roid

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PROJECT   
PROPOSAL

**Training Management System**

|  |  |
| --- | --- |
| **Prepared for:**  **DESC** | **Submission Date:**  01 Aug 2018  **Proposal ID:** AD/BP/01072018/1929/1 |

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Project Contacts

|  |  |
| --- | --- |
| Client Information | |
| Project Name | Training Management System |
| Client Name | DESC |
| 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

Dubai Electronic Security Centre (here after referred to as “Client”) has approached Verbat Technologies (hereafter referred as” Verbat”) to develop a bilingual (English and Arabic) Training Management System. The features of the application are mentioned below:

The main modules of the application are:

* Admin Module
* Manager Module
* Trainer Module

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:

### Admin Module

The admin has the overall access to the application. The admin can view all the processes happening within the application. The features and functionalities of Admin are:

* Login
  + Admin can login with a predefined username and password.
  + Admin will also have a “forgot password” option.
* Departments and Users Management:
  + Admin can manage (add/edit/delete) departments.
  + Admin can manage (add/edit/delete) the Managers of each department.
  + Admin can manage (add/edit/delete) the Trainees of each department.

*Note: Manager can be a trainer at the same time*

* Courses Management:
  + Admin can manage (add/edit/delete) the different courses under each department
  + Each course will have a unique course Id and will be created in coordination with the agency
  + Admin can add a short and long description about the course
  + Admin can attach files related to the course
* Venues Management:
  + Admin can manage (add/edit/delete) the venues details (where the training will be conducted)*.*
* Training Management:
  + Admin can create a training session by performing the following activities:
    - Choose a course.
    - Choose venue
    - Select the Date and Time of Training (From – To).
    - Add Notes
  + Training approval workflow
    - Admin can approve / reject the training requests raised by Manager (One level approval workflow)
    - Admin can approve / reject the training requests raised by trainee and approved by Manager (Two levels approval workflow)

*Note: Admin can see the history of trainings attended by the trainees while approving the requests*

* Attendance management
  + Admin can mark the attendance of the trainees
  + Admin can upload training certificates on behalf of trainee
* Training Budget Management
  + Admin can manage the training budget as below:
    - Define the overall yearly budget amount per category: expenses, hotels, flights tickets, travelling cost, etc.
  + Admin can update the cost field for each training which will be deducted from the overall budget automatically to know the balance budget available at certain point of time
* Reports
  + Reports on courses conducted with attendee details
  + Reports of the Surveys & certificates submitted by Trainees
  + Budget Report
* Logout
  + Admin can logout from the application

### Manager Module:

The features and functionalities of Manager Module are:

* Login
  + Manager can login with predefined username and password.
* View and Book available Trainings
  + Once the Manager logins, he can view the available trainings created by admin for his/ her department

*Note: Training can be sorted by “course wise” or by “Date wise”.*

* + Manager can view the course details and training details.
  + Manager can select and book a training for trainees – from his department only-

*Notes:*

*- Manager can book a training for himself*

*- Restriction will be implemented by the system to block the booking before “X” day(s) from the date of the training*

* + Trainees booked by Manager will be sent to the Admin for approval
* Training approval workflow
  + Manager can approve / reject the training requests raised by trainee (First Approval level)

*Note: Manager can see the history of trainings attended by the trainees while approving the request*

* Reports
  + Training Report for the training attended by the trainee from the same department
* Logout
  + Manager can logout from the system

### Trainee Module:

The features and functionalities of Manager Module are:

* Login
  + Trainee can login with predefined username and password.
* View booked Trainings
  + Trainee can view the training details booked for him / her by the department manager
* View and Book Training:
  + Trainee can view the available trainings created by admin for his/ her department

*Note: training can be sorted by “course wise” or by “Date wise”.*

* + Trainee can view the course details and training details.
  + Trainee can select and book a training for him/ herself only

*Note: Restriction will be implemented by the system to block the booking before “X” day(s) from the date of the training*

* + Trainees booked by Trainee will be sent to the Manager for first level approval
* Survey and certification:
  + Trainees can fill up the training surveys after completing the training.
  + Trainees can upload the received certificate of training attended.
    - Notifications:
      * Trainee will receive several notifications and reminders about the booked training date and time
      * Trainee will receive several notifications and reminders to upload the training certification received
      * Trainee will receive several notifications and reminders to fill up the training survey

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

# Functional Specifications

## Web Application

|  |  |  |
| --- | --- | --- |
| SI# | Items | Days |
| 1 | SRS, FRS, Project Plan, Weekly Status | 8 |
| 1 | Configure and Customizing Jaheziya application – will be change only colors & Logo. Extra effort for layout changing. | 5 |
| 2 | Budget Analysis | 2.5 |
| 3 | Manage Training certificate | 1 |
| 4 | QA | 3 |
| 5 | Total | 11.5 |

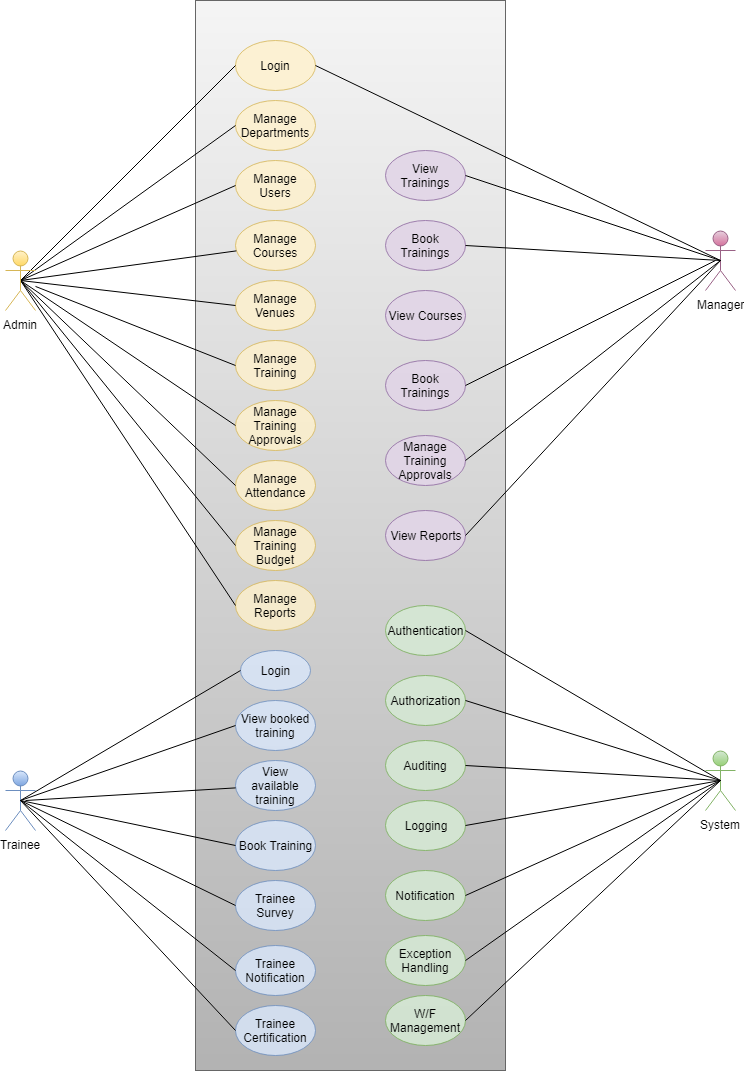
# Nonfunctional Requirement (Others)

|  |  |
| --- | --- |
| **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. |

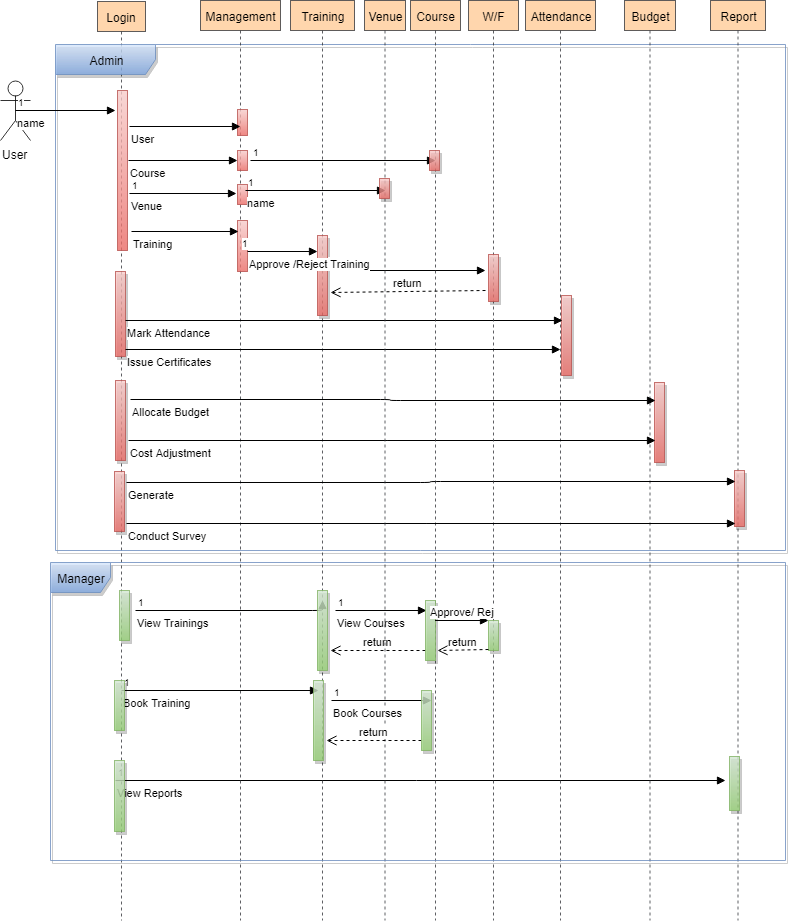
# 

# High Level Architecture

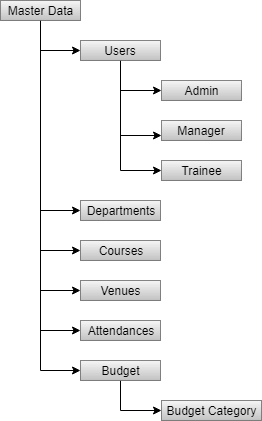
## Use Case Diagram



## Sequence Diagram



## Master Data



# 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:

# 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.

## Proposed System Environment



PHP, Code Ignitor

Objective C, Android SDK, IOS SDK

SDK

HTML / CSS3 /

JQuery

MySQL, APACHE

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

## Technical Configurations

### Development Tools

* PHP, Code Igniter, Objective C, Java
* 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, API & iOS and Android mobile app. |
| 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 and Mobile App
* Functional Specification Document (FS)
* Fully Developed & Tested Application
* Source Code

## Estimated Delivery Time

**14 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 (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
* Mobile app will be best viewed only in the environment mentioned in the section Hardware Interface
* 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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