s site
* Backup solution and Disaster recovery
* Payment gateway integration
* Third party applications, API or libraries

## Proposed System Environment



PHP, Code Ignitor

HTML / CSS3 /

JQuery

MySQL, APACHE

**MS SQL2012  
Windows 8/10  
Web Services**

## Technical Configurations

### Development Tools

* PHP, Code Igniter
* MSSQL, APACHE
* HTML / CSS 3
* Ajax, JavaScript, JQuery

### Recommended Web Hosting Package

* Octa Core CPU
* RAM: 32 GB
* Disk Space: 1 TB
* Monthly Bandwidth: 20 TB
* Web site Server Software – Apache

### Browser Compatibility

* Chrome version: 56
* Firefox version: 51
* Edge version: 39
* Safari version 10.1

### Hardware Interface

The application is reliant on hardware interfaces to provide a seamless automated user experience.

* Computer with Windows 8 or 10 OS
* iOS (9.0 and above) iPhone 5S and above

# Delivery Management

## Project Management

The Verbat development center strictly follows industry standards on quality. The project management is process governed by the Verbat Quality Management system and is put to verification through internal audit programs that happen from time to time.

Verbat will dedicate a project manager for the proposed implementation. Verbat proposes Client to identify one project manager who will be driving activities to be undertaken by Client to be the single point of contact for Verbat.

## Roles and Responsibilities

Verbat will assign a dedicated Project Manager/Project Lead to lead the project, who will be the first point contact for Client. He/she will be responsible for planning and managing the various activities within the project. He/she will work closely with Client Project Manager, to give periodic status updates and ensure high level of visibility and comfort on the progress of the project.

The Project Manager/Project Lead will lead the co-ordination between Verbat and Client, thus enabling smooth transitioning of Client requirements to the Verbat’s offshore delivery team, and provide visibility as well as comfort on the progress of the services to Client.

He/she will have periodic meetings with Verbat’s Senior Management, thus ensuring Verbat’s Management commitment and focus on Client initiatives.

## Delivery Activity Summary

|  |  |
| --- | --- |
| Activities | Description |
| Detailed requirement Analysis | Verbat team to conduct detailed study of requirement for the phase. If clarification is required, team will reach out to Client for more information and/or time for discussions. |
| DB Design | DB design for central and test DB. |
| Software Requirement Specification document (SRS) | Once the requirement analysis is completed, Verbat team will submit the SRS document for approval |
| UI/UX Design, Prototyping | Based on the SRS, Verbat UX/UI team will work on the UI/UX of the screens and submit a prototype for approval |
| Functional Specification Document (FS) | Once the Prototype. UI/UX is approved, Verbat shall submit an FS document for approval. |
| Development | Actual system development starts based on the FS. This involves detailed design and software development of Web Admin. |
| Testing | Test Planning, test plan creations, internal, integration testing and user acceptance testing. |
| Deployment | Deploying the latest built in the Verbat Test Server. |

## Project Implementation Plan

Verbat will be providing the solution in a stand-alone fixed bid approach which ensures minimum viable solution for quick wins with core focus on the long-term business objective and outcome. Once the implementation is over, Verbat will initiate the application maintenance process (once the maintenance contract is signed) which continues to extend after the implementation.

## Deliverables

* Project Plan
* Software Requirement Specification Document (SRS)
* Prototype for Web App
* Functional Specification Document (FS)
* Fully Developed & Tested Application
* Source Code

## Estimated Delivery Time

Delivery of prototype: 12 man days

Delivery of application from the date of sign off of the prototype: 127 Man Days

## Delivery Activity Summary

| **Activity** |
| --- |
| Contract Signoff (T0) |
| Project Initiation & Initiating requirement gathering |
| Software Requirement Specification Document(SRS) |
| SRS Approval (T1) |
| System Prototype-Complete |
| System Prototype-Approval (T2) |
| Functional Specification (FS) |
| FS Approval (T3) |
| Development Phase-Complete |
| Perform QC (Unit Testing and Integration Testing) |
| System ready for UAT |
| UAT Acceptance on Verbat server (T4) |
| Release of the application with source code to Client (T5) |

## Details (at Clients Behest)

* Client can opt for hosting the application at Verbat’s Server.
* If deployment is at the Client’s server, responsibility of deploying the application onto the production environment after conducting the necessary acceptance testing will lie with the Client unless and until Verbat’s support is contracted for deployment.

*Note: Hosting the application at Verbat’s server will call in for additional charges.*

## Release Planning

* Client will be informed about the release date and time through email.
* Client performs the UAT

## Risk and Contingency Planning

Verbat has identified various risk factors associated with this assignment and understands the impact of these risk factors on the project schedules. The objective of this section is to highlight for both Verbat and client, the risk factors, to analyze the impact of the risks on project execution, and to propose strategies to control and reduce the impact of the risk factor.

These various risks, which could arise during the project, are tabulated below along with mitigation implementation.

| Type of risk | Impact | Risk Mitigation | Risk Handling |
| --- | --- | --- | --- |
| Scope Creep | H | Functions and features will be detailed in system requirement documents and will go through client approval. Once this document is approved, any change to requirement will go through change management review for possible impact assessment. | Proper change management procedure will be implemented. |
| Delay in customer feedback | H | The plan is prepared with enough lead-time for customer reviews and approvals.  The customer is indicated with the dates when the document is expected after review and approval. | The request for feedback will be escalated if not attended at the right time so that the schedules are not affected. Deemed acceptance criterion is set up front and will be followed. |
| Non-availability of necessary software’s, frameworks, database instances and infrastructure at client’s hosting environment(If hosting support is provided by Verbat) | M | Client will be informed in advance on these requirements. | Possible impact to schedule. |
| Manpower attrition | L | All efforts would be made to ensure process dependence rather than being person dependent. As a risk mitigation plan Verbat will train backups. | A new person will be identified as early as possible, provided the required project-specific training and mentored by the senior members of the team to minimise impact of attrition on the project. |

*H-High, M-Medium, L-Low, NA-Not Applicable*

# Change Management

Any addition which comes out of the project scope, upon and after the launch of the tool will be considered as change management. Verbat recommends the following change management procedure for the same.

* Any change which comes out of the project scope, which was discussed, documented, and mutually approved by both the parties in the requirement stage, will be carried out only through raising a change request.
* Change request will be studied and an impact analysis on the existing work flow will be performed.
* On finalizing the impact, effort estimation for the change will be calculated and raised as additional requirement.
* Verbat will initiate the change request only after getting a formal approval from the client for the additional changes raised.
* Any change from the scope will be charged at **USD 320.00 per man day effort** and approval from the clients will be availed before commencing on any change management.



# Miscellaneous

## Acceptance Criteria

* UAT sign off should happen within 14 Days from the release of each module/ Phase and the acceptance confirmation needs to be mailed to Verbat failing which Verbat will consider the project as approved by the Client.
* Any comments or reason for rejection need to be documented and the same needs to be sent as an email from the official mail id of Client to Verbat on or before 14 days from the first release.
* Timeframe for acceptance for any further release will be mutually agreed and finalized between Client and Verbat depending on the UAT Comments.

## Warranty

* Verbat shall provide a bug ﬁx warranty at no additional cost for 30 days from the date of acceptance of the project, for correction of any errors in the developed application that may be attributed to Verbat.
* However, this does not cover modifications by Client, or use of the application on an environment other than the proposed environment, or other circumstances outside Verbat’s reasonable control. In such a case Verbat reserves the right to charge for its services.
* All error corrections will be executed at Verbat India office. In the event of any need for on-site work, all expenses incurred for such trips will be payable to Verbat by Client.

## General Terms and Conditions

* Offer Valid for 30 calendar days from the date of submission of the Proposal
* An average of 20 working days are assumed in a month
* All the projects activities will be carried out from our off-shore development center in India
* All the documentation will be provided in English.
* Third party components may be used to develop this application.
* The scope of the project is to develop the Application as detailed in the scope of the project and mentioned in this proposal. Any changes or additions will have to go through change management.
* This proposal would have been derived or concluded from either the RFQ /RFP/data shared via email / information transferred during an initial requirement analysis meeting / tele-conversation. Verbat Technologies reserves the right to change the terms of this proposal as the final terms (including the costing), features & functionalities and timeline could change during the course of the project. Hence any fees quoted / timeline committed in this proposal may not be considered as final unless agreed and signed by both parties.
* Web Application will be best viewed only in the environment mentioned in the section Browser Compatibility
* All Source Code and other project artefacts would adhere to the Verbat document templates and internal coding standards
* Acceptance criteria shall be based on the clauses which were mutually discussed between Verbat and Client at the Requirement Analysis phase and the same will be documented and approved by both parties through official emails
* In case Client requires any extension of the proposed acceptance schedule, the associated effort and cost of such extension can be mutually reviewed
* For any circumstances if project needs to be put on Hold / Stop it requires minimum request notice period of 14 days along with duration for which request will be addressed by management and final decision on the request will be based on that
* If deployment is done in Client’s server, Verbat cannot be held responsible for any performance issues arising due to hardware malfunctions.
* Client is responsible for data backup in case the application is not hosted on Verbat server
* Source code will only be delivered or uploaded on the Production Server once the due payments are made.

## Assumptions and Dependencies

* Detailed system study is required before the start of the project.
* During the requirement gathering phase, authorized personnel from the Client’s side is expected to be available for discussion and finalizing the HLD (High Level Design), before development commences.
* Type of reports and formats, if under the scope of the project, needs to be specified by Client before project sign off.
* Workflows if under the scope of the project, need to be specified/ confirmed by client before project signoff.
* Verbat assumes that all sign-offs from Client will be provided within agreed and specified timeframe.
* Client will provide all the necessary contents, both text and image, before starting the project in the format suggested by Verbat (if any).
* The client should provide the relevant information and data well in time for the execution of a related activity. Non- availability of this information or data may lead to an interruption of work which may result in a delay in delivery as well as additional costs to the client.
* Client should have/possess server with technical specifications as suggested by Verbat for the proposed application.
* Client will be provided with one time training (train the trainer) on how to use the application via video conference (maximum of 4 hours). Additional training requests will be charged.

## Source Code & Intellectual Property Rights

* Upon completion of the Project and 100% completion of the payment, client will have access to the source code except for propriety codes, developer tools and third party application etc.
* The solution offered will be the intellectual property of the client and will be made available to the client on an “unlimited license” basis.
* Modifications by third party/person: No person or organization, other than Verbat or any person authorized by Verbat in writing, has any permission to modify/change the software Solution to be eligible to get continued support from Verbat as per the support terms defined under this document.
* Liabilities/Damages: Verbat accepts no liability or damages of any kind arising out of use or non-use of the software delivered. The responsibility of testing of software lies with Client.

## Maintenance & Support

* Maintenance contracts by default are supported as per the basic SLA terms.
* **AMC with Basic SLA is charged at 30 % of the total project value**. Additional Effort/change management request will be added towards Total Value of the Project to determine the AMC value.
* Maintenance support is limited to providing application support for ensuring the consistency of the look-and-feel, bug fixes and user issues i.e. maintenance and support of the existing features of the application.
* Support does not in any way cover providing technical or other support to the end users. The maintenance agreement does not include functionality changes or feature additions which are handled as change requests which will be charged USD 320.00 per man day. AMC does not include server support, maintenance and application deployment.
* AMC charges will cover Off-Site Support and Debugging. Support includes E-mail, Telephone unless explicitly specified. In the event, the application is hosted with the client; necessary remote desktop connectivity should be provided for carrying out maintenance activity.
* Gap in AMC - In case if the client does not opt an AMC for a year and want to renew it after that period, 50% of the AMC amount for the year for which AMC is not taken will also be payable if the client wishes to renew the AMC contract.
* Note:
  + Please note that the AMC support shall start only after all the necessary sign-offs (AMC Document) to this effect have been given.
  + It is not mandatory that the client should opt for an AMC. The client will still be supported on an ad-hoc basis on an agreed man-day rate.
  + AMC Payment Terms: 100% to be paid as advance.

## Service Level Agreement

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Key** | **Max Response Time** | | **Max Resolution Time** | **Target** |
| Basic | 1  working day | 3 working days | | Request / incident / problem tickets |
| Advanced | 5 Business Hours | 12 Business Hours | | Request / incident / problem tickets |
| Priority | 3 Business Hours | 5 Business Hours | | Request / incident / problem tickets |

Note:-

* We provide Basic SLA as standard with AMC while Advanced and Priority SLAs attract additional charges.
* Time zone applicable as per India time zones (3:30 AM GMT to 12:30 PM GMT- Monday to Friday).

AMC Option:

* Client can opt for time and material based Annual Maintenance, the details of which will be shared post the completion of project.

# Our Clients

**UAE University**

Education

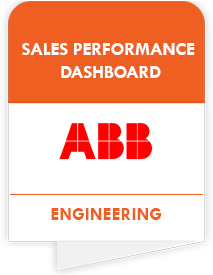
Transportation

**Canada Cartage**

Construction

Services

Finance









We look forward to hearing from you soon and hope that you will give us the privilege to work with you in meeting your business goals. Thank you.

Thank You



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