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PROJECT   
PROPOSAL

**DD Holidays**

|  |  |
| --- | --- |
| **Prepared for:** | **Submission Date:**  07 July 2018  **Proposal ID:** AD/BP/10072018/1343/1 |

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Project Contacts

|  |  |
| --- | --- |
| Client Information | |
| Project Name | DD Holidays |
| Client Name |  |
| Client Address |  |
| Contact Person |  |
| Contact Person Email |  |
| Contact Person Phone Number | +971 24928520 |
| Verbat Information | |
| Contact Person | Joyce Daniel |
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| Address | PO Box 56272, Dubai, United Arab Emirates |
| Physical Address | 217, Sheikh Rasheed Building, Hor Al Anz East |
| Project Information | |
| Proposed Technology/Methodology | PHP, Code Igniter, Apache, MySQL, CSS, HTML 5 |
| Anticipate Start Date | NA |
| Proposal Valid For | 30 Calendar days from the submission of the proposal |

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# Executive Summary

Dreamdays Holidays is the inbound flagship business line of Dreamdays Tourism. The client aims to provide a comprehensive travel and holiday experience which is truly memorable, fresh and 100% hassle free. The client offers a wide range of products covering all aspects of in-bound tourism including inquiries & bookings to smooth visa processing, courteous meet and greet with a range of accommodations to choose from along with chauffeur services to & from the airport.

Specifically the client provides the following services

* Accommodation – The client has partnered with the best Hotel, Resorts & Hotel Apartments in UAE, allowing the travelers to choose their stay feasible to their budget & interests, including the most popular ones suitable to your market in all corners of the cities.
* Meet & Greet Services – The client arranges meet & greet services from the time their customers lands and till their departure, they assist their customers all the way.
* Luxury & Economical Transfers – The client provides private sedans, mini vans and seat-in coach, depending on the requirement for exclusive or non exclusive travel. Client can arrange for luxury cars, limousine or budget transport, with or without chauffer.
* City Tours, Sightseeing, Adventure & Leisure Experiences – The city tours that the client organizes covers all the must see sights of the selected city, covering both the historical as well as the modern and popular landscapes. For those wanting more, the client offers a wide variety of tailor made tours, adventure and leisure experiences such as sky diving, scuba diving, hot air balloon flights, relaxing spa, etc. apart from the usual desert safari and dinner cruise.
* Visa Services – The client organizes fast and efficient service for getting the tourist visas for clients and their family visiting U.A.E. for leisure or business purpose.
* Special requests, Set packages and Custom made itineraries – The client’s team are a group of specialists with the expertise of turning any special request to a cherishing experience.

The client has approached Verbanet Technologies LLC., Trading as Verbat Technologies (hereafter referred as” Verbat”) to develop a Web application that can be integrated with the telegram messaging app. Client has requested Verbat to develop the following features on priority

* Collect master passenger contact detail
* Help Leisure Consultant manager (LCM) to organize Leisure Consultants
* Send passenger departure timing
* Check with passenger if they want to use their transport or cancel it
* Help Transport manager to manage delayed, late or canceled transports
* Run a survey at the end of passenger journey

Application Development is an area where and Verbat has in-depth knowledge expertise. Being the pioneers in web and windows based solutions across the major verticals, we are sure to help you enhance your customer engagement to drive differentiation. We bring proven methodologies and processes, global expertise in application development, and a legacy of best practices and ready-to-fit frameworks to expedite the development cycle and reduce the total cost of ownership.

Verbat is pleased to have received the request 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 client has requested the following features

### Language

Application shall be bilingual. Supported languages are English & Farsi

### Application Users

Application shall have the following users

#### Admin

There shall be an admin user for all data entries and data uploads. There are three types of users mapped to the admin role

* Shabnam : Uploads the “Arrival list”
* TM (Khorshid) : Uploads the “Transfer list”
* LCM (Arezo) : Manages the LC table , Hotels table and passenger type table

#### LC

LC has his own user and password and has his own access to the system. His job is to fill passenger additional info (in arrival\_list)

#### Reps:

Reps work in the airport terminals. They shall be able to view the passenger manifest and shall be able to update their details (Such as contact number). All reps shall share one user and password

### Data Uploads

Two files shall be uploaded to the application every night. They are

* Passenger Arrival List: The list of all arrivals
* Passenger Transfer List: list of arrivals that require transportation services

Therefore the “Arrival list” shall always have more rows than the “Transfer List” but the transfer list shall have additional columns for number of passengers etc. The client leaves it at the discretion of the vendor as to how this information shall be managed

As mentioned before the additional fields in the “Transfer List” are

* LC#: Automatically assigned by the system
* Contact Number
* Room Number
* Passenger Type
* Check by Rep: To verify the arrival of passengers at the airport
* Check by LC: To verify the arrival of passengers at the hotel

### Master Data

#### Data entry form for LC

The form shall have the following fields. The data shall be entered by the admin

* Username
* Password
* LCName & Family

#### Data entry for hotels

The form shall have the following fields. The admin shall do the data entry and each hotel shall be assigned to an LC

* Hotel Name extracted from transfer list. Each time a new hotel is found, it shall be added to the hotel list
* The assigned LC: The LC’s are selected from the list to be assigned to the hotel

#### Data entry form for “Passenger Type”

The form shall identify the passenger type and shall be entered by the admin

### Workflow

#### Import Data daily

* Shabnam downloads the next days “Arrival list”
* Shabnam uploads it to MiniCS
* Khorshid download the next days “Transfer list” form DDHolidays
* It is then sorted
* add departure “Pickup time” and “Remarks” field
* fill departure “Pickup time” and “Remarks” data
* Upload this excel to MiniCS

#### Uploading “Arrival List” excel file:

MiniCS Check for the duplicate data, based on Booking references in the time of upload

#### MiniCS update Arrival\_list.

LC attached to the hotel updates the arrival list

#### Uploading “Transfer List”:

For each record of uploaded transfer\_list, MiniCS finds it in arrival\_list and then update this record with additional fields from transfer\_list. In this way if TM is revised and uploads the same transfer\_list several times, the latest update shall always be available.

### Daily Routine

**When the passenger arrives at the airport**

* Passenger shall find the rep in the airport
* Rep shall look up the passenger information
* Rep shall check the “check by REP” check box
* Rep shall inform the passenger who their driver shall be(Remarks field)
* Rep shall inform the passenger his departure pickup time
* Rep shall collect the passenger contact number
* Rep then updates passenger contact number in MiniCS

**LC waits at the hotel for the passengers**

LC shall lookup his assigned hotel and passenger. When the passenger arrives at the hotel

* LC shall lookup the passenger information
* LC shall Check “check by LC” check box
* LC shall request for the passenger room number and then updates MiniCS with the information
* LC updates the passenger contact number in MiniCS
* LC updates passenger type in MiniCS

**TM or “Khorshid”**

* TM (Khorshid) can update passenger pickup time in MiniCS.
* In such cases Telegram bot shall send new pickup time to passenger

**Telegram bot**

* As soon as passenger contact number is entered (by rep or LC) it shall be registered in MiniCS
* MiniCS shall send a welcome message to the passenger via the Telegram BOT
* These messages shall be updated dynamically with pictures and text and accordingly the passengers shall receive the updated message

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.

### Telegram Bot

* Users shall not be able to register to the bot except through MiniCS. MiniCS shall register active users based on passenger contact number
* All conversations shall have a “Go back” Link
* Conversations shall be either in Farsi or English

#### Telegram Automatic Actions

* The bot shall provide 2 options
  + Contact Customer Service: Start a new chat with customer service in telegram
  + Check pickup time: Telegram replies with the pickup time.
    - If the pickup time is not available, an appropriate message shall be send to the passenger. Ex. “your pickup time is not available yet. We will inform you as soon as possible”
    - As soon as pickup time is available MiniCS shall inform passenger via Telegram
    - MiniCS shall inform the passenger via Telegram 2 hours before the pickup time
  + MIniCS shall ask the passenger via the BOT if they require transportation.
    - If the passenger replies “Yes”with a request for transportation, they shall receive a reply “Please be ready in 10 minutes”. If the passenger declines, ask for confirmation to cancel pickup. If the passenger confirms, the following response shall be issued via the BOT: “Please reach the airport in time to catch the flight”.
    - If the passenger accepts, he shall receive the message “Please be ready in 10 minutes”
* 30 minutes before flight departure MiniCS shall run a survey with 4 radio button answers for each question. The questions shall be dynamic and configurable. The four answer choices are
  + Awesome
  + Good
  + Bad
  + Disaster

Once the questions are answered, the bot terminates communication after wishing them “Thank you and we wish you a safe flight!!!”

**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



## 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

## Technology & Services



Technology  
&  
Services

Cloud/Traditional Hosting

User Interface & Design

Digital Marketing

Mobility Solutions

Testing Services

Application  
Development

# Non Functional Requirements

|  |  |
| --- | --- |
| **Requirement** | **Details** |
| User Experience and  UI Design | * The application will be developed only 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 | * The system will be protected against attempts of security breaching that may arise. * 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:

1. **Objective:**

To develop a Design Library Management System with the functionalities as defined in the “Functional Specifications” section.

1. **Design:**

* Client to provide Verbat with the branding guidelines.
* The proposed application front end would be developed in English & Farsi.
* Client shall all relevant text for the UI in Farsi
* Verbat is free to use custom made template for design, if required.
* Client shall provide licensed images and logos in specified size & format

1. **Development:**

* Admin can manage all the users within the application.
* Requirements should be well defined, agreed and signed-off by the client
* Client will provide sample data to test the entire application
* Internet connectivity is required for the functioning of the web application.

# 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
* Integration with any third party system including payment/ SMS gateway and Clients Internal Systems
* Manual data entry
* Hardware Integrations / procurement and purchase
* Audit Trail
* Database migration
* Content writing
* Content or image procurement or uploading or editing.
* Hosting Infrastructure and Maintenance
* Annual Maintenance of the application (Bug fixing, debugging) - For AMC details, please refer section 11.5 titled “Maintenance and Support”
* Physical deployment at client’s site
* Backup solution and Disaster recovery

# Technology Solution

## Proposed System Environment



Linux, Apache  
My SQL

HTML, CSS3

PHP, Code Igniter

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

## Technical Configurations

### Development Tools

* PHP, Code Igniter
* My SQL, Apache
* HTML / CSS 3
* Web services, Ajax, JavaScript

### Recommended Web Hosting Package

* Medium CPU power – single to dual CPU
* Single Domain
* Windows/Linux OS
* Disk Space: 5 GB
* Monthly Bandwidth: 10 GB
* Control panels e.g. cPanel-v\_11.42
* Web site Server Software – IIS 7.5 + / Apache
* ASP.NET 4.5 / PHP 5 Framework

### Browser Compatibility

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

### Hardware Interface

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

* Computer with Windows 8 or 10 OS
* Compatible Browsers as specified in section 7.2.3

# Commercials

## Web Application

|  |  |  |
| --- | --- | --- |
| **No** | **Description** | **Amount (USD)** |
| 01. | Entire Application (Admin, LC, Rep Module) | 00,000.00 |
| 02. | Telegram Bot Integration | 00,000.00 |
|  |  |  |

*Note:*

* *The above cost does not include Application hosting, integration or deployment*
* *For change management cost, please refer to section 10 titled Change Management*

## Payment Terms

* Payment terms
* Payment terms
* Payment terms

*Note: Payment should be made within 7 days from the date of the invoice*

## Mode of Payment

By Cheque / DD to Verbanet Technologies LLC

OR

Wire transfer to our bank account

Bank Name : Emirates NBD

Account Name : Verbanet Technologies LLC

Account Number : 1011492858201

IBAN Number : AE61 0260 0010 1149 2858 201

Swift Code : EBILAEAD

Bank Address : Mamzar Branch, Dubai

*Note: Bank charges incurred during wire transfer to be borne by the client. Any local taxes applicable to be borne by the client*

# 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 Application. |
| 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

* Software Requirement Specification Document (SRS)
* Prototype of the application
* Functional Specification Document (FS)
* Fully Developed & Tested Application

## Estimated Delivery Time

**Development of the entire application: 30 Man Days**

**Telegram BOT Integration: 18 Man Days**

| **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 |

## Deployment Details

* 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 ----- per man day effort** and approval from the clients will be availed before commencing on any change management.



# Miscellaneous

## 1.1 Warranty

* Verbat shall provide a bug ﬁx warranty at no additional cost for 30 days from the date of acceptance of the project/UAT, 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.

## Acceptance Criteria

* UAT sign off should happen within 7 Days from the release of the application/ 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.

## General Terms and Conditions

* 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
* 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 and all technical/ functional specifications have been derived or concluded from the data shared via email / information's transferred during the initial requirement analysis meetings and conversations. Verbat reserves the right to amend the terms of this proposal, should the SOW terms, functional features and functionalities change during the course of the project
* Application will be best viewed only in the environment mentioned in the section 7.2.3
* All the documentation will be provided in English.
* Third party components may be used to develop this application.
* 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 1 week 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.
* All queries regarding the client requirement and any queries which may hinder the project advancement at any stage should be answered by the client within 24 hours from the time of initiation, failing which the time delay will get added to the actual effort which was estimated.
* 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.

## 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 / modules like Microsoft Dynamics Products, Share Point LMS 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 20 % 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 AED 1200 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 and Chat 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).

# 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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