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PROJECT   
PROPOSAL

**Unified Mobile Application**

|  |  |
| --- | --- |
| **Prepared for:**  **Ministry of Community Development** | **Submission Date:**  21 September 2018  **Proposal ID:** AD/BP/21092018/1341/1 |

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Project Contacts

|  |  |
| --- | --- |
| Client Information | |
| Project Name | Unified Mobile Application |
| Client Name | Ministry of Community Development |
| Client Address |  |
| Contact Person |  |
| Contact Person Email |  |
| Contact Person Phone Number |  |
| Verbat Information | |
| Contact Person |  |
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| Physical Address | 217, Sheikh Rasheed Building, Hor Al Anz East |
| Project Information | |
| Proposed Technology/Methodology | IOS, Android, Java, Objective C |
| Anticipate Start Date | NA |
| Proposal Valid For | 30 Calendar days from the submission of the proposal |

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# Executive Summary

Ministry of Community Development focus on the development of social Security policy, enabling the weak categories to be merged in the society, strengthening the stability of emirati family and reinforcing the relations among the members of the society by the permanent innovation for the purpose of providing the services in accordance with the highest world standards of quality, efficient and transparency.

Application Development is an area where Verbat has in-depth knowledge and expertise. Being the pioneers in Web based 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.

Ministry of Community Development (hereafter referred to as “Client”) has approached Verbanet Technologies LLC., Trading as Verbat Technologies (hereafter referred as” Verbat”) to develop a Unified Mobile Application to Integrate with the existing Applications, internal system and the future Applications of the Ministry of Community and Development.

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 Integrate the already the existing applications of the Ministry of Community Development

The Applications which are to be integrated are listed below:

* + MOCD App
  + Nomow App
  + Tawasul App
  + Alsanaa App
  + Edaad App
  + Edkhar App
  + Medical Agenda App
  + Anbar App
  + Kessas Ana Wa Akhi App
  + Kessas Ejtimaeiaa lel Atfal App
  + Kessas Ejtimaeiaa lel Atfal App 1
  + Kon Sadiqi magazine
  + Internal Systems and other future

## Application Integration

* SSO (Integrate the user ID with the ministry’s website user ID and the smart gov log in)
  + Provision to apply for any service belong to the ministry using this app
  + Integrate with the existing apps:
    - MOCD App

<https://play.google.com/store/apps/details?id=mocd.smart.ae>

<https://itunes.apple.com/ae/app/mocd/id1272069696?mt=8>

* + - Nomow App

<https://play.google.com/store/apps/details?id=com.early_childhood_assessment>

<https://itunes.apple.com/ae/app/%D9%86%D9%85%D9%88/id1046352289?mt=8>

* + - Tawasul App

<https://itunes.apple.com/ae/app/%D8%AA%D9%88%D8%A7%D8%B5%D9%84/id1104763498?mt=8>

* + - AlSanaa App

<https://play.google.com/store/apps/details?id=com.forsaty.ae>

<https://itunes.apple.com/ae/app/alsanaa/id1206874677?mt=8>

* + - Edaad App

<https://play.google.com/store/apps/details?id=com.edaad.mocd.fi>

* + - Edkhar App

<https://play.google.com/store/apps/details?id=ae.gov.mocd.Edkhar>

<https://itunes.apple.com/ae/app/edkhar/id1203176792?mt=8>

* + - Medical agenda App

<https://play.google.com/store/apps/details?id=application.medicalagenda>

<https://itunes.apple.com/ae/app/medical-agenda/id1203178189?mt=8>

* + - Anbar App

<https://play.google.com/store/apps/details?id=com.aegov.anbar>

<https://itunes.apple.com/ae/app/anbar/id1201227888?mt=8>

* + - Kessas Ana Wa Akhi App

<https://itunes.apple.com/ae/app/%D9%82%D8%B5%D8%B5-%D8%A3%D9%86%D8%A7-%D9%88-%D8%A3%D8%AE%D9%8A/id947338832?mt=8>

* + - Kessas Ejtimaeiaa lel Atfal App

<https://itunes.apple.com/ae/app/%D8%A7%D9%84%D9%82%D8%B5%D8%B5-%D8%A7%D9%84%D8%A5%D8%AC%D8%AA%D9%85%D8%A7%D8%B9%D9%8A%D8%A9-%D9%84%D9%84%D8%A3%D8%B7%D9%81%D8%A7%D9%84/id777317334?mt=8>

* + - Kessas Ejtimaeiaa lel Atfal App 1

<https://itunes.apple.com/ae/app/%D8%A7%D9%84%D9%82%D8%B5%D8%B5-%D8%A7%D9%84%D8%A5%D8%AC%D8%AA%D9%85%D8%A7%D8%B9%D9%8A%D8%A9-%D9%84%D9%84%D8%A3%D8%B7%D9%81%D8%A7%D9%84-%D8%AC%D9%A1/id947355232?mt=8>

* + - Kon Sadiqi magazine

<https://itunes.apple.com/ae/app/%D9%83%D9%86-%D8%B5%D8%AF%D9%8A%D9%82%D9%8A/id804726915?mt=8>

* Ability and scalability to develop and integrate with future Apps like:
  + Osrati Maaei
  + Student E-File
  + Mafhoum Al that End Alatfal
  + Nazem Hayati
  + Asel Beaaman
  + Etc..
* Ability to integrate with the several internal systems like:
  + Disabled ID
  + Marriage CRM
  + Social security
  + Queue management system
  + Smart watch
  + Future system integration
  + Ability to access the system using open APIs

## System Requirements

* Central Database to be available to include all the features and information captured from the other apps which will allow in the future implementing a smart system which can response to different situation for different purposes, In addition to the integration with the existing systems and databases belong to the ministry.
* Send different notifications according to the features and workflow
* Develop a native IOS and Android APP and publish it in the respective store (Note: the app should support the old OS versions)
* Develop a backend system with 2 languages for below 2 modules:
  + Family module or the end user (depending on the functionality)
  + Ministry admin module
* Technical support through “response time and resolution time” support system
* App front end should be multi-language (Minimum: Arabic & English)
* Ability to communicate someone on the urgent requests
* Develop “Reports” based on the requirements of the ministry, with a flexibility to edit and add new reports
* Compatibility with the old and new versions of IOS and android
* Use the built in resources of the mobile like (Location, language, fingerprint, face and voice recognition, etc.)
* Use accessibility features like: (Auto reader, gestures, colors variation, etc.)

## General Requirements

* Hand over the Source code to IT
* The system should meet the standards of communication organization authority and community development ministry
* Provide 3 designs in additional to interactive wireframe
* Employee training on the system (Technical and functional)
* SRS
* On site project manager is required during the period of project implementation (In the building of the ministry)
* A dedicated development team to be provided to finish the project

Warranty and maintenance for minimum of 1 year

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

Globally Accredited

Software Consultation Partner

Spearheaded by a   
team of Technology and   
Management Leaders



Over 16+ years of customer experience with Global   
Corporations

Service in Banking, Retail, Logistics, Construction & Contracting, Fashion, Manufacturing, Hospitality, Automotive, Healthcare and Government sectors

IT Strategy, Application Development and Maintenance, Testing Services, Information Management and Digital Marketing efforts



## 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 Requirements

Verbat will design & develop the solution with focus in the areas mentioned below:

|  |
| --- |
| Ui Design |
| Page Design in XML |
| **Development** |
| Basic Setup |
| Splash Screen |
| Registration |
| Forgot password |
| Login |
| Home Screen |
| logout |
| Language selection page |
| Profile add, edit |
| Privacy policy |
| Contact us |
| Settings |
| Suggestion |
| **Nomow APP** |
| add child |
| Generate QR code |
| Child list page edit delegate |
| Assessment page |
| **AlSanaa** |
| Dash board |
| Search |
| Search list |
| Product detail page |
| Cart |
| Check out page |
| Payment gateway |
| Add address |
| Bulk order |
| **Tawasul APP** |
| home Screen |
| Category page |
| **Edaad APP** |
| Personal information |
| Lecture list (View ,Download ,PDF,PPT) |
| **Edkhar APP** |
| Dash board |
| Add income |
| Spending |
| Add spending |
| Add new target |
| Reports |
| Reminder list |
| Add reminder |
| **Medical agenda APP** |
| Appointment with search |
| add appointment |
| Medicine list with search |
| add medicine |
| social activity list with search |
| add social activity |
| independent daily activity list with search |
| add independent daily activity |
| Notes list with search |
| Add notes |
| Back up to drop box |
| Settings |
| calendar |
| calendar detail page |
| Check list |
| Report |
| **Kessas Ana Wa Akhi APP** |
| Dashboard |
| home screen |
| Detail page |
| **Kessas Ejtimaeiaa lel Atfal APP** |
| Dashboard |
| home screen |
| Detail page |
| **Kessas Ejtimaeiaa lel Atfal APP1** |
| Dashboard |
| home screen |
| Detail page |
| **Kon Sadiqi magazine** |
| Dashboard |
| Home screen |
| Print email, menu |
| View change |
| **MOCD APP** |
| Dashboard |
| Photo list |
| Video list |
| you tube integration |
| Photo viewer |
| News detail page |
| Customer service directory |
| Upcoming events |
| View location in Google maps |
| Most used services |
| Right side menu and its page |
| **API Integration** |
| API integration |

# 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. It will also provide response time estimates for page uploads based on the solution architecture proposed, network band width and number of concurrent users. |
| 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 application.
* Games are not considered in the estimation
* Device Orientation is on portrait mode in phones.
* Estimation may vary based on additional functionalities and is currently based on description from Play store/App store
* In Android, it will work with versions KitKat and above and iOS 9.o+
* Estimation is based on developing the app from the scratch.
* Client shall provide the API’s for integration

# 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 this proposal
* 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)
* Physical deployment at client’s site
* Backup solution and Disaster recovery

# Technology Solution

## Proposed system environment



Objective C, Java, XCode, Android Studio

Android, IOS

HTML / CSS3

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

## Technical Configurations

### Development Tools

* Android , IOS
* Objective C, Java
* XCode, Android Studio
* HTML, CSS3
* API Services, Ajax, JavaScript

### 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 7.1.2

# Commercials

## Web Application

|  |  |  |
| --- | --- | --- |
| **No** | **Description** | **Amount (USD)** |
| 01. |  | 0,0000.00 |
| 02. |  | 0,0000.00 |
|  |  |  |

*Note:*

* *The above cost does not include Application hosting, integration or deployment*
* *For additional effort please refer 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 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 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

The effort estimated for delivering the application as specified in section 2 will be as below:

**12 UAE working days for prototype and 70 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 |
| System Prototype-Complete |
| System Prototype-Approval (T1) |
| Functional Specification (FS) |
| FS Approval |
| Development Phase-Complete |
| Perform QC (Unit Testing and Integration Testing ) |
| System ready for UAT (T2) |
| UAT Acceptance (T3) |
| Release of the application with source code to client(T4) |

## 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 **AED 1200 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 7 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.

## 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 6.2.3
* 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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