Proposal for Website Redesign & Development

for

"Request for Proposal" Issued on May 30th, 2008

Proposal Ref: Cofnac/Noida//08-09/DLF/Prop-001

Submitted to:

Digital Library federation

Submitted by:

Cofnac Consulting LLC
928 Huntington Drive, ste#3,
Duarte, CA – 91010
E-mail: Dan.s@cofnac.com

Version: 1.0

A. Distribution List

This document is distributed to the following people:
- Mr. Barrie Howard, Digital Library Federation
- Mr. Manish Kumar, Practice Head, Iridium Interactive
- Mr. Sriram Bharatam, CEO & Founder, Iridium Interactive
- Mr. Dan S., Director – Sales & Marketing – Iridium Interactive, USA

B. Copyright

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C. Acronyms

DLF	Digital Library Federation
II	Iridium Interactive Limited
SoW	Statement of Work
SPOC	Single Point of Contact
RFP	Request for Proposal
DLF 1.0	Current website of DLF
DLF 2.0	Proposed website of DLF

D. References

- RFP received from Mr. Barrie Howard on June 2nd, 2008

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Part A – Covering Letter

Ref: - Cofnac/Noida//08-09/DLF/Prop-001

July 16th, 2008

To,

Mr. Barrie Howard,
Digital Library Federation
Washington, DC 20036-2124
Email: bhoward@diglib.org

<u>**Sub: Proposal for Website Redesign & Development for DLF**</u>

Dear Mr. Howard,

We would like to thank you for giving sharing the RFP for bidding for the Website Redesign & Development for Digital Library Federation.

<u>As per the requirement mentioned in the RFP dated May 30th, 2008, as part of this proposal document, we hereby confirm our willingness as well as present our capabilities to perform the service of website redesign & development for DLF.</u> In the following paragraphs, we are presenting a brief overview of our organization and our qualification to bid for this esteemed project.

In the subsequent pages of this proposal document, we have provided further details in terms of organizational history, quality certifications, relevant past projects and client references.

Cofnac Consulting is a US subsidiary of Iridium Interactive located in India. We are a full-cycle interactive agency specializing in Web Strategy, Usability Design and User Experience, Web Technologies and Internet Marketing. The company was established in the year 2000 and is in its Eighth year of successful operations.

We have success stories across 9 industries ranging from IT, Education, Non-Profit, Retail, Healthcare, Consulting, Manufacturing, Media, Entertainment and Government. We are uniquely positioned today in India with varied experience and success stories and recognitions, both International and National, and with well defined quality processes and practices governing us.

We are strong believers of the fact that **'Two is better than one. If two can work as one."** Over the past 8 years we have been working with our clients as Extended Partners with dedicated teams using our unique Extended Partner approach.

Should you have any queries or need any clarification, please communicate with the undersigned. We are excited to partner with DLF and work on this engagement on a long term basis and look forward to your communication on the date of presentation for this proposal.

For Iridium Interactive Limited

Dan.S
Director – Sales & Marketing
Mobile: +626 429 3434
E-mail: Dan.s@cofnac.com

1. Executive Summary

The Digital Library Federation (DLF) is a consortium of libraries and related agencies that are pioneering the use of electronic-information technologies to extend collections and services.

Being the website servicing as one of the major communication channel, the staff finds it difficult to update as any updates require the modification in HTML code. They always complain for the broken links, poor navigation, slow performance, outdated content, and unappealing design. DLF felt the need of revamping the website.

This re-designing & development would give DLF new look and feel thereby **enhancing** the functionalities of the current website so as to make it much more feature rich and user friendly.

II has created this project proposal, based on the **RFP** received from DLF and their stated objectives, to provide a techno-commercially viable solution.

II, is hereby proposing an IT solution to address the needs of DLF; a re-vamp of the website. The proposed Website will lead DLF to achieve the following objectives:

- Reduced time and effort in
  - o Content Publishing
  - o Content Updating
- Enhanced web experience for website visitors
- It will help in rebranding
- Making the website easier to use (improved usability)
- Making the website easier/faster to update
- Better website performance (for example, WebPages load faster)
- Improve online communication, information and education to the users.

II proposes to offer its design & development services for website redesign, development and implementation of new website for DLF.

2. Introduction

About Cofnac Consulting LLC

Cofnac Consulting LLC is the subsidiary of Iridium Interactive Limited, India.

About Iridium Interactive Ltd. (II)

II specializes in offering unique user centric **e-business** solutions varying from Strategy, Design, Technology, and Marketing.

II follows an approach which focuses on integrating Strategy, Design, and Technology & Marketing through specific practice groups, architecting a solution that meets your unique business requirements. At ii we don't focus on verticals, we focus on "**YOU**". A holistic approach to the complex business problem is taken to arrive at a complete solution.

At II, we implement a comprehensive Quality System to ensure that all projects executed by it conform to strict standards. This Quality System can also incorporate any procedures and standards specified by the Customer for their project. We consider this a key to successful business transitioning, enabled by the proposed application.

3. Experience

II is a professional services firm that provides experienced information technology, application development, program and project management, and information system security and audit services to clients on a project basis. We assist our clients with discrete projects requiring specialized expertise in information technology, such as system implementation, software development, security, quality assurance, and program and project management. II has global reach and delivery capabilities with offices in USA, UK, India, and Singapore.

4. Project Executive Summary

II proposes to offer its services towards the Website Redesign, Development & Implementation for DLF.

4.1. SoW and Objectives

Based on the Scope of work requested in the RFP provided by DLF, a detailed work plan has been arrived at and the multiple tracks are planned out.
- Project Analysis
- Interface Design & Prototyping
- Development
- Testing & QA
- Online Implementation
- Project Management

4.2.   Proposed System Environment

Keeping the requirements into consideration, II proposes to use LAMP technology with latest versions of **PHP version 4x** for the Development Environment, **MySQL 5x** as the Database, **Linux** as a server's operating system and **Apache 2x** as the Web Server.

- Third Party Software: **Drupal 6.3**

Drupal is open-source software distributed under the GPL ("GNU General Public License") and is maintained and developed by a community of thousands of users and developers. Drupal allows the system administrator to create and organize content, customize the presentation, automate administrative tasks, and manage site visitors and contributors. The core Drupal distribution provides a number of features, including:

- Multi-user content creation and editing
- Advanced search functions
- Comments, forums, and polls
- User profiles
- Multi-level menu system
- RSS Feed and Feed Aggregator
- Various access control restrictions (user roles, IP addresses, email)
- Access statistics and logging
- Caching and feature throttling for improved performance under load
- Descriptive URLs (for example, "www.example.com/products" rather than "www.example.com/?q=node/432)
- Workflow tools (Triggers and Actions)
- Security/new release update notification
- OpenID support

This combination provides a powerful, flexible and highly scalable framework for all present and future business processes.

Technical Configuration of Hosting Server:
Pentium® 4, 3.0GHz Processor
2x120 GB disk drive
500 GB bandwidth
2 GB RAM
Linux: Centos or Red Hat F7

Required Software Configuration for clients:
Any PC with IE 6.0 and above, and or
Safari 2.0 and above, and or
Firefox 1.5 and above

Proposed Paradigm shift in the way the different functionality would be treated from DLF 1.0 to DLF 2.0:
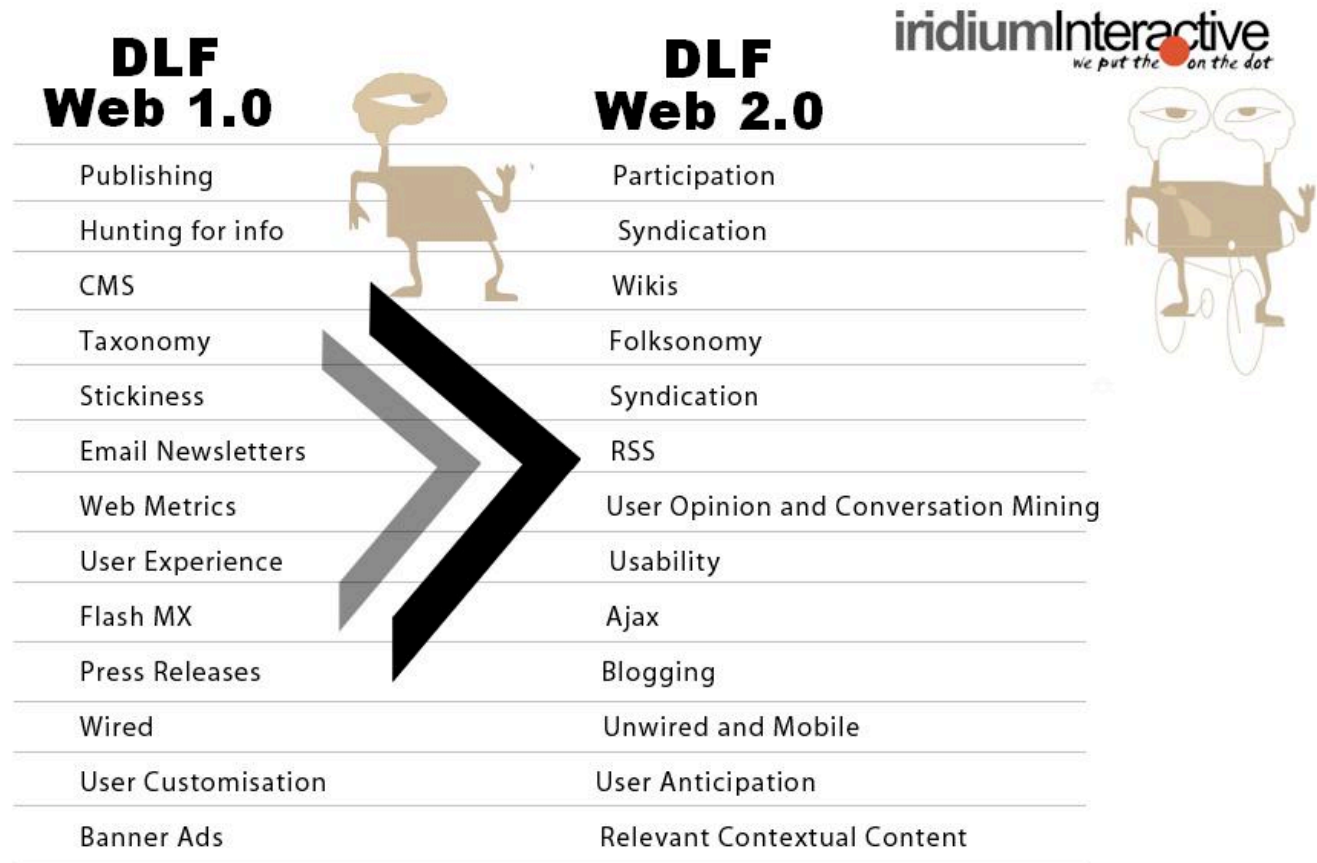
1) Wikis would complement CMS
2) RSS to complement email newsletters
3) Ajax to replace Flash Mx
4) Blogging to drive community as against the normal press releases and articles & stories
5) And many more

Proposed Strategic Direction for DLF 2.0

The following diagram is an aggregation of II's proposed thinking and Recommended Strategic Direction for DLF 2.0. This is not an actual feature list. II is confident of building a strong Content base with intuitive and improved User experience backed by user-centric design which will foster collaboration, active participation and community building. This would in turn lead to increased brand visibility, establishing synergies between online and offline initiatives.

- This is not a feature list. It is just a proposed direction for the website

4.3.   Estimation of Efforts

The total effort for the project has been worked out based on the following.

S. No.	Implementation Activity
1	Research & Planning
2	Freezing of site specifications
3	Home Page & Inside Page Layout and approval
4	Development of Website
5	Testing and QA
6	Online Implementation
7	Bug Fixation Support

4.4.   Personnel Involved in the Project

The following resources will be deployed for the project:
- 1 Executive Sponsor (Mr. Dan S.)
- 1 Project Manager   (Mr. Kabir Chatterji)
- 1 Database Architect (Mr. Pawan)
- 1 QA Person   (Ms. Supriya Jauhry)
- 1 System Analyst   (Mr. Chakravorthy)
- 1 Web Designer   (Ms. Sinchita Sur)
- 2 PHP Developer   (Mr. Patanjali Mishra & Mr. Sachin)

4.5. Estimation of Delivery Time

Please refer to the timelines detailed below

Task#	Description	Aug-08	Sep-08	Oct-08
1	Requirements Analysis	██		
2	Design	██		
3	Development		██	
4	Conf Room Pilot Testing			██
5	User Acceptance Testing			██
6	GoLive			██

4.6. Estimation of Cost

A total of **1690 man-hours** of work have been estimated. Please refer to the attached excel sheet for the break-up of the efforts. Please find below the break-up for the rates:

Activity	Estimated hours	Onsite / Offshore	Costing
Requirement Analysis	280	Onsite	US$ 19,600 @ US$ 70 per hour
Website Development, Testing, Implementation, and User Manuel.	1370	Offshore	US$ 47,950 @ US$ 35 per hour
Training	40	Onsite	US$ 2,800 @ US$ 70 per hour
Total	**1690**		**US$ 70,350**

Following are the extra cost (Optional) from the scope of work:

- **Annual Application Maintenance Services** – US$ 33,600 @ US$ 35 per hour for 960 hrs (80 hrs per month for 12 months)
- **Delivery Maintenance** – 45 Days free Bug Fixation Warranty
- **Hosting Charges** – US$ 10,000 per year for dedicated server in US.

5. Project Details

5.1.   Graphic User Interface

It is important to note that any website is developed as an expandable marketing & information tool, enabling the company to add improved features in the future. At the outset, the crucial factors are modern, clean design, effectively communicating the organization's message and user-friendly application development.

II will be focusing on the following parameters during the design and implementation of the Graphic User Interface:

5.2.   Aesthetics

The websites' Graphic User Interface, being the most tangible, is significant in defining the overall appeal of the website. Thus, the aesthetics of the web site bear a tremendous responsibility. The web interface will be designed with an objective to create an instant connect with the target audience of the proposed web design.

5.3.   Usability

Usability has five quality components:
- **Learnability**: How easy is it for users to accomplish basic tasks the first time they encounter the design?
- **Efficiency**: Once users have learned the design, how quickly can they perform tasks?
- **Memorability**: When users return to the design after a period of not using it, how easily can they reestablish proficiency?
- **Errors**: How many errors do users make, how severe are these errors, and how easily can they recover from the errors?
- **Satisfaction**: How pleasant is it to use the template?
- **Browser Compatibility**: The website would be compatible with Internet Explorer 6.0 and above, Mozilla Firefox 1.5 and above, Safari 2 and above, Netscape 7 and above.

Based on the above thumb rules, the website development would adhere to Usability Guidelines as laid down by the usability experts in the field.

5.4.   Information Architecture

The framework within which the GUI operates is a high influencer of user experience, in terms of making information intuitively available. Information architecture (IA) is the art and science of structuring and organizing information environments to help people effectively fulfill their information needs.

An IA evaluation before a redesign needs to be carried out to determine if changes are necessary and to assess what changes are needed. An evaluation can identify opportunities to improve a web site, maximizing profit, and increasing productivity.

5.5.   Content Management System

A Content Management System (CMS) supports the creation, management, distribution and publishing of corporate information.

It covers the complete life cycle of the pages on the site, from providing simple tools to create the content, through to publishing and finally to archiving.

It also provides the ability to manage the structural layout of the site, the appearance of the published pages and the navigation provided to the users.

5.6.   Why Content Management System

The following are some of the reasons why DLF needs a CMS for website:

- **No technical skills needed** - There's no need for you or your colleagues to learn any new software. You simply make the changes to your website online as and when you need to and then view the changes instantaneously.

- **Update your website from anywhere** - Update your website instantly from anywhere in the world on any PC. Make corrections and changes quickly and easily, add text, insert pictures or even place Word documents and PowerPoint presentations to your website as and when you wish at the click of a mouse. (Access to the application via password and user name).

- **Instant corrections** - Making corrections, adding copy or files is fast and easy with our completely browser-based, online HTML WYSIWYG (What You See is What You Get).

- **Access levels** - Allow multiple users to work on your website by giving them different access levels and permissions.

- **Link Management** - Create links to internal pages and external websites quickly and easily. Its user interface also allows simple browse and click to create hyperlinks.

- **Training** - Is fast, easy and hassle-free!

- **Code Mode** – If you have the skills, switch to code mode at the click of a button and directly edit your html code from your browser!

6. Assumptions, Dependencies and Constraints

6.1.   Assumptions

- The specifications received from the client will not be changed after sign off proposal
- The client has understood the scope of the project as detailed above

6.2.   Dependencies

The project would depend largely on:
- Timely Approvals and Reviews from client
- Changes to the specifications during the development phase

6.3.   Constraints

At present there are no constraints defined for the project.

7. Project Deliverables

The deliverables include:
- **Project Planning Documents**
  - Project Plan
  - Software Requirements Specifications
- **Requirements and Specifications Documents**
  - Usability Standards
  - Style guide
  - Publishing Policy
  - Web Standards Compliance Policy
- **Design Documents**
  - Detailed Design Document
- **Test Plan Execution Reports**
  - Unit Test Reports
  - Integration Test Reports
  - System Test Reports
- **Production Software**
  - Source Code Files
  - Library Files
  - Test Bed Code Files
  - Build (Make) Files
  - Binary Files

8. Acceptance Criteria

The client would need to define the acceptance criteria for the website. This would then be mutually discussed and agreed upon during the Analysis and Specification phase of the project.

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9. Client Responsibility

The details listed below are the client's responsibility:

- Review of SRS
- Design Approvals at every stage
- User Acceptance Test
- Project Coordinator from client side

10. Fact Sheet

Company Name   :   **Cofnac Consulting a US subsidiary of** iridium Interactive Limited
www.iridiuminteractive.com

Location Presence   :   **India Competence Center:**   MCH 704, Road 3, Banjara Hills, *Hyderabad* – 500 034;
Tel: +91 40 6557 7601 / 02; 2335 8817

US Office   928, Huntington Drive, **Suite#3, *Duarte*, *CA*** 91010;
Tel: +1 210 568 9286

Cofnac's VISION

To transform the power of Creativity and Technology into measurable Competitive Advantage through Collaboration, Creativity & Excellence and become one of the world's foremost Interactive User Centric Solutions Developer

- 7 years of successful track record of 200+ engagements
- **Specialized & Focused** in digital space with focused independent practice for *Strategy, Design, Technology & Marketing* for the interactive and multilingual portals
- More than 150+ clients across three continents → Asia, Europe, Americas
- **Microsoft Gold Partner** with 100+ successful implementations in Microsoft technologies
- Established practice of **Project Delivery in Open Source** technologies
- **Strong Management team** from varied fields of Business Consulting, IT, Media, Advertising & PR
- **Successful implementations** of large interactive portals and Intranets from start to finish on time and within budgets.
    a. 99% on time
    b. 100% within budget
    c. 100% have been complete [projects delivered with all agreed upon functionality]
- **Repeat Business** from the existing clients because of the Pro-active approach and thinking for the clients
- Experience in implementing large web projects from UN, World Bank, large multi national companies, Public Sector and Quasi-government
- **Quality man power** from premier Technology & Management schools
- Certified internal quality auditors and analysts
- Financially sound with multi-location presence: Hyderabad, New Delhi, London, NY & LA
- **150+ strong team** with a ramp up plan to 300 in the financial year 2007-2008
- Two dedicated Competence centres at Noida and Hyderabad of 10,000 Sq ft each with adequate infrastructure to accommodate 300 people in one shift
- Well established **Hybrid model for Off shoring**
- **Process driven organization** with
    a. 6+ years of ISO 9001 Quality certification

    b. e-business application development Methodology –

    c. Knowledge Management framework -

    d. Comprehensive e-Learning content development Methodology –

    e. An effective and Time –tested methodology for Offshore development projects & global software delivery -

    f. A time tested Usability practice -
    g. A time tested Web Accessibility practice
    h. A comprehensive collaboration tool for cross border interaction and project management

Appreciations / Awards won by Cofnac

o Awarded the *Manthan AIF Award* for the Best e-Content & Creativity in the category of Culture for its spectacular work for a large Community Portal
o Won the *ADEX Award for Excellence in Advertising* under the category of the Best Website of the Year for **three continuous years** judged by the Advertising Club.
o *NIC empanelled vendor* selected through a national tender for all multimedia and interactive portal works in India
o *Appreciation award from Sri. Chandra Babu Naidu,* X- Hon. Chief Minister of Andhra Pradesh, India for the innovativeness in using Internet for raising funds for a cause
o *Appreciation award from Sri. Narendra Modi*, Hon. Chief Minister of Gujarat, India for innovation in branding and marketing the state of Gujarat to the NRI community
o *Prestigious Gold partner of Microsoft*
o Founder adjudged winner of the World's prestigious *Kauffman Community Award for Social Entrepreneurship* in the year 2004; youngest in the World to achieve this and also the first non-American to get this award
o Founder, a *Nominee of the prestigious Ernst & Young Entrepreneur of the Year Award 2003 and*
o A graduate of world's prestigious the *Birthing of Giants (BoG)* program offered by **MIT**
o *Rastra Pratibha Award* by the Integrated Council for Socio-Economic Progress in 2003 for the "Meritorious Accomplishments in diverse fields of activities that immensely contribute for the Nation's progress". This award is bestowed on those who achieve high amount of success and who contribute to the nation's progress.

Partial List of Cofnac's Works

Corporates	Publishing, Media & Entertainment	Non – Profit / Community Portals	Education

Automobile	Travel	Healthcare	Advertising Agencies
MARUTI SUZUKI Count on us HERO HONDA YAMAHA Touching Your Heart GM ACDelco MINDA Huf GRIPWEL TRACTOR IMPLEMENT LINKAGE PARTS	Expedia.com make My trip WOMEN WINE FOR WOMEN WHO LOVE WINE AND TRAVEL STORIES PLACES · SPACES TicketDepo Media Travel Services Ltd JOURNEY MART.COM THE MARKETPLACE FOR TRAVEL	MOOLCHAND health · happiness · life RANBAXY ESCORTS HEART INSTITUTE AND RESEARCH CENTRE LIMITED An ISO 9001 Institute Max Healthcare Caring for you... for life Fortis The Cradle DELIVERING JOY An Apollo Hospitals Venture VENU EYE INSTITUTE	Lintas A higher level in business strategy℠ BBDO fcb

Open Source Framework

Open source is progressively gaining the confidence of large corporate world through its useful tools used in day-to-day activity to improve productivity and business performance. An open standard supported by open source software allows interchange ability of hardware and software. This interchange ability gives businesses to take advantage of competition among hardware and support vendors.

- We provide development, consulting, and technical support and implementation services for wide range of open source products.
- We provide outsourcing services for open source ERP, CRM and CMS projects.
- Cofnac's e-business solutions and enterprise web applications using open source technology transforms clients business and agility of the organization.
- Cofnac provides enterprise CRM; E-Learning, ERP and CMS solutions based on the superior open source technologies.

Cofnac's Open Source expertise includes:

- Linux Operating System: RedHat,
- Web Server/Application Server: JBoss, Tomcat, Apache Projects
- Web Technologies: PHP, Perl, Mozilla
- Database: MySQL

Following are some of our prestigious clienteles for whom we have successfully developed and delivered projects based on Microsoft Technologies.

Following is a partial list of ii's expertise and experience in web graphics design, information architecture and database design, programming and web development implemented for its prestigious clientele based on **Open Source Technologies.**

Sl No	Client/Technology	Usability & Visual Design	Information Architecture	Database Design	Programming	Web Development	Technology/Platform
1	United Nations – Solution Exchange	√	√	√	√	√	LAMP + Joomla
2	NASSCOM Foundation	√	√	√	√	√	LAMP + Joomla
3	CARE Education Trust	√	√	√	√	√	LAMP + Joomla
4	Kalanjali	√	√	√	√	√	LAMP + Joomla
5	LifeBliss Foundation	√	√	√	√	√	LAMP + Joomla
6	BigTech - NASSCOM		√	√	√	√	Drupal + civiCRM
7	ARMREVOLUTION, US		√	√	√	√	LAMP + Joomla Development of an ERP + a CRM Application
8	FIC, Canada	√	√	√	√	√	LAMP + Joomla + Integration with NetSuite CRM
9	Moolchand Healthcare	√	√	√	√	√	LAMP + Joomla
10	Sendwise	√	√	√	√	√	LAMP + Joomla
11	EMMA Awards, UK	√	√	√	√	√	LAMP + Joomla
12	Feedback Ventures	√	√	√	√	√	LAMP + Joomla
13	IOl Broadband	√	√	√	√	√	LAMP + Joomla

Usability Engineering

Usability engineering – though a subset of human factors, is gaining status as a independent domain in software engineering.

To deliver any usability solutions, ii has the required capabilities in terms of the following:

User and task analysis
Data collection and analysis
Information architecture design
Iterative usability testing

ii relies on research-based Web design and usability methodologies and guidelines to guide these efforts. ii provides usability engineering, an evidenced-based methodology that involves end users in the design and testing process to produce information systems that is measurably easier to learn, remember, and use.

ii's User Experience Group employs research-based, user-centric design and usability engineering in the process of delivering web based projects to improve overall usability and accessibility, to add new features and functionality, to establish/meet usability and user satisfaction metrics.

Following are some of our prestigious clienteles for whom we have successfully developed and delivered projects based on Microsoft Technologies.
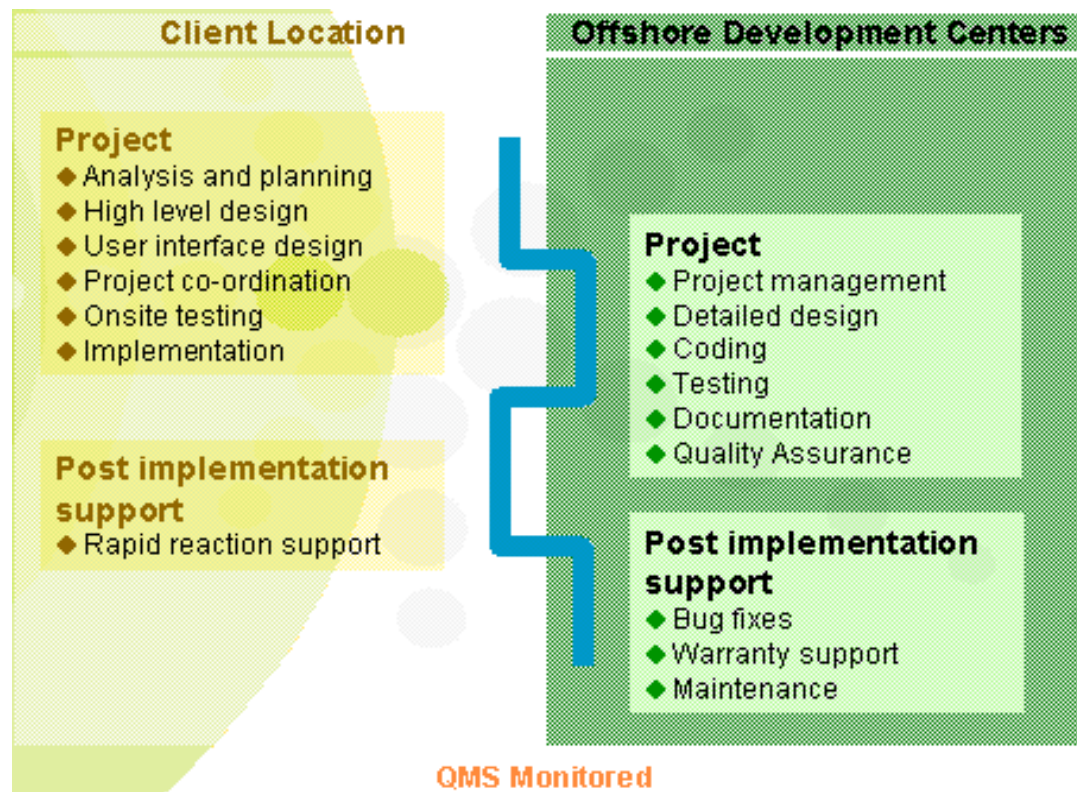
-

Hybrid Delivery Model

ii has a very strong Global Software Delivery model. This global delivery model gives ii a unique advantage for its quick turn around times and rapid software development. We will follow this 30:70 onsite – offshore development model using our Interacube methodology for the project implementation, which gives a competitive cost advantage and quick turnaround times.

ii's Hybrid Delivery Model is explained in the following Exhibit.

Client Location

Offshore Development Centers

Project
- Analysis and planning
- High level design
- User interface design
- Project co-ordination
- Onsite testing
- Implementation

Post implementation support
- Rapid reaction support

Project
- Project management
- Detailed design
- Coding
- Testing
- Documentation
- Quality Assurance

Post implementation support
- Bug fixes
- Warranty support
- Maintenance

QMS Monitored

Infrastructure Capabilities

Hardware Infrastructure:

- 300+ full blown workstations for software development, testing and support facilities.
- High-end workstations, cards and infrastructure for professional Multimedia work.

Internal Training Facilities:

- In-house staff training facility to train 50 people at a time with LCD Projector (beamer), and other interactive tools.

Internet Connectivity:

- Dedicated leased line for all the development facility supported by fall back optoins. All the facilities have dedicated dialup terminals in the offices in case of extreme contingency.

Dedicated Servers for application Hosting, Testing / QA and Client presentation:

- For the portals and application hosting, testing, client presentation and for sensitive data storage, we have co-location servers with one of the best data center in USA having multiple OC3 connectivity and all the latest Firewall installed.

- Dedicated Windows 2000 / 2003 Advance d servers with SQL Server 2000 support for ASP.

- Dedicated Linux server with PHP4, MySQL support

- Windows 2003 servers with .Net Framework with SQL Server 2000 support.

- Internal hosting server on Real IP for the clients to view the status of their development work on production servers at any phase of their development cycle thereby providing complete transparency in our facility.

- Rack of servers at our development setup in India with independent IP with Linux, NT, .Net, Java, ASP, MySQL, and MSSQL Support.

11. Terms & Conditions

II proposes the following terms and conditions for the project.

11.1.   Terms of Payment

The payment schedule for the development effort will be as follows:

Phased Activity	Payment Amount
After Requirement Analysis	US$ 19,600.00
Designing & Development	US$ 27,370.00
QA Acceptance	US$ 7,840.00
Implementation, User Manuel & Project Management	US$ 12,740.00
Training	US$ 2,800.00
TOTAL	**US$ 70,350.00**

The payment schedule for Non-development components will be as follows:

Component	Estimated Payment Date	Payment Amount
Hosting Fee	10/31/08	$12,000 per year (in advance)
Monthly support fees	Starting 12/01/08	$2,800 per month for 12 months

11.2.   Payment Conditions

- Cofnac Consulting LLC will raise invoices as per the invoicing terms and milestones achieved as mentioned above.
- All payments shall be made through wire transfer, net of Bank charges.

11.3.   Warranty

II will provide **Bug Fixation Warranty** free of charge for 45 days from the date of acceptance of the project for the correction of any errors in the developed website that may be attributed to II.

However, this does not cover modifications by the client, or use of the website on an environment other than the proposed environment, or other circumstances outside II reasonable control. In such a case II reserves the right to charge for its services.

All error corrections will be executed at II. In the event of any need for on-site work, all expenses incurred for such trips will be payable to II by the client.

11.4.   Ownership

The ownership of the software and documentation shall rest with the client. The concept and design of the software shall be the intellectual property of the client.

11.5.   Other Terms

- All charges above are approximate charges and are based on certain assumptions. Charges may increase or decrease in case of changes in the above specifications.
- The entire content of the website (including the images and text) has to be provided to us by the client in softcopy.
- At any point of time, no verbal commitments will be entertained.
- We will not be responsible for any delays in project delivery caused by any delay for inputs required from clients end.
- Change requests within scope of project would be entertained up to 15 days after the project delivery.