

Software Development Agreement

This Software Development Agreement (the "Agreement") is entered into on 18th Oct 2023, ("Effective Date"), by and between:

Neomoment,

House #34, 4th Avenue, Rafi Block,

Bahria Safari Valley Sector E Rawalpindi,

Punjab, Pakistan

And

Fenzi Enterprises Private Limited

612, 6th Floor, Kohistan Tower, Saddar, Rawalpindi, Punjab 46000

("Client")

(collectively referred to as the "Parties").

1. Scope of Work

1.1. The Neomoment, Pakistan shall develop an Elevator Management and Maintenance software system as per the scope of work outlined in the project proposal provided by the Neomoment, Pakistan and accepted by the Client.

NOTE - Kindly refer to **Annexure – 1** for detailed project scope.

2. Payment Terms

2.1. The Client shall make payments to the Neomoment, Pakistan as follows:

a) An initial payment of 200,000 PKR shall be made in advance upon the signing of this Agreement.

b) Subsequent payments of 200,000 PKR each shall be made monthly, starting from 18 Oct 2023, until total project cost is paid in full.

2.2. All amounts specified in this Agreement are in Pakistani Rupees (PKR).

2.3 Payment by Cash or Bank Transfer

NOTE – Kindly refer to **Annexure – 2** for detailed information.

3. Change Requests

3.1. Any changes to the scope of work or additional features requested by the Client shall be submitted as formal change requests. The Neomoment, Pakistan shall provide the Client with a cost estimate for such changes.

4. Agile Scrum and Payment Milestones

4.1. The project will follow an Agile Scrum methodology with regular sprints, as outlined in the project proposal. Payment milestones will be aligned with the completion of sprints or specific deliverables.

5. Infrastructure and API Charges

5.1. The Client agrees to provide the necessary infrastructure, including servers and hardware, as specified in the project proposal, at their own expense.

5.2. Any charges related to the use of third-party APIs, including but not limited to licensing fees, shall be the responsibility of the Client.

6. Hosting and Deployment

6.1. The Neomoment shall facilitate the deployment of the software, but all hosting and infrastructure charges associated with hosting the software shall be borne by the Client.

7. Ownership and Intellectual Property

7.1. The code on Github will be intellectual property of Fenzi Enterprises Pvt Limited along with all proprietary and ownership rights.

8. Termination

8.1. Either party may terminate this Agreement with written notice if the other party materially breaches the terms of this Agreement.

9. Confidentiality

9.1. Both parties agree to maintain the confidentiality of all project-related information and not to disclose any proprietary information to third parties. Neomoment will not use the product for marketing and business development without written permission of Fenzi Enterprises Pvt Limited.

10. Bank Details

10.1. The Client shall make all payments to the following bank account of the Neomoment:

Bank Name: United Bank Limited

Account Name: Sadaf Sohail Chougule

Account No.: 262971849
IBAN: PK87UNIL0109000262971849
SWIFT CODE: UNILPKKAXXX,
Branch Code: 1048
G11 Markaz - Islamabad

11. Governing Law

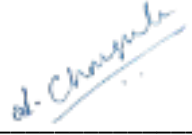
11.1. This Agreement shall be governed by and construed in accordance with the laws of Pakistan.

12. Entire Agreement

12.1. This Agreement constitutes the entire agreement between the Parties and supersedes all prior agreements, understandings, and communications, whether oral or written.

IN WITNESS WHEREOF, the Parties hereto have executed this Agreement as of the Effective Date.

Neomoment, Pakistan

By:  _____

[Authorized Signatory]

Dated: 21-Oct-2023

Fenzi Enterprises Private Limited

By:  _____

Faizan Ahmed Khan

Annexure - 1

A. Resident Input:

Complaints: The Neomoment will create a custom module in Odoo to handle complaints. This module shall allow residents to submit complaints with fields for descriptions, severity, and image uploads.

Review: After a complaint is resolved, a review and rating system will be implemented where residents can provide feedback on the service provided. This will be achieved using custom fields and a rating widget in Odoo.

QR Code: Custom development will be performed to generate QR codes for various purposes, such as app installation, lift identification, and accessing contact details.

B. Technician Performance:

Complaint Tracking: The Neomoment will create a module to track complaints assigned to technicians, including fields for complaint type and severity.

Response Time: A feature will be implemented to record the time taken by technicians to respond to complaints, which may involve custom development.

Reoccurrence: Reoccurrences of the same fault will be tracked within the complaint tracking module, with fields for recurrence details, associated costs, and time to resolve.

KPI Matrix: The Neomoment will define key performance indicators (KPIs) for technicians and display their performance metrics using custom reports or dashboards.

C. Down Time:

Complaint Tracking: Like technician performance, a module will be created to track downtime-related complaints.

Fault Nature: A categorization system will be implemented to classify faults as mechanical or electric within the complaint tracking module.

Cost Tracking: Odoo's accounting features will be used to record procurement costs through voucher receipts and labor costs related to downtime.

D. Occurrence Frequency (Fault):

Fault Occurrence: The Neomoment will create a module to record the type of fault, its frequency, and associated costs, allowing data collection over time for analysis.

Root Cause Analysis: A module or root cause analysis system will be integrated to maintain a fault history and identify root causes.

E. Average Expenses:

Generate Reports: Odoo's reporting capabilities will be used to generate average expenses reports based on data collected, such as maintenance costs, labor costs, and procurement costs.

F. Allowance of Employees:

Capture Geolocation Data: Geolocation tracking for employees performing maintenance tasks will be implemented, which may require mobile app integration or custom development.

Monthly Reports: A reporting system will be created to track and generate monthly reports for allowances provided to employees.

G. Review Rating:

Rating System: A star rating system and comments feature will be implemented for users to rate their experience with the maintenance service, and this can be added to the complaint tracking or review module.

H. Customer Validation (Maintenance):

Validation System: A validation system for customer complaints will be implemented, including picture validation and validating bill vouchers, requiring custom development to enforce validation rules.

I. Finance Visibility:

Profit and Loss Statement: Odoo's accounting features will be utilized to provide a profit and loss statement to give insight into the financial performance of the maintenance operations.

Annexure – 2

Task Starting Date	Description	Start Date	End Date	Work Hours	Resource	Man Days	Duration (Calendar Days)	Cost (In PKR)
		Rate (PKR)	Hours Required					
	SPRINT 1	10/23/2023	11/3/2023					
10/23/2023	Detailing of project plan, project setup, requirement gathering, and timeline review.	2800	8	8	3	1	11	67200
10/24/2023	Set up the development environment for Flutter and Odoo customization.	2800	8	8	2	1		44800
10/25/2023	Defining the system architecture and database schema and design	2800	4	4	2	1		22400
10/26/2023	Creation of the story boarding and sprint backlog.	2800	4	4	2	1		22400
10/27/2023	Implementation of user authentication and access controls.	2800	4	4	1	1		11200
10/30/2023	Developing the Complaints module with fields for descriptions, severity, and image uploads	2800	16	16	2	1		89600
10/31/2023	Designing the user interface for residents to submit complaints.	2800	8	8	1	1		22400
11/1/2023	QA	1400	8	8	1	1		11200
11/2/2023	UAT	1400	8	8	1	1	11200	
	SPRINT 2	11/3/2023	11/13/2023					
11/3/2023	Creation of the Complaint Tracking module with fields for complaint type and severity	2800	8	8	1	1	10	22400

11/6/2023	Implementation of the Response Time tracking feature.	2800	8	8	1	1		22400
11/7/2023	Development of a dashboard for technicians to view assigned complaints.	2800	8	8	1	1		22400
11/8/2023	Building the Downtime Complaints module.	2800	8	8	1	1		22400
11/9/2023	Implementation of fault nature classification.	2800	8	8	1	1		22400
11/10/2023	Integrating with Odoo's accounting features for cost tracking	2800	8	8	1	1		22400
11/13/2023	Develop a user-friendly interface for technicians to report downtime-related complaints and fault details.	2800	8	8	1	1		22400
11/14/2023	Development of initial reports for average expenses based on maintenance costs.	2800	8	8	1	1		22400
11/7/2023	Creation of provision for technicians to input procurement and labor cost data in the mobile app.	2800	8	8	1	1		22400
11/8/2023	Adding features for technicians to input fault occurrence data and contribute to root cause analysis in the mobile app	2800	8	8	1	1		22400
11/9/2023	QA	1400	8	8	1	1		11200
11/10/2023	UAT	1400	8	8	1	1		11200
	SPRINT 3	11/13/2023	11/28/2023					
11/13/2023	Development and Implementation of geolocation tracking for employees.	2800	12	12	1	2	15	33600
11/15/2023	Creation of a reporting system for generating	2800	12	12	1	2		33600

	monthly allowance reports							
11/17/2023	Development of the validation system for customer complaints	2800	12	12	1	2		33600
11/21/2023	Development of picture and bill voucher	2800	12	12	1	2		33600
11/13/2023	Development of geolocation tracking features in the mobile app.	2800	8	8	1	1		22400
11/23/2023	Enabling employees to view their allowances and generate reports.	2800	8	8	1	1		22400
11/24/2023	QA	1400	8	8	1	1		11200
11/27/2023	UAT	1400	8	8	1	1		11200
	SPRINT 4	11/24/2023	12/1/2023					
11/28/2023	Utilization of Odoo's accounting features to provide profit and loss statements.	2800	8	8	1	1		22400
11/29/2023	Creation of custom reports for financial visibility.	2800	8	8	1	1		22400
11/30/2023	Development of review and rating system for residents to provide feedback.	2800	8	8	1	1		22400
12/1/2023	Implementation of the star rating system and comments feature.	2800	8	8	1	1	7	22400
12/4/2023	Integration of third-party libraries for QR code generation and usage.	2800	8	8	1	1		22400
12/5/2023	Thorough testing, including functional, performance, and security testing.	2800	8	8	1	1		22400
12/6/2023	Addressing any issues and bugs discovered during testing.	2800	8	8	1	1		22400
11/28/2023	Create a mobile app dashboard for viewing	2800	8	8	1	1		22400

	average expenses and financial performance insights.							
11/29/2023	Create a user-friendly interface for rating the maintenance service and providing comments.	2800	8	8	1	1		22400
11/24/2023	Enable users to validate complaints and vouchers through the mobile app.	2800	8	8	1	1		22400
11/29/2023	QA	1400	8	8	1	1		11200
11/30/2023	UAT	1400	8	8	1	1		11200
	SPRINT 5	12/1/2023	12/18/2023					
12/1/2023	Integrate third-party libraries for QR code generation and usage.	2800	16	16	1	2		44800
12/1/2023	Developing QR code scanning and usage features in the mobile app.	2800	16	16	1	2		44800
12/5/2023	Conduct thorough testing, including functional, performance, and security testing.	2800	16	16	1	2		44800
12/7/2023	Address any issues and bugs discovered during testing.	2800	16	16	1	2		44800
12/11/2023	Submission of the app to the respective app stores for review and approval	2800	8	8	1	1	24	22400
12/12/2023	Conduct user training sessions for residents, technicians, and administrators.	2800	16	16	2	1		89600
12/13/2023	Production deployment of the web and mobile apps and go live with the Odoo Maintenance Management System.	2800	16	16	2	1		89600
12/14/2023	QA	1400	8	8	1	1		11200
12/15/2023	UAT	1400	8	8	1	1		11200

	Total	58	67	1,400,000
NOTE - 1. Depending on when the work actually begins, the timeframe and cost may change. 2. Days are working days only. 3. Deployment, hosting, infrastructure, and any additional fees (if any) are all the client's responsibility.				