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| --- | --- | --- | --- |
| Quotation Date | Quotation No. | Contact Person | Contact No. |
| 09 Jan 2020 | Q/AD/09012020/3364/1 | Joyce Daniel | +971 4 2973236 |

# COMMERCIALS

|  |  |  |
| --- | --- | --- |
| Sl. | Description | Total (AED) |
| 01. | ISAM to MSSQL Data Migration and Report Generation | 000.00 |

*Note:*

* *The above cost is exclusive of VAT applicable in UAE.*
* *The above estimate is based on the initial understanding of the requirement shared during the meeting and via email. .If Verbat finds during the requirement gathering phase that the actual requirements uncovered are different and additional form the initial understanding, this might affect the estimates provided and Verbat shall exercise rights to renege on the contract. Clarifications/Changes in the scope during system study/ analysis may call in for additional effort and timeline.*
* *The above cost does not include deployment in any third-party server or integration with any other third-party systems other than explicitly mentioned in the quotation.*
* *For feature additions, please refer section titled “Change Management “.*
* *LPO to be raised in the name of “Verbanet Technologies LLC” for project initiation.*

# INTRODUCTION

Pan African Equipment Group (hereafter referred to as ‘Client’) has approached Verbanet Technologies LLC, (hereafter referred as” Verbat”) to perform a Data Migration from an ISAM database to

# SCOPE OF WORK

The core objective is to migrate data from an ISAM based flat file database to SQL Server for reporting purposes.

Currently the data is migrated manually to Excel spread sheets using preconfigured Data sources. The data consist of five spread sheet reports for one company. Data for a total of 15 companies need to be migrated. Reports generated consists of daily as well as weekly consolidated reports.

Verbat shall perform the following activities to

1. Create Linked servers on SQL Server to establish data sources
2. Create new tables that can store the imported data from ISAM
3. Create stored procedures that define the logic for importing data
4. Create stored procedures that define the logic for exporting data to predefined CSV formats
5. Create jobs that can be scheduled to generate daily as well as weekly reports
6. Design the whole process so that it would be scalable and shall support the handling of additional companies if added to the source (ISAM)

# NON-FUNCTIONAL REQUIREMENTS (OTHERS)

|  |  |
| --- | --- |
| **Requirements** | **Details** |
| Data import & Export | * Client shall provide access to source and destination databases |
| Report Generation | * Client shall provide the format required for the generation of each report |
| Development tools and access to environment | * Client shall provide access via VPN to the tolls needed for development |

# TECHNICAL CONFIGURATION

## DEVELOPMENT TOOLS

* SQL Server Management studio
* SQL Server Query analyzer
* SQL server profiler

## 

# ASSUMPTIONS

The project solution and technology is created from the initial understanding of the requirement shared with Verbat through emails. The proposed solution is based on the following assumptions:

**OBJECTIVE**

* The requirement is to develop application with the functionalities as defined in ‘Scope of Work' section.

**DESIGN**

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**DEVELOPMENT:**

* The development will be initiated post the completion of system study and confirmation of prototype
* Development is contingent upon timely feedback from client.
* The client will finalize the functional requirements before the commencement of the development of the project.
* Requirements should be well defined, agreed and signed-off by the Client
* Client will provide sample data to test the application
* Client shall provide clear directions on additional business process which may not be covered in this proposal. In such cases, the effort estimated provided in this proposal may be amended.
* Client will host and manage its own application infrastructure
* All necessary plugins/licenses/tools need to be procured/subscribed by the client
* Application and data backups are subject to the purchase of such services at an extra cost

# OUT OF SCOPE

* Any language other than English
* Report formatting shall be defined during development and cannot be changed subsequent to development
* 5 types of reports shall be developed for each company
* It is assumed that the logic for importing and transforming the data for consumption is as per the sample files that have been supplied by the client for POC
* It is assumed that imported data is pristine and does not require sanity checks, data wrangling, munging or cleaning.
* It is assumed that reports being generated is a straight export of the data being imported. If the client requires complex logic to transform the imported data, Verbat shall reevaluate the agreed upon estimate
* The reports have been confirmed to be CSV files without any special formatting. Changes in the reporting format or type (EG. XML, XLS) shall be considered under change management
* Reports are to be published onto an FTP server provided by the client. Verbat has no responsibilities beyond the delivery to the FTP location
* Adding new features to the application other than mentioned in the functional requirements. Such requests will be handled via change management. For Change management details, please refer to section titled “Change Management” in the Proposal.
* Annual Maintenance Contract (Bug fixing, debugging, enhancements) – Please refer section titled “Maintenance and Support”, unless contracted for.
* Integration with third-party, if any.
* Backup solution and Disaster recovery unless contracted for.
* Hardware Integrations / procurement and purchase
* Relevant / related software libraries/Plugin/template purchases, if any
* Purchase of any tools/plugins/other resources/hardware required to perform any of the activities other than what is explicitly mentioned in this proposal.

# DELIVERABLES

* Documentation and Help manuals
* Developed & Tested Application

# TIMELINE

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

**14 UAE Working days from the date of approval of the SRS.**

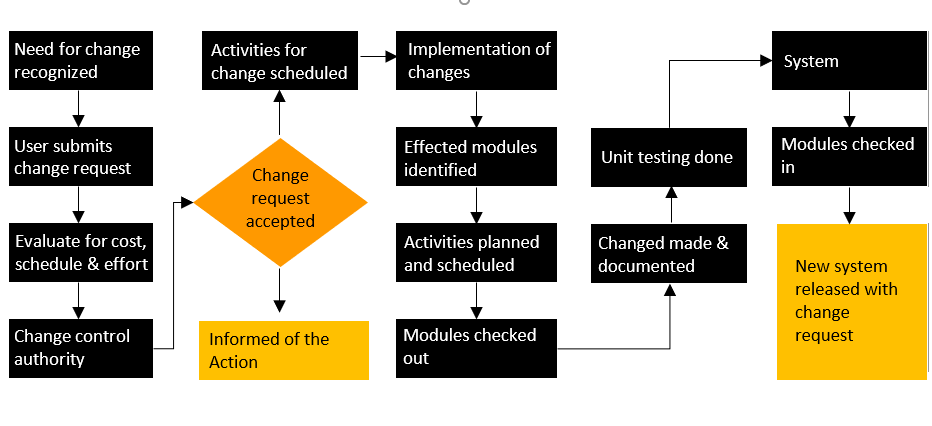
*Note:*

* *The delivery timeline committed above for development has dependency on the following items:*
* *Approval/signing of this document along with advance payment and LPO.*
* *Receipt of required files and necessary documentations from client*
* *Mentioned timeline is tentative. Detailed project plan with actual timeline will be submitted post the confirmation of project/system study.*
* *Any ‘Change Request’ from client, post the initiation of development which will impact existing approved features will be considered as Phase 2.*
* *Documentation submitted after project initiation and system study supersedes any proposal or documentation submitted during initial requirement gathering / discussion / negotiation.*
* *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 02 Business days 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 fourteen (14) days for resource mobilization.*

# CHANGE MANAGEMENT

Any addition which comes out of the project scope, upon and after the launch of the website will be considered as change management. Verbat recommends the following change management procedures for the same:

* Changes will be implemented only after raising a change request.
* Change requests will be studied and an impact analysis will be performed on the existing work flow.
* Upon assessment of the impact, effort estimation will be calculated and raised as an additional requirement.
* The change request will be initiated only after receiving a formal approval from the client for the additional changes raised.
* Changes which are out of scope will be charged @ AED 1,200.00 per man day.



No

Yes

# ACCEPTANCE CRITERIA

* UAT sign off should happen within 14 Days from the release and the acceptance confirmation needs to be mailed to Verbat failing which Verbat will consider the project as approved by the client.
* Any comments or reason for rejection need to be documented and the same needs to be sent as an email from the official mail id of client to Verbat on or before 14 days from the first release.
* Timeframe for acceptance for any further release will be mutually agreed and finalized between client and Verbat depending on the UAT Comments

# GENERAL TERMS AND CONDITIONS

* Offer Valid for 30 calendar days from the date of submission of the Proposal.
* An average of 20 UAE working days are assumed in a month.
* All the development activities will be carried out from our off-shore development center in India.
* All the documentations 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 our change management process.
* This quotation is derived and 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 if the final terms (including the costing), features & functionalities and timelines are changed during the course of the project. Hence any fees quoted / timeline committed in this proposal may not be considered as final unless agreed upon and signed by both parties.
* The web application shall be built on the agreed use-case and wireframe. Any customization to the confirmed and purchased theme shall be executed through a defined change management process between both parties.
* Verbat may either hardcode the design or shall purchase a theme that matches the design requirement as specified by the client.
* The page layouts that are confirmed by the client on the wireframes submitted for approval shall be deemed final. Any customization beyond that will not considered in this proposal.
* In the event that the Client requires any extension of the proposed acceptance schedule, the associated effort and cost of such extension will be mutually reviewed.
* If the project needs to be put on Hold / Stop, a minimum notice period of 1 week is required along with the duration of the holding period. Thereafter Verbat will make a final decision based on the request.
* If deployment is done in the client’s server, Verbat will not be held responsible for any performance issues arising due to hardware malfunctions.
* The Client is responsible for all data-backups in case the application is not hosted on the Verbat server.
* Final deployment to production server is pursuant to completion of all payments.

# 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 are expected to be available for discussions and finalization of the HLD (High Level Design), before development commences.
* Type of reports, formats, workflows, if under the scope of the project, need to be specified by the Client before the project sign off.
* Verbat assumes that all sign-offs from the Client will be provided within the agreed and specified timeframe.
* The client will provide all the necessary contents, both text and images, before starting the project in the format suggested by Verbat (if any).
* The client should provide the relevant information and data, well in advance of the execution of the 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.
* The Client should possess a server with the technical specifications recommended by Verbat for the proposed application.

# MANITENANCE & 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 user or hardware support or on-premise support. 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 rate. 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 video conference (if required). In the event, the application is hosted with the client or if it is a client server development, necessary remote desktop connectivity should be provided for carrying out maintenance activities.
* 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.

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| **SLA Type** | **Max Response Time** | | **Max Resolution Time** | **Target** |
| Basic | 1 working day | 3 working days | | Request / incident / problem tickets |

*Note:*

* *Time zone applicable as per India Time Zones (3:30 GMT to 12:30 GMT, Monday to Friday)*
* *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.*

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

# PAYMENT TERMS

* 50% of total project value to be paid as advance along with the Purchase Order
* 50% of the total project value to be paid on completion of Data Migration

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

# MODE OF PAYMENT

By Cheque to Verbanet Technologies LLC

OR

Wire transfer to our bank account

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| --- | --- | --- |
| **Particulars** | **Option 1** | **Option 2** |
| Bank Name | Commercial Bank of Dubai | Emirates NBD |
| Account Name | Verbanet Technologies LLC | Verbanet Technologies LLC |
| Account Number | 1000305555 | 1011492858201 |
| IBAN Number | AE840230000001000305555 | AE61 0260 0010 1149 2858 201 |
| Swift Code | CBDUAEAD | EBILAEAD |
| Bank Address | Al Qusais Branch, P.O Box 2668, Al Qusais | 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*

**WITH OUR**

**SINCERE THANKS.**

CONFIDENTIALITY NOTICE:

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