**WORLD GIFTEDNESS CENTER**

**Client**

Hamdan Bin Rashid Al Maktoum Foundation

Submitted By:

VERBANET TECHNOLOGIES L.L.C

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# **KEY DETAILS**

**PROJECT NAME CLIENT**

World Giftedness Center Hamdan Bin Rashid Al Maktoum Foundation

**CLIENT CONTACT CLIENT ADDRESS**

Mr. P.O.Box 123

ABC Street

Dubai

U.A.E

**PROPOSAL SUBMISSION PROPOSAL ID NO.**

30.05.19  AD/BP/27052019/1820/2

**PROPOSAL VALID UNTIL ANTICIPATED START DATE**

30.06.19 00.00.00

**PROPOSAL SUBMITTED BY PROPOSED TECHNOLOGY**

Verbanet Technologies L.L.C PHP / Code Igniter / MySQL

Dubai, U.A.E

+971 4 297 3236  **APPLICATION TYPE**

+971 50 765 2345 Web Application

# **PROJECT SCOPE**

Hamdan Bin Rashid Al Maktoum Foundation (hereafter referred to as “Client”) has approached Verbanet Technologies L.L.C., (hereafter referred under its trade / brand name as” Verbat”) to develop World Giftedness Center (WGC), a PWA (Progressive Web Application) for the establishment of an evidence-based informational and organizational hub for all stakeholders involved in the cultivation of excellence throughout the world.

## Strategic Goals

The World Giftedness Center (WGC) seeks to cultivate the development of excellence for all individuals by

* Establishing a worldwide online center for the promotion of gifted students
* Educating the stakeholders on the most effective means of achieving this through sound scientific findings and educational practices

The long-term objective for the WGC is the establishment of an evidence-based informational and organizational hub for all stakeholders involved in the cultivation of excellence throughout the world

## Professional Goals

* Network with other institutions to identify and promote highly gifted students
* Offer online training opportunities for interested students through
  + Educational Short Videos and
  + Online Courses
* Establishing a new scientific journal for gifted students

## Technical Goals

* Provision a system that reflects the strategic and professional goals
* Seamless usage of external systems (i.e. global mentoring hub, online course platform)
* Usage of state-of-the-art technical possibilities

# **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. 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.

**KEY STRENGTHS OF OUR SOLUTION**

* Strong and Scalable platform accommodating to future enhancements
* A framework which acts as a solution accelerator with building blocks that can be re-used in future for building new components and features.
* Our light weight framework used consumes fewer system resources thereby making the application perform faster.
* All security aspects are considered

## ACTORS

### **Nuremberg Administrator**

* Login/Logout
* Add/edit/delete new contents in award area, best practice area, online courses area, journals area
* Add/edit/delete subtitles and set playback speed of videos
* Publish journals

### **Administrator**

* Login/Logout
* Set parameters for customizable interface
* Add/delete functional email-addresses
* Send & receive emails
* Manage users of the system

### **Author**

* Register
* Login/Logout
* Fill forms
* Submit/upload manuscript with metadata
* Receive Email on entire process of manuscript review

### **Editor**

* Register
* Login/Logout
* Fill evaluation forms
* Evaluate manuscript
* Add/edit/delete contents
* Access to up-to-the-minute reports and statistics
* Receive Email on entire process of manuscript review
* Track submissions at various stages of review and revision

### **Reviewer**

* Register
* Login/Logout
* Optimize content and contacts
* Fill evaluation forms
* Evaluate journals
* Add/edit/delete reviews
* Receive Email on entire process of manuscript review

### **Students**

* Register
* Login/Logout
* Online forum
* Enroll in course
* Receive/download participation certificate on course completion
* Access courses and forums on registration to specific courses
* Access course videos and course elements(questionnaire)

### **Candidates**

* Register
* Login/Logout
* Enter nomination details
* Receive news regarding awards on subscription

### **Managers**

* Register
* Login/Logout
* Send & receive emails

### **System**

* Coordinate the entire process of manuscript review amongst authors, editors and reviewers and send emails(journals)
* Send reminders through email(courses)
* Send participation certificate
* Send mails to subscribers(newsletter)

## FUNCTIONAL REQUIREMENTS

The main features and functionalities of the application to be developed are presented below:

### **Home Page**

* Contact us
* About us
* Journals
* Online courses
* Best practice
* Accreditation
* Award
* Accessibility to Global mentoring Hub
* Global Search function for openly available contents

### **Journals**

* Register, login/logout
* Dashboard for editorial staff
* Reviewer capability to optimize content
* Integrated email for coordination between all parties involved
* Evaluation forms for reviewers and editors
* Online submission form to submit manuscripts with metadata
* View scientific journals
* Access to journal issues and separate journal articles
* Optional PDF download of journals/articles
* E-Mail subscription service (i.e. for new issues)
* Reports and statistical information to aid editorial staff
* Accessible to Nuremberg administrators

### **Online Courses**

* Registration, login/logout
* Forums for courses
* Enroll in courses
* Embedded short educational films available for anyone
* Notification system (Coordination through email) for all participants
* Videos, interactive elements (i.e. questionnaires) for registered users
* Mobile app for online courses(optional)
* Automated participation certificate
* Possibility for administrators to add subtitles for videos and manage playback speed
* Accessible to Nuremberg administrators

### **Best Practice**

* Newsletter
* Subscribe to newsletters
* Conference details(venue, date, time, speakers)
* Accessible to Nuremberg administrators
* All features listed for courses should also be available for Best Practices area

### **Accreditation**

* Database with a list of accredited worldwide institutions
* Separate search function for the database
* World map with locations of institutions, possibility to zoom in and out and show nearest institution

### **Awards**

* Nomination entry page
* Enter nomination info with input mask
* News page with subscription
* Accessible to Nuremberg administrators

### **Search Functionality**

* All Openly available content should be searchable
* Search functionality shall be built into the web site (not Google search)
* Search field shall autocomplete
* Faceted or categorical search shall be enabled
* Elastic Search shall be used to return results

### **CMS**

* Add additional content via the backend in a user-friendly way
* Easy to use backend
* Functionality shall be extendable via plugins
* Extend functionality via programming
* A WYSIWYG editor shall be available

### Email

* Users shall be able to receive emails
* Users shall receive emails related to courses, journal entries and newsletters
* Administrators and managers shall be able to send and receive emails using the app
* Administrator shall be able to manage all email accounts

### Webinar Channels

The application shall support the following webinar channels

* Educational Films
* Publications
* Establishments and conferences
* Establishment of Global awards
* Training Programs
* World Wide research projects
* Global accreditation agency
* Global talent mentoring hub

## NON-FUNCTIONAL REQUIREMENT (OTHERS)

|  |  |
| --- | --- |
| **Requirements** | **Details** |
| User Experience and  UI Design | * The application developed will be 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. |

## PROPOSED SYSTEM ENVIRONMENT

****

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

Windows / Linux

Apache, MSSQL, IndexDB

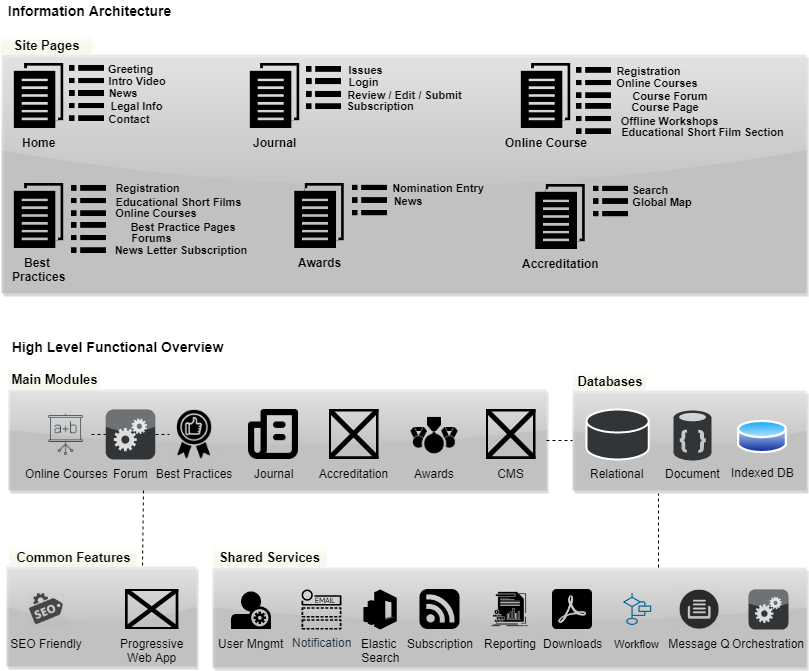
PHP, Codeignitor, Joomla, Drupal, .Net, MVC

HTML5 / CSS3

Java Script

# **Architecture**

## Information Architecture & High level Functional Overview



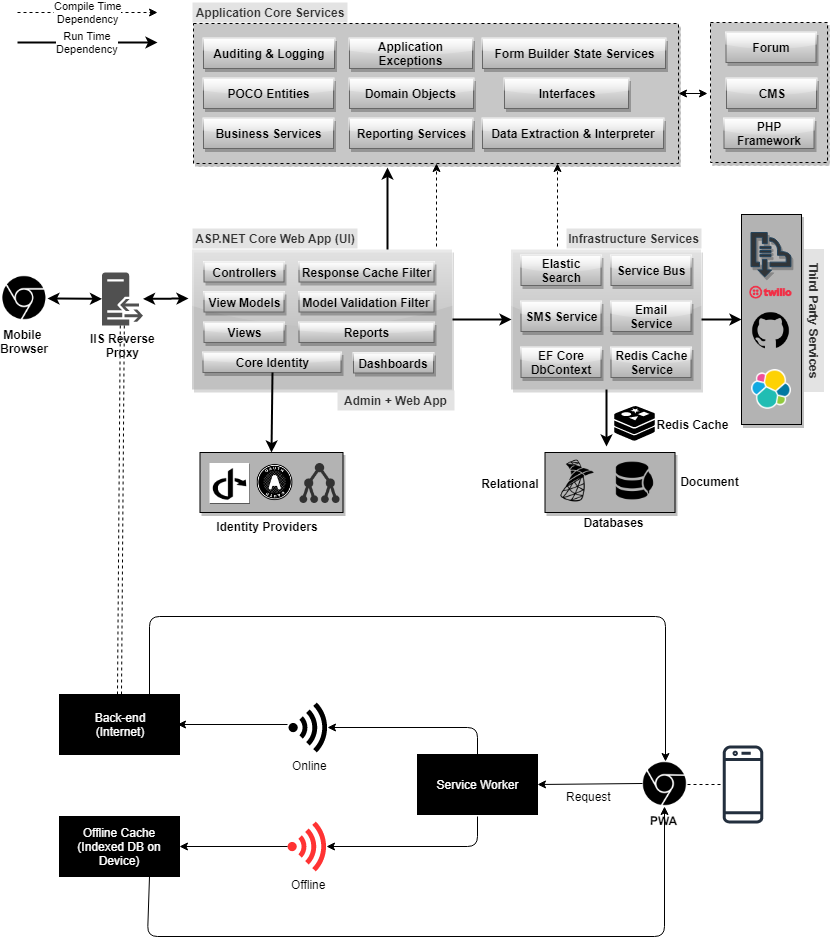
The information architecture represented above represents the various sections and pages on the site. The site shall be broadly segregated into the following sections

* Home page
* Journal Entries
* Online courses
* Best practices
* Awards
* Accreditations

The high level functional overview lists the features and services that support the Web application.

## Low Level Functional Architecture

## Technical Architecture



**Overview**

The Architecture described is a .Net core application loosely interlaced with a PHP based framework like Joomla or Drupal (Not Shown in detail). The PHP framework lends itself naturally to the development and customization of Content Management Systems (CMS) and User Forums. Both the .Net core application as well as the PHP framework share the same database. The application makes extensive use of micro services. Therefor it uses Message Queue’s and event driven message brokers to orchestrate the communication between the different components as well as for inter service communications.

**Database**

The application has been provisioned for both document and relational databases. The .net core application uses the relational database. Unstructured data such as those that will be generated while creating or managing data generated from user defined forms (Ex. using Bootstrap form builder) shall be stored in document databases. Document data includes JSON format of the data used to generate the forms (User defined forms) as well as the data captured through these forms shall be saved in JSON format. At a later stage the form data can be extracted and transformed so that it can be evaluated or stored in a relational database. Being a Progressive Web Application an Indexed DB will be used to store and cache client side data. This is a browser cache based database typically associated with the user’s browser. Indexes DB and the application back end database (relational) are synchronized when the PWA becomes online. In order to speed up data access Redis is used to cache common database Queries

**A Note on PWA (Progressive Web Application)**

As can be seen from the diagram, Verbat is recommending the development of a Progressive Web Application. A few advantages of a PWA are

* Offline access and data storage
* Automatic App updation, when the network is available. This makes it easy to roll out new updates. Also user generated data can be synchronized with the application server databases
* PWA naturally enforces SEO readiness
* App does not need to installed on the device
* Always on
* Responsiveness is agnostic to the device being used
* No Need for installation via App store

**.Net Core**

**User Interface**

The user interface layer in an ASP.NET Core MVC application is the entry point for the application. This layer shall reference the Application Core Services, and its types should interact with infrastructure services strictly through interfaces defined in Application Core. No direct instantiation of or static calls to the Infrastructure layer types should be allowed in the UI layer.

The UI layer types are

* Controllers
* Filters
* Views
* ViewModels
* Startup

The Startup class is responsible for configuring the application, and for wiring up Implementation types to interfaces, allowing dependency injection to work properly at run time.

**Infrastructure Services**

The Infrastructure services typically includes data access implementations. In a typical ASP.NET Core web application, these implementations include the Entity Framework (EF) DbContext, any EF Core Migration objects that have been defined, and data access implementation classes.

In addition to data access implementations, the Infrastructure services should contain implementations of services that must interact with infrastructure concerns. These services should implement interfaces defined in the Application Core, and so Infrastructure should have a reference to the Application Core services.

Some Infrastructure types are

* EF Core types (DbContext, Migration)
* Data access implementation types (Repositories)
* Infrastructure-specific services (for example, FileLogger or SmtpNotifier, Postfix )

**Application Core**

The Application Core holds the business model, which includes entities, services, and interfaces. These interfaces include abstractions for operations that will be performed using Infrastructure, such as data access, file system access, network calls, etc. Sometimes services or interfaces defined at this layer will need to work with non-entity types that have no dependencies on UI or Infrastructure. These can be defined as simple Data Transfer Objects (DTOs).

Some application Core types are

* Entities (business model classes that are persisted)
* Interfaces
* Services
* DTOs

## TECHNICAL CONFIGURATIONS

### **DEVELOPMENT TOOLS**

* ASP.NET, PHP, MVC
* My SQL , Indexed DB, MongoDB
* HTML / CSS 3
* Code ignitor / Drupal or Joomla
* Web services, Ajax, JavaScript, IIS

### **RECOMMENDED WEB HOSTING PACKAGE- DEDICATED HOSTING**

* Operating System : Windows Server
* CPU : 2 core
* Domains: Unlimited
* Disk Space: 200 GB
* Monthly Bandwidth: 50 GB
* Web site Server Software – IIS 7.5 +
* PHP

### **BROWSER**

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

### **HARDWARE**

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

* iOS 10.0 and above
* Android KitKat and above
* Computer with Windows 8 or 10 OS
* Compatible Browsers as specified in section 6.2.3

### **TECHNICAL GUIDELINES**

The guidelines provide instructions and conditions that will be adhered to during the development of the web application.

* Verbat shall develop the application as a Progressive Web App (PWA). This will enable the app to scale across mobile and desktop devices. Furthermore PWA’s allow the Web application to be available offline
* Verbat shall develop the application for the English language. However provision shall be made so that the application can be extendible to accommodate other languages
* Major portion of the application shall be developed in .Net core and Angular. To accommodate CMS and forums, PHP based technologies shall be used. This is because these features are far easier (Effort wise) to develop in PHP based technologies. Both Drupal and Joomla have Prepackaged CMS and Forums that can be easily customized to fulfil the requirements
* A combination of different database systems may be used for application development. Being a PWA, Indexed DB, a flat document style DB shall be installed on client browsers. Relational database such as MSSQL shall be used to aid the storage of data pertaining to the rest of the application. Document databases like MongoDB shall be employed, if there is a requirement for user defined forms
* RabbitMQ and Orchestration services shall be used to coordinate communication and synchronization between the different modules
* API will be used, as the case may be, in realizing the features and functionalities mentioned
* The client will finalize the functional requirements and UI/UX before the commencement of the project
* Verbat will be testing the app in the mentioned devices only. Testing on devices other than the ones mentioned under the “Technical Standards “ will have to be specified and provided by the client at the beginning of the development phase
* The client will have to provide the details of the testing devices they are using before the start of development phase
* Client should provide the relevant Developer's Account credentials before the development phase. In case Verbat needs to create the developer id additional charges will be incurred by the client
* The duration mentioned in the project time line is for development and testing and any delay or time taken by the review team to respond will not be Verbat’s responsibility
* Any clarification required from client needs to be addressed within 24 hrs.
* Verbat will strictly follow the guidelines provided by the respective stores.
* Verbat will inform the client if any of the client requirements /request deviates from it.
* Once development commences the test device/screen sizes will not be susceptible to change. Any change requested by the client will have to go through change management
* OS version support will be limited to the ones mentioned in the technical specifications. Further support will have to go through change management

## PROJECT DELIVERY

### **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 & 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 ’ 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 ’ Management commitment and focus on Client initiatives.

|  |  |
| --- | --- |
| 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 for approval |
| Functional Specification Document (FS) | Once the 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**

* Project Plan
* Source Code
* Software Requirement Specification Document (SRS)
* UI/UX Design
* Functional Specification
* Fully Developed & Tested Application
* Documentations related to System Architecture, Database schema & Database backup

### **DELIVERY ACTIVITY SUMMARY**

### **ESTIMATED DELIVERY TIME**

The effort estimated for delivering the application will be as below:

* 0 UAE working days for the UI/UX from the date of approval of the SRS
* 0 UAE working days for the development of the application from the Date of Approval of the FS.

| **Activity** |
| --- |
| Contract Signoff (T0) |
| Project Initiation & Initiating requirement gathering |
| Software Requirement Specification Document(SRS) |
| SRS Approval (T1) |
| System UI/UX-Complete |
| System UI/UX-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) |

* The above-mentioned timeline is in India Working Days
* The initiation of the UI/UX development is dependent on the confirmation of SRS. SRS will be submitted post the confirmation of the project along with LPO, signed proposal and advance payment
* The above mentioned timeline for development is post the confirmation of FS
* Documentation submitted after project initiation and system study supersedes any proposal or documentation submitted during initial requirement gathering / discussion / negotiation
* Project plan will be submitted post the confirmation of project with necessary payments
* Any delay in getting the approvals of deliverables from client will cause change in timelines and the revised timelines will be updated in weekly status reports shared with client after the project commencement
* All approvals and 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 and timeline which was estimated.
* On project confirmation, Verbat requires a lead time of minimum seven (07) days for resource mobilization.

### **DEPLOYMENT DETAILS (AT CLIENT’S BEHEST)**

* Client can opt for hosting the application at Verbat’ 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 ’ support is contracted for deployment.

### **RELEASE PLANNING**

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

### **RISK 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*

## PROJECT 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:

### **OBJECTIVE**

* The requirement is to develop a world giftedness center web & mobile responsive application with the functionalities as defined in ‘Functional Requirements’ section

### **DESIGN**

* Client to provide Verbat with the branding guidelines.
* Color theme shall be provided by the client
* Client shall provide licensed images and logos in specified size & format
* Client shall provide the text and associated images for the proposed application. Text should be provided in digital format preferably in MS Word 2013 or above
* Verbat may use template based design for the application
* Verbat shall develop a responsive application

### **DEVELOPMENT**

* The proposed application front end and backend would be in English
* It is assumed that the term “Webinar Channels” refers to the classification of video / audio or digital content. Users may choose content from these channels. Channels shall be represented using widgets, sections, dropdown menus etc. Upon selecting the channel, a collection of audio / video or digital content shall be displayed to the user
* The site being developed shall be SEO ready. Verbat shall consult and work with the client, should they express the need to digitally market their site
* Verbat shall advice the client on the Pros and cons of different navigational styles. Features like scrolling indicator, parallax scrolling etc. are implemented on design intensive sites that cater to fashion and style. Verbat shall give due consideration towards the client’s needs
* Adaptive navigation are essentially responsive top navigation bars. All menus implemented on the site shall be responsive
* Development Contingent upon timely feedback from client
* The client will finalize the functional requirements and UI/UX before the commencement of the development of the project
* Client shall approve the UI/UX for the web application before development work starts
* Verbat assumes client requires minimal reports and the reports considered in the scope are mentioned under the respective user modules.
* Final data needs to be entered by the client via the application
* Client will provide sample data to test the application
* Testing of web application will be done in latest versions of Google Chrome, Mozilla, Edge web browsers only
* Client will procure templates, SSL certificates (if applicable)
* Client will host and manage the application on infrastructure (server / cloud) recommended by Verbat for managing database and application backup inclusive of images
* Application and data backups are subject to the purchase of such services at an extra cost
* Internet connectivity is required for the functioning of the application
* Does not support offline access or operations.
* Major design changes in the template chosen by the client may cause changes in the effort estimate.

# **OUT OF SCOPE**

With the ever evolving digital market, the requirement 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
* Application shall be developed for English language speakers
* All external libraries and third part services shall be procured by the client (E.g. Twilio, Github, Jira, SendGrid, Elastic Search etc.)
* Migration of existing data / Database migration
* Content writing / proof reading / Data Replication / Manual data entry
* Content or image procurement or uploading or editing
* End user testing and load testing
* Developer account creation and Maintenance (Play Store)
* Adding new features to the application other than mentioned in the functional specifications. Such requests will be handled via change management. *For Change management details, please refer section titled “Change Management” in the*
* Annual Maintenance Contract (Bug fixing, debugging, enhancements) – Please refer section titled “Maintenance and Support”, unless contracted for.(refer to section 4.2)
* Hosting Infrastructure and Maintenance (web and email hosting), unless contracted for.
* Application Deployment on the server and respective stores, unless contracted for.
* Backup solution and Disaster recovery unless contracted for.
* Physical deployment onsite / installation of the application in devices and Physical connection, installation of system.
* Integration with third-party, if any, other than mentioned in the functional specifications
* Hardware Integrations / procurement and purchase
* Procurement of SMS gateway / payment gateway / email gateway
* SSL Purchase and installation, if any
* Plugin/template purchases, if any
* OS other than mentioned in the Hardware Interface
* Relevant / related software libraries

## CHANGE MANAGEMENT

Any addition which comes out of the project scope, upon and after the launch of the application 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 1,200.00 per man day effort and approval from the clients will be availed before commencing on any change management.



## MAINTENANCE & SUPPORT

* Maintenance contracts by default are supported as per the basic SLA terms.
* AMC with Basic SLA is charged at 25 % 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 1,200.00 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 and Chat unless explicitly specified. In the event, the application is hosted with the client; necessary remote desktop connectivity should beprovided 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 (replace with perhaps: It is mandatory that the client opts 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 (SLA)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SLA Type** | **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 (8:00 am to 5.00 pm, Sunday to Thursday)*

AMC Option:

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

# **TERMS & CONDITIONS**

## ACCEPTANCE CRITERIA

* UAT (User Acceptance Test) sign off should happen within 07 Days from the first release of the application 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 07 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.

## 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 applications 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.

## 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 reserves the right to change the terms of this proposal as the final terms (including the costing), features & functionalities and timeline could change during the course of the project. Hence any fees quoted / timeline committed in this proposal may not be considered as final unless agreed and signed by both parties.
* Web Application will be best viewed only in the environment mentioned in the section Browser Compatibility
* All Source Codes and other project artefacts would adhere to the Verbat document templates and internal coding standards.
* The documents delivered to the client includes the ones mentioned under ‘Deliverables’ and these will adhere to Verbat’s internal document 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.

## GENERAL ADMINISTRATIVE, TECHNICAL & FUNCTIONAL ASSUMPTIONS

* 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.

# **FINANCIALS**

## WEB APPLICATION DEVELOPMENT

|  |  |  |
| --- | --- | --- |
| **No** | **Description** | **Amount (AED)** |
| 01. | Development of:   * Web Application |  |
|  | **Total Project Cost** |  |

*Note:*

* *The above cost is exclusive of VAT applicable in India*
* *The above cost is based on the initial understanding of the requirement grounded on the details shared by client. Any further changes in the scope or complexity if encountered during detailed system study/ analysis will call in for additional effort and time.*
* *The above cost does not include Application hosting, integration with any other third-party systems, deployment unless explicitly mentioned in this proposal.*
* *For feature additions, please refer section titled “Change Management “.*
* *LPO to be raised in the name of “Verbanet Technologies LLC” for project initiation*
* *Refer section 7.3 for ‘Mode of Payment’.*

### **PAYMENT TERMS**

* 30% () of total project value to be paid as advance along with the Purchase Order
* 40% () of total project value to be paid on confirmation of the UI/UX
* 30% () of the total project value to be paid on completion of Development and UAT on Verbat test server

*Note:*

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

## WINDOWS DEDICATED HOSTING – OPTIONAL

ITEM NO. DECSRIPTION AMOUNT (AED)

1. Windows Dedicated Hosting

TOTAL PROJECT COST

*Note:*

* *The above cost is exclusive of VAT applicable in India*
* *Refer “Windows Dedicated Hosting Proposal” for detailed Server specifications.*
* *Refer section 7.3 for ‘Mode of Payment’.*
* *LPO to be raised in the name of “Verbanet Technologies LLC” for project initiation*

### **PAYMENT TERMS**

* 100% advance payment along with Purchase Order to initiate Server purchase

*Note:*

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

### **MODE OF PAYMENT**

By Cheque 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 / VAT applicable to be borne by the client*
* *Client invoices will include VAT charges in addition to the application cost*

# **ABOUT US**

Education

Transportation







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