

REQUEST FOR QOUTE-RESPONSE

Client: Niche Valuer

Developer: Webkype Info Services Pvt Ltd.

Date Started: 22 Dec 2022

Version 1.0 (From Webkype).

CHARTER VERSION: 1.0

VER	Change Module	Change	Date	By
1.0	Meeting	SOW	22 Dec 2022	Gajendra
1.1		SOW - Update		

PROJECT STAKEHOLDERS

Please mention the list of project stake holders from client side with their roles and responsibilities while or post development of project.

Stakeholders	Team	Roles	Remarks
Shakti Pratap	Webkype	CTO & Project Delivery	
Gajendra Singh	Webkype	Communication	
Pankaj	Client	UAT & Approvals	
Chandni	Client	UAT & Approvals	

PROJECT GOALS

List of Project Goals (From Client & its Stake holders):

- Web application to manage property survey and valuation process.
- Deliver complete solution for ONE BANK TYPE CASES , Then addition in developed system bank wise.

DELIVERABLES PROJECTS

Service provider will estimate and write the project Objectives and Key Results (OKR) based on provided Goals and objective of project.

1. Web Application with following roles:
 - a. **Admin Access** (Company level Access)
 - b. **Field Executive Employees** (Application Android/iOS - Hybrid)

- c. **Report Writer** (Web Access Only)
- d. **Finalizer** (Web Access Only)
- e. **Coordinator** (Web Access Only)
- f. **Accounts** (Web Access Only)

2. API Integrations

- a. Google firebase for notification
- b. Google firebase for Maps Access & customization
- c. Google firebase for latitude and longitude estimation
- d. Google firebase for distance calculations
- e. SMS API
- f. WhatsApp integration
- g. Emails integration
- h. Auth digital signature API

PROJECT SUCCESS CRITERIA

On what criteria the client would accept the project and deliverable. Please mentioned the project success criteria from all prospective.

- **Default:**
 - Error free working web-based portal (Front end and Backend)
 - Quality code and standards
 - API integrations – Error free.
 - CRM design should be fully mobile responsive
 - CRM should be accessible from anywhere / any device
 - Cyber Security checks to be incorporated and well tested
 - Error free mobile application.
 - **Add more... if any left**

PROJECT SCOPE OF WORK

This is the estimated project resource cost based on mentioned project goals, deliverables, and timeline.

Module	Sub Task	Data Format	Cost & Expenses
Default Setup	Employee, Cases,	Masters	
	Forms, Status, etc	Masters	
	Location, City, Area	Masters	
	Other Masters	Masters	
	Locations Management	Masters	
	Multi Roles in systems	Masters	
HRMS	Staff Onboarding	Forms	
	App access	As per Role	
	KYC/Documents	Attachments	
	Attendance on App	Yes	
	Web Attendance	Yes	
	View Salary Slips	Upload By Admin	
	Salary Structure (Auto)	N/A	
	Commissions/Incentives	N/A	
	Salary Slip Generation	N/A	
CASE	Add new case	Manual Add Form	
	Check case duplicity	Multiple Parameters	
	Take Action on Duplicate Case	(Suggestive History Case)	
	Case listings	Data Table View	
	Case Filters	Filter Data	
	Export Functions	XLS, CSV	
Field Reports	In process cases	(Field Staff wise)	
	Updated survey cases (FORM)	(Case status wise)	Make Form
	Completed survey cases	(Date, Staff, Banks)	
	Process to report writing	(Ready to assign)	
CASE Report	Ready Cases Listing (FORM)	(To Write Report)	Make Form
	Cases Reports	(by Report Writer)	
	Finalizers Response Pending	Status Filter	
	Finalized Case Reports	(by Finalizer Wise)	
	Ready to Upload Case Reports	(Assign To Coordinator)	
Uploaded Reports	All Final Reports	(Assign To Coordinator)	
	Uploaded Reports	Email, Hardcopy, Etc	
	Reports Listing Status Wise	Revision, pending	
	Approved Case Reports	Status : Approved	

Accounts	All closed cases	Ready for invoice
	Create invoice	Group by Bank
	Invoices - All	Pending, Paid, Hold
	Cancelled Invoice	Re-Create, Cancelled
REPORTS	Employee Reports	Filters + Import
	Cases Query Report	Filters + Import
	Case Reports Writing Reports	Filters + Import
	Invoices & Reports	Filters + Import
	Report Writer Reports	Filters + Import
	Coordinator Reports	Filters + Import
	Accounts Reports	Filters + Import
	Finalizer Reports	Filters + Import
	Revision History Reports	Filters + Import
API Integrations	SMS API Integration	Paid API
	Email Integrations	Paid API
	WhatsApp integration	Paid API
	Internal Chat System	Paid API
Firebase API	Google firebase for notification	Paid API
	Maps Access & customization	Paid API
	Maps for latitude and latitude	Paid API
	On Maps custom Flags Show/Add	Paid API
	On Map Case/Data/Value Show	Paid API
	Auto Map Image	Paid API
Server & Code	Development Server	Included 1 Month
	32GBRAM/100GB/Core 12	Upgrade
	Project IPR, Ownership,	To Client
	Project Code	On GitHub
Support Services	Project support & maintenance	Included 90 Days
	Option -A: AMC	20% of project Cost
	Option-B: Monthly Support	To Be discussed
	Option-C : Hourly Work Cost	\$10/Hour

EXTRA MODULES AND COMPLEX API WORK

MODULES	REMARK	REMARK-2	Not Included
Drive Integration	On Case Creation Create Folder		
	Multiple Sub Folders	On Drive	Not Included
	Upload App data in Folder	Emp App	Not Included
	Set Default Template in Folder	XLS, Doc Files Blank	Not Included
Complex API	On App Sketch Tool-2D	Paid API	Not Included
	Digital Signature on Documents	Paid API	Not Included
	Depreciation Calculator	Paid API	Not Included
	Area & Rate Calculator	Paid API	Not Included
	Expense Manager	Staff Travel via Map	Not Included
	Maps distance calculations	Paid API	Not Included
	e-GIS Maps	Need to Check	Not Included
	Integration with Noida /Gr.Noida.	Need to Check	Not Included
	Map 3D Modeling – Firebase	Need to Check	Not Included
	API connect to Banks	If provided only	Not Included
	Templates Customizations	Starting for one Bank	Not Included
	Annexure Upload	Required Logic	Not Included

Any of above-mentioned work or API is part of research and approval.API Integrations depends on many parameters like:

- Selection of right API
- Right API subscription model
- Compatible technology
- Planned UI/UX in web/Admin/App
- Cases of its usage
- Priority in project
- Blocking scenarios of API
- Usage in Low to high bandwidth of work cases.

So the cost is not included in the system for now. It's a part of ongoing required phase wise discussion.

COSTING MODULES WISE:

MODULE	REMARK	TYPE	COST	COST
ADMIN	Setup	One Company	As Mentioned,	3,00,000
	HRMS	One Company	As Mentioned,	
	CASES	For One Bank Type only	As Mentioned,	
	FIELD REPORT	For One Bank Type only	As Mentioned,	
	REPORT WRITE	For One Bank Type only	As Mentioned,	
	REPORT UPLOAD	For One Bank Type only	As Mentioned,	
	ACCOUNTS	For One Bank Type only	As Mentioned,	
	MIS	For Complete Data	Default	
API WORK	As Requested,	Onetime / Can Upgrade	As Mentioned,	1,00,000
SERVER	As Requested	Onetime / Can Upgrade	01 MONTH	00
SUPPORT	As Requested,	Onetime/ Can Upgrade	90 DAY	00
EMPLOYEE APP	Site Engineer	Hybrid/Flutter	Android/iOS	180000
IPR	Code IPR	Transfer	Complete	
DRIVE WORK	Drive Integration	Connected with App	Google Drive	50000

Note: This cost is for any one complex Bank process. On Each bank additions, We will Evaluate the scope of work and customization. The cost may vary from Rs. 40000/- to 70000/- depending on final discussion but Webkype would start with 1 bank for now.

All payment will be made on below mentioned account only

- NAME: WEBKYPE INFO SERVICES PVT LTD.
- Acc. No.: 157805006625
- IFSC Code: ICIC0001578
- BRANCH: NOIDA SECTOR 12
- BANK: ICICI BANK LIMITED
- Payment Terms:
 - 30% Design of Admin and Website
 - 30% To Start Development
 - 30% Start of UAT
 - 10% Post 15 days of Go live.
- Taxes As Applicable Extra on each payment.
- For any work which required new discussion, research, logics development, competition review, changing flows, designs, logics, calculations etc Webkype Would Charge Rs.800 Per hour / 8 Hours Per day maximum "Design + Development" Charges as standard.
- Webkype will estimate the work and give best possible number of hours or days to complete the task and billing will follow based on agreed hours/days.

SERVER, CODE, IPR, TECHNOLOGY & SUPPORT

DEVELOPMENT SERVER:

- Webkype offers a very initial stage server to client while development and client can upgrade it any time after analysing the performance of App. The default development server configuration offered by Webkype is:
 - CPU Core: 12 core CPU
 - RAM: 64 GB
 - Storage: 500GB SSD
 - Band Width: Unlimited
 - Operating System (Windows/Linux) Linux
 - Database (MySQL/SQL) – License/Free Version MySQL or Maria DB
 - Payment Gateway Security Will discuss with payment gateway team

CODE HANDOVER & SHIFTING TO NEW SERVER (LIVE):

- a) The owner of code, design and Admin will be Client after development, go live & all due payment clearance against the proposal and work done.
- b) In case of any concern Client can request for complete backup and code. After receiving all due payment till that date Webkype needs 06-24 hours to provide the complete backup and code to Client. Time may change based on – Backup size and network used.
- c) To hand over the code Webkype would not charge any payment from client.
- d) Webkype will help and guide to move the live website on any new server and support for 60 days will be provided on moved code.
- e) All the provide code will be 100% - Authentic, Re-usable and built on MVC global standards of Laravel.
- f) Webkype will also Hanover all intellectual properties, data, logics and related transferable items to client.
- g) Client can move the provided code with the help of Webkype to any server, any time depending on the choice of server company and billing methods. The below mentioned are the list of top companies for server and hosting.
 - Google Cloud
 - Amazon -AWS
 - Microsoft Azure
 - Digital Ocean.
- **Minimum Configuration Required To Run The Website:**
 - CPU Core: 12 core CPU
 - RAM: 32 GB
 - Storage: 500GB SSD
 - Band Width: Unlimited
 - Operating System (Windows/Linux) Linux
 - Database (MySQL/SQL) – License/Free Version MySQL or Maria DB
 - Payment Gateway Security Will discuss with payment gateway team
- **Technology Stack Used in Development (Consider while hosting) :**
 - Front End: HTML5, CSS3, Bootstrap, Redy to use plugins, scripts and widgets of theme.
 - Backend: Larval with MVC framework With PHP 8.0+ Versions, MariaDB Database.
 - Supporting: Ajax, Jqueris, Jsceipts, google libries, API and related scripts etc

- Test Methodology: Unit Testing, Module Testing, and Integrated Testing on Agile Test Cases with progress of development phase. Followed by UAT from Client side.
- Project Planning: All the progress planning will be managed on Live Google Sheet Only with Read and Write access as per role defined in project development and reviews.
- **Server Company Default Responsibilities:**
 - The provided server should secure the Codes (Multiple Versions), Data (Code, HTML, Files, Images), Database. Auto Backup is scheduled via this server as per client requirements.
 - Options/Scheduler for Backup of Complete Website, Theme, Category, Product, Images/URL path of Images link with product
 - 1) So that whenever any crash, can be possible to recover everything,
 - 2) In backend a log is maintained (for successful or unsuccessful job execution of backup). And Option to restore/retrieve the existing backup)
 - Timely security, technology, plugins, and related upgrade patch upload on server by IT infrastructure management team
 - Open FTP and cPanel access control sharing with client to manage data, code, and email account as per client requirements.
 - If system is built on MVC standards the web page loading and response time will be good but the performance of – Search, Data loading, web page load time, Event response time, email & related notification delivery time also depends on the right server configuration.
 - Client can upgrade the server anytime based on the system & app popularity, traffic, and load. The select configuration at the time of upgrade will be billed as per subscription on Google, Amazon, Another Server.
 - Fire Testing and Server Capacity Map for Sessions, Users and Transactions
 - Website Speed Point is to website cannot be slow down and work in fast way.
 - Pre-deployment fire testing to be done with traffic capacity of at least 200,000 if not 500,000 users/bots.
 - Data security and accessibility
 - Server Costs are to be paid directly, not via any vendor. To be maintained by Thar IT team.
 - Definition & Duration of support & maintenance tasks
 - Upgrades to plugins and new versions
 - Need for a staging site before moving major/minor upgrades into production site
 - Network monitoring software on server to be deployed.
 - All backdoors and unused ports to be turned off
 - SHIFT PROCESS TERMS
 - There would be a separate contracting between client and server company in which Webkype would only consult to get right configuration only. Any billing, Support, AMC, Account Manager and Related on contract element will be taken care by Client only.
 - Post contracting and server setup – Client or Client's server team would help Webkype to shift code on new server and help in running the first setup smoothly via providing all server credentials, configuration files, root accesses etc if need.
 - In case of non-availability of required (on that time case wise) server credentials, configuration files, root accesses etc, Webkype would not be able to shift the code and run the test run. Webkype would not be responsible for such delays and related events.

ANNEX C: SUPPORT & MAINTENANCE & AMC:

Post UAT and go live Webkype will offer free support for 60 days under below mentioned criteria.

- f. **Priority One (P1) Show Stopper:** Any issue related to - Website is down, crashed, data mismatched, data not synchronized, data deletion, or hacked comes under P1 and will be resolved within 1-12 Hours.
- g. **Priority One (P2) Critical:** Any issue related to – Specific module not working, any calculation logic or error, email or any communication issues, live document generation errors and related comes under P2 and will be resolved within 5-24 Hours.
- h. **Priority One (P3) Normal:** Any issue related to – logo, font, colour, responsive, layout, spelling, content correction, media and graphics and related comes under P3 and will be resolved within 1-3 Days.
- i. **Mode of Support:** Representatives of service receiver will get help from Webkype on WhatsApp, Phone, Skype, Email and secured online remote tools on requirement basis.
- j. **Not Covered in Support:** Any new development, 3rd party API integration, digital marketing or media/graphics related task, Extended training programs, any new functionality which requires new database tables and logics development.
- k. **Client can upgrade the support & maintenance anytime based on the system support requirement and expansion.** The cost and support SLA will be decided on mutual understanding of scope of work.

REFERENCES, DATA SOURCE, BRAND GUIDELINES ETC

Client can share any reference websites, URL, Video Link, links, PPT, XLS, Doc file links etc. to view the details requirement.

Note: This is very first document to start the project. So very precise and short information is good to estimate the work.



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