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PROJECT   
PROPOSAL

**Flight Permit Tracking System**

|  |  |
| --- | --- |
| **Prepared for:**  **IJET Flight Support Services** | **Submission Date:**  18 September 2018  **Proposal ID:** AD/BP/24042017/1343/1 |

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Project Contacts

|  |  |
| --- | --- |
| Client Information | |
| Project Name | Flight Permit Tracking System |
| Client Name | IJET Flight Support Services |
| Client Address | JBC2 Tower, Cluster V, Jumeriah Lake Towers Unit-703, Dubai, UAE. |
| Contact Person |  |
| Contact Person Email |  |
| Contact Person Phone Number |  |
| Verbat Information | |
| Contact Person |  |
| Contact Person Phone Number |  |
| Contact Person E-Mail |  |
| Address | PO Box 56272, Dubai, United Arab Emirates |
| Physical Address | 217, Sheikh Rasheed Building, Hor Al Anz East |
| Project Information | |
| Proposed Technology/Methodology | ASP.Net, MVC, SQL Server, HTML 5, CSS 3 |
| Anticipate Start Date | NA |
| Proposal Valid For | 30 Calendar days from the submission of the proposal |

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# Executive Summary

IJET Flight Support Services is an international trip-planning and flight management company providing regulatory authorizations and ground support services to aircraft operators around the world headquartered in Dubai.

IJET Flight Support Services (hereafter referred to as “Client”) has approached Verbanet Technologies LLC., Trading as Verbat Technologies (hereafter referred as” Verbat”) to develop a Web Application for Flight Permit Tracking System.

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 core objective is to create a Web Application, Which allows to raise permit request, track/receive permit status updates, create new flights and receive permit. The main modules of the application are:

* Client (Operator/Pilot) module
  + Register/Login
  + Add/Delete Operators & aircrafts
  + Create New Flight
  + Select Route
  + Request Flight Permit
  + Choose Local Agent
  + Pay Fees
  + Receive Permit
  + List Old Flights
  + Revise/Reschedule flights
  + Rating & Reviews
* Admin/Back End module
  + Login
  + User Management
  + Master Data Management
  + Pay for agents
  + Update status
  + Create E-mail templates
  + Reports
* Operation Staff module
  + Login
  + Requests Dashboards
  + Issue Permit

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



## 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

# Functional Specification

The major modules of the Flight Permit Tracking System are

* Client (Operator/Pilot) module
* Back end/ Admin module
* Operation Staff module

## Client (Operator/Pilot) module

* Operator/Pilot will have access to this module
* Register/Login
  + Fill registration form, submit, get email, receive link in mail and complete registration
  + Set password, login
* Flight Creation Process
  + Add/Delete Operators & aircrafts
* New flight Creation
  + Select/add Operator
  + Select/add aircraft. This includes the following details of
    - Aircraft Registration
    - Aircraft Type
    - Minimum Take-Off Weight (MTOW)
    - Call sign, etc.
  + Select/add flight. This includes the following details of
    - Flight Number
    - Departure Airport
    - Date of Departure
    - Estimated time to Departure (ETD)
    - Arrival Airport
    - Date of Arrival
    - Estimated Time to Arrival (ETA), etc.
  + Route Selection(manually/through Flight Planner System)
    - Countries (over flight)
    - Airports (Landing)
    - Permit notes (Based on the type of Operation)
    - Applying requirements and AIPs
* Request for Flight Permit
  + Permission for the aircraft to overfly, land or make technical stop in any country’s airspace.
* Choose Local agent:
  + Preferring local agents is based on the following details
    - Faster than CAA
    - Less requirements
    - Higher rating and review by others
    - Cost
* Pay fees( via CCAvenue)
  + Payment via third party payment gateway as subscription fees (user wallet)
  + Subscription packages are based on the following
    - Number of Aircrafts
    - Number of user accounts
    - Number of International flights
* Receive Permit
  + Permit will be send through E-mail
  + Permit has the following details
    - Permit number
    - Validity
    - Copy of permit in case it is a hard copy
    - Copy AFTN message
* List Old Flights
* Revise/Reschedule Flight
* Rating and Review
  + Rate agents and view agent’s rating
  + Write/View agent review
  + Write/View country review

## Back End/Admin module

* Automate the Permit Requests Process
* Admin will have access to this module
* Methods to get flight permissions are
  + Email (Predefined E-mail template for send/receive)
  + Web Forum (RPA)
  + AFTN (Predefined E-mail template for send/receive)
  + ARINC (Predefined E-mail template for send/receive)
  + Local Agents (Predefined E-mail template for send/receive)
  + CAA systems (API)
  + Manual (Out of the system like phone call, face to face, etc.)
* Login
  + Admin can login with predefined username and password
* User Management
  + Approve registration of new Operator/Pilot
* Master Data Management of Airports, Aircrafts, Countries, Permit Methods, Permit Requirements, Local Agents
* Payment for Agents (Release payment/Payment status update)
  + Service provided by Local Agents: Agent will be paid by the system automatically using payment gateway to local agent’s account or by bank wire transfer (in every week, two weeks or months)
* Update Permit Status (when automation not applicable)
* Create E-mail templates and link them with country and method to revert back
* Create reports
  + Reports can be exported as PDF files
  + Reports will be created based on
    - Date
    - User
    - Operator
    - Agent
    - Country
    - CAA
    - Permit Method
    - Permit type
    - Wallet transactions
    - Flight Status

## Operation Staff module

* Manual Action against specific in completed permit requests
* Login
  + Login with predefined user name and password
* Requests Dashboards
  + To show the delayed permits requests
* Issue Permit
  + Issue the required Permit
  + Change request status by entering the required information
  + Save it in system

## System features

* Send E-mail to the Operator/client on approval of registration by the operation staff
* Check if any valid permit is requested, to alert the operator accordingly to avoid taking unnecessary permit
* Communicate to the different CAA/AFTN/ARINC of the country on submission of request by the Operator/Pilot to get the required Permit
* Payment for agents(CCAvenue payment gateway)

# Application Workflow

## Generic Workflow

## Client/Admin/Operator staff /System Module

# 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 and backend would be developed in English.
* 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.
* Client Shall provide access to 3rd party applications via API services
* Client shall procure and pride access to the payment gateway

# 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
* 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
* Effort estimate does not include RPA Implementation estimate

# Technology Solution

## Proposed System Environment



ASP.Net, MVC, C#

HTML / CSS3 /

jQuery, JavaScript CSS3

.Net, IIS, MSSQL

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

## Technical Configurations

### Development Tools

* ASP.Net 4.5
* HTML / CSS 3
* Web services, Ajax, JavaScript

### Recommended Web Hosting Package

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

### 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. | Web Application | 00,000.00 |
| 02. |  | 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
* Test Cases
* Fully Developed & Tested Application

## Estimated Delivery Time

The effort estimated for delivering the application is

**5 UAE working days for prototype from the date of Approval of the project (LPO/Signed proposal) with advance payment and 43 UAE Working days for the development of the application from the Date of Approval of the Prototype**

| **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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