

# PROJECT PROPOSAL / CONTRACT

(YSL / FPP / SHDEA 002)

by



This proposal is valid for 10 days

Client :  SAMARITAN  
HOUSE

This document is strictly confidential and has been prepared by Yugasa Software LLC to outline the Scope of Work (SoW) as understood by the team based on the prospect's requirements. It is the intellectual property of Yugasa Software LLC, and sharing it with any third party is prohibited. If this document is received by a third party and any action is taken based on the provided SoW, it is advised to notify the Yugasa Software LLC at [contact@yugasaglobal.com](mailto:contact@yugasaglobal.com) immediately.



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# 1. Introduction

Yugasa Software LLC appreciates the opportunity to present our proposal for the "Samaritan House Data Entry Automation Project." This document outlines key information about Team Yugasa, the Scope of Work based on our understanding of your requirements, a high-level overview of the proposed solution, estimated time and cost, and our development approach for the project. We are confident in our ability to successfully execute this project.

As an award-winning global provider of high-quality software development services, Yugasa delivers world-class solutions to clients of all sizes. We specialize in custom software solutions in areas such as Artificial Intelligence, Machine Learning, Mobile App Development, and Website Design. Our talented team excels at solving complex business challenges for clients worldwide, driven by a commitment to achieving customer satisfaction.

In addition to offering custom IT services, Yugasa also owns several promising SaaS IT platforms, showcasing our innovative approach and expertise in the tech industry.

	<p><b>Yugasa Bot:</b> An AI enabled and NLP based Chatbot which can work on any website, Mobile app or FB page to attend online visitors 24x7.</p>
	<p><b>YuHIS:</b> is a highly customizable Hospital Information System (HIS) designed to streamline hospital operations.</p>

## **Parties Details**

This Proposal Cum Contract ("Agreement") is submitted on **04/Feb/2025** by;

Yugasa Software LLC, a Company having its Business Office 370 Campus Drive, Somerset, New Jersey 08873 and official email ID: [contact@yugasaglobal.com](mailto:contact@yugasaglobal.com) and its active phone no.+1 510 470 7010 referred to as ("Vendor"),

To

Samaritan House Data Entry Automation, A company having its Registered Office at 4031 Pacific Boulevard San Mateo CA 94403 and official email ID: \_\_\_\_\_ and its active phone no. \_\_\_\_\_ referred to as ("Client").

WHEREAS, the Vendor specializes in delivering a range of custom and standard software development services, including web, mobile, and chatbot solutions, and the Client wishes to engage the Vendor for these services/products, both parties hereby agree to the following Scope of Work and Terms and Conditions.

## 2. Awards

Since its establishment, Yugasa has been driven by the core values of hard work, unwavering dedication, and an uncompromising commitment to delivering exceptional quality to its clients. We pride ourselves on being early adopters of the latest and most promising technologies, ensuring our clients benefit from innovative solutions without delay. By constantly evolving and staying ahead of technological advancements, we strive to bring maximum value to our customers, helping them achieve their goals efficiently and effectively.

The commitment of our technology partner Yugasa Software Labs Pvt Ltd towards quality and excellence has been recognized and awarded multiple times by prestigious magazines and global agencies. These accolades serve as a testament to the high standards we uphold and our continuous effort to exceed client expectations through our Indian Tech Partner.

At Yugasa, client satisfaction is not just a goal—it is our sole driving force. This dedication has enabled us to achieve a remarkable milestone where 80% of ours and our tech partners' business comes through personal recommendations and repeat clients. Such trust and loyalty from our customers inspire us to push boundaries and deliver even better results.

We are deeply grateful to our clients for their confidence in us and for consistently entrusting us with opportunities to work on meaningful and high-quality projects. Their support fuels our passion and motivates us to maintain our reputation as a reliable and innovative technology partner.

### 3. Scope of Work

We have developed an initial high-level draft that outlines the scope of work and tentative timelines based on our current understanding of the project requirements. Milestones and their associated deliverables have been outlined accordingly. The first phase, known as the 'Discovery Phase,' will focus on creating a detailed and comprehensive Requirements Specification along with refined timelines to establish a clear and well-structured project plan.

#### Discovery Phase

- Documentation of the expected workflows for both the Enrollment and Exit processes.
- Documentation of the APIs and data fields from Salesforce (SF) as well as the elements (e.g., unique IDs/xpaths) in the Clarity web portal that require updating or capturing during the process.
- Analysis of various workflows to identify patterns that can be generalized, and documenting these patterns.
- Identification of any conditional flows or fields that need to be captured by the script, along with the criteria for handling these fields.
- Identification and documentation of exceptional scenarios where the standard script may not function as expected, along with steps for handling these cases.
- Documentation of data points of interest for logging, in case of script failure.
- Design of the application architecture, database schema, and workflows.
- Preparation of the project plan with milestone breakups in consultation with the Client team.

#### Milestone-1: Script Development

##### 1. Salesforce API Integration:

- a. Integrate Salesforce API to extract relevant data from Salesforce.
- b. Classify and filter clients requiring Enrollment or Exit processes (the criteria to be provided by the client).
- c. Generate a mapping of data to corresponding fields in the Clarity web portal.

##### 2. Clarity Web Portal Data Update:

- a. Identify web portal elements (unique IDs/xpaths) to update client data.
- b. Develop the script to handle and update specific fields in the Clarity portal based on Salesforce data.
- c. Handle conditional and dynamic data fields within the script.

##### 3. Script Execution and Automation:

- a. Develop the core script to interact with the browser and Clarity portal.
- b. Automate tasks within Clarity for data updates without manual intervention.
- c. Implement logic for handling exceptional cases where the standard process may fail.

**Deliverables for MS1:**

- A functional script for extracting data from Salesforce and updating the Clarity portal.
- Initial testing of the script for automation and interaction with the Clarity portal.

**Milestone-2: Logging & Error Handling****4. Error Handling and Logging:**

- a. Capture detailed error logs during script execution, including specific error messages.
- b. Log task completion percentage and track failed tasks.

**5. Failed Task Log Management:**

- a. Separate log for failed tasks, with details allowing staff to manually update data for these tasks outside the application.

**Deliverables for MS2:**

- Logging mechanism implemented, capturing detailed task logs and error information.
- Error handling and failure management integrated into the script.
- Log structure for failed tasks to enable manual execution by staff.

**Milestone 3: Application Development****6. Application Installation and Setup:**

- a. Provide an installer for the application to be deployed on client machines.
- b. Ensure proper installation and environment setup for script execution.

**7. Home Screen and Task Management:**

- a. Develop a home screen that displays a list of tasks with their current status (Running, Failed, Completed).
- b. Display a color-coded status for easy identification of task progress.

**8. User Interface (UI):**

- a. Design a basic UI for managing tasks, viewing logs, and monitoring script execution.

**9. View Logs:**

- a. Include a View Log option for each task to display the detailed activity log of that task.
- b. Provide an interface for reviewing failed tasks and initiating manual updates.

**Deliverables for MS3:**

- Installable application with a user-friendly interface for task management and monitoring.
- Fully functional home screen displaying task statuses and logs.

## UAT / Pilot Phase

- Deploy the application in a pilot phase on selected client machines.
- Monitor feedback and ensure functional accuracy during the pilot.

## Technology

- NodeJS for Script Development
- MongoDB for Log Database

## 4. Assumptions

1. The development phase will be divided into different milestones, with specific deliverables defined based on the workflows and priorities established during the discovery phase.
2. All development work will take place on Yugasa's machines, with regular sync-up meetings and demo sessions to track progress through screen sharing.
3. Once development is complete, a **pilot phase** will be conducted by deploying the script on selected client machines. During this phase, feedback will be collected, and the application's functionality will be monitored for accuracy.
4. The estimates are based on the assumption that we will use Salesforce APIs to retrieve data. The script will read the data from these APIs and update it in the Clarity web portal. The script will not interact with the Salesforce dashboard or panels.
5. Authentication credentials for the Clarity web portal will be provided during the development phase, allowing testing of the script. Since there is no sandbox environment for Clarity, the script will update actual client data. Any test data captured in Clarity will be flagged for deletion.
6. The script will receive a classified list of clients from Salesforce for whom the Enrollment or Exit process needs to be executed. The criteria to filter the clients shall be provided by the client.
7. The script will be executed manually (via a command or app icon) by a staff member. Once initiated, the automation will run without human intervention. While the script is running, staff can view the browser, but any external interruption (such as mouse or keyboard events) could disrupt the process and lead to errors.
8. Interactive automation is not part of this development phase and will be considered separately in Phase 2.
9. Error logs for each system will be captured locally. After script execution, the application will log the task completion ratio and any failed tasks.
10. The script will be developed for Windows operating systems only.



11. This is an initial list of assumptions, and additional or refined assumptions may be identified during the discovery phase.
12. Any change requests or new feature requests will be evaluated and estimated separately for additional time and cost.
13. The cost and timeline provided in this document are tentative and may be subject to change after the discovery phase.

#### Other Assumptions

1. Project's Scope
  - a. Anything which is not mentioned in the SoW, will have to be evaluated mutually to decide whether we will be able to do that in the detailed SoW or not. The decision for doing that additional requirement in the same SoW will completely lie on Yugasa.
  - b. Timelines are defined in ideal situations. Just in case any technical issue stops us from making progress, then that shall be informed in advance and shall have to be considered mutually. Yugasa shall in all manner try its best to move as fast as it can with full dedication.
2. Third-Party Costing:
  - a. Payments towards all third-party services under a subscription model or for a fixed price model shall be taken care of by the client.
  - b. A few examples of these third-party services are Play Store fees and AppStore Fees. Hosting Provider fees, Domain Name, SSL Certificate, SMS Gateway, Payment Gateway Charges, Commission (if applicable), Plugins or Paid APIs if needed.
  - c. Yugasa shall guide and assist the client whenever any such need arises.
3. Project Communication:
  - a. Work shall be executed from vendor premises and no travel to client sites is part of the scope of our work.
  - b. Communication between teams shall happen over Phone Calls, Skype Calls, emails, Zoom calls, etc.

## 5. Commercials

The total project cost is USD 24,000, with milestone-based payments (Discovery, MS1, MS2, MS3, UAT) billed upfront, along with complimentary support. To ensure smooth collaboration, the final 10% of the payment will be divided into three equal installments of 3.33% each, to be paid over the three-month free support period.

## 6. Delivery Time-line

The tentative timeline for this project is 80 working days

## 7. Payment Schedule

Total Cost of the project		USD 24000			
Discovery	MS 1	MS 2	MS 3	UAT	Free Support
10%	25%	25%	25%	5%	3.33% x 3 Months
2400	6000	6000	6000	1200	800 *3 months
Charged Upfront	Charged Upfront	Charged Upfront	Charged Upfront	Charged Upfront	Monthly (EoM)

All payments shall be received in Yugasa Software's official bank account. The details are provided below:

Routing Details: 091311229  
 Account No.: 202332680505  
 Account Type: Checking  
 Bank Name: Mercury  
 Bank Address: Choice Financial Group  
 4501 23rd Avenue S  
 Fargo,ND 58104  
 Purpose of Remittance: Software Services



**\* Transaction Charges levied by the bank shall be borne by the Client.**

## 8. Change Management Pool

The cost outlined above reflects the Scope of Work discussed during multiple meetings between both teams. Most of what has been envisioned and agreed upon at this stage of the project, including requested customizations, has been documented. However, based on our experience in software development, it is common for new feature requests to emerge as the product takes a more tangible shape during the development phase. Changes to the project scope can impact contractual agreements, task order pricing, staffing, and scheduling.













To manage such scenarios, Yugasa Software LLC will follow a structured process for identifying and tracking requested changes in system requirements that may affect the scope of work. Any changes to the scope, cost, or timelines will only be implemented with prior written agreement between the client and Yugasa Software LLC. Change Requests (CRs) can be initiated by either party and will follow these steps:

1. Submit a change request.
2. Evaluate and understand the request.
3. Confirm the understanding of the request by both teams.
4. Perform an effort analysis.
5. Obtain client approval for additional efforts and associated costs.
6. Implement the changes with an agreed payment schedule for the CR.
7. Test the changes.
8. Deliver the updated solution.

To avoid unexpected surprises during the project execution due to additional feature requests, it is essential to allocate a contingency budget for such eventualities. Based on our experience, we recommend setting aside a reserve budget equivalent to 10%–15% of the base cost mentioned in Section 5: 'Commercials.' Should any additional budget requirements arise during the project, the Yugasa team will provide a clear and timely heads-up to ensure smooth collaboration and planning.







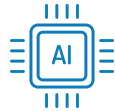
## 9. Business Domains

We have extensive experience in developing websites and mobile applications across various domains. Some of these include:

			
Health and Medical	Hospitality	Real-Estate	SocialNetworking
			
e-Commerce	Fintech and Banking	Entertainment	Travel and Tours
			
Chatting and News	Online Education	Sports and Leisure	Custom Apps

## 10. Our Core Expertise

We do following development using technologies of client's choice

						
Websites	Mobile App	Backend API	Ent. Apps	Cloud SaaS	Chatbots	AI and ML

## 11. Development Process

At Yugasa, we follow a partial Agile methodology for software development. Agile emphasizes adaptability and responsiveness to change, utilizing iterative development processes where requirements and solutions evolve through collaboration among self-organizing, cross-functional teams. Agile methodologies promote disciplined project management with frequent inspection and adaptation, foster a leadership philosophy centered on teamwork, self-organization, and accountability, incorporate engineering best practices to deliver high-quality software, and align development efforts with customer needs and company objectives.

Once we mutually agree on the project and sign the necessary documents, we will assign skilled software developers from Yugasa Software Labs Pvt Ltd, an Indian software agency headquartered at 201, Bhawna CGHS, Sector 43, Gurgaon - 122002, India. These developers will commence work on the project immediately. During the development phase, you will have direct access to the point of contact (POC) and the development team for project-related communication during business hours, Monday to Friday, excluding national holidays.

The team will initiate active development alongside design activities. As soon as sufficient progress is made, a build will be shared with you. Weekly meetings will then be scheduled to demonstrate the progress and provide updates on the project.

Upon the delivery of a specific milestone, we will seek your feedback on that milestone. Based on your inputs, the team will proceed with the following tasks concurrently:

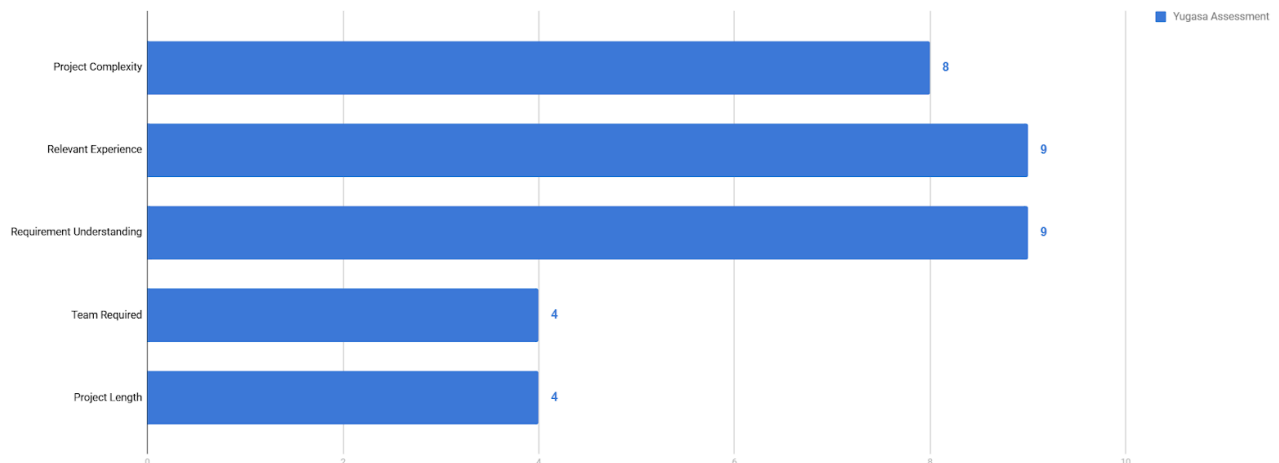
1. Active development of Milestone 2.
2. Implementation of fixes and adjustments based on your feedback for Milestone 1.

## 12. Tools Used for Development

Yugasa uses the following tools during development of any project for smooth functioning and seamless communication within time.

S. No	Purpose	Tool Used
1	Development Tools	Backend-Sublime Text
2	Version Control	Git (Gitlab)
3	Project Management	Vidyut CRM
4	Testing Tools. In accordance to the agreed scope of work	Manual Testing of Script
5	Communication Tools	Emails and Google Meet

## 13. Project Requirements Assessment



## 14. IPR and Confidentiality

The ownership of all intellectual property rights in the deliverable (software) thereof alone developed in accordance with the Statement of work shall vest solely with Client, with a consideration that Yugasa Software LLC and Yugasa Software Labs Pvt Ltd can work on similar projects in future for other clients and that the payment for deliverable is received in full by Yugasa Software LLC from the Client.

Yugasa Software LLC agrees to fully cooperate with the Client to protect such rights of the Client. Yugasa Software LLC and Yugasa Software Labs Pvt Ltd shall not share any of Client's project documents, its code or client's concept with any third party in its as is form.

## 15. Quality Assurance & Quality Control

Yugasa Software LLC, in collaboration with its Indian development partner Yugasa Software Labs Pvt Ltd, adheres to the following testing practices for every project:



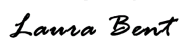
1. **Requirement Understanding & Test Case Drafting:** The testing team thoroughly understands the project requirements and drafts acceptance test cases accordingly.
2. **Development & Initial Testing:** Once the design and development teams begin their work, they provide a testable build to the internal testing team. While development progresses, the testing team starts performing manual ad hoc testing on the initial build.
3. **Bug Reporting & Continuous Testing:** The testing team identifies and reports bugs and suggestions in the system, continuing to test the same build until the technical team delivers a new one.
4. **Build Updates & Iterative Testing:** The technical team shares subsequent builds, incorporating new features and fixes for previously reported bugs. QA then conducts retesting and regression testing. This process is repeated until the product achieves the desired stability.
5. **Customer Involvement:** Customers are included in the testing process midway once the build reaches a stable and usable state. Sharing builds early with customers ensures alignment with their expectations and allows for timely feedback.
6. **Manual In-House Testing:** All testing is conducted manually by experienced testers employed at Yugasa Software Labs Pvt Ltd.

This rigorous approach ensures the product's quality and stability while maintaining close collaboration with the customer throughout the development process.

4031 Pacific Boulevard

Date: 04/Feb/2025

**Agreed Between**

<p>DocuSigned by:  4FB14313CEFD45B... 2/5/2025</p>	<p>DocuSigned by:  EBB23C540241477... 2/6/2025</p>	<p>DocuSigned by:  CAB21E0AA7EF422... 2/6/2025</p>
<p>Ashish Mittal Director Yugasa Software LLC 370 Campus Drive, Somerset, New Jersey 08873 USA</p>	<p>Jolie Bou CFO Samaritan House Data Entry Automation 4031 Pacific Boulevard, San Mateo,CA 94403 USA</p>	<p>Laura Bent CEO Samaritan House Data Entry Automation 4031 Pacific Boulevard, San Mateo,CA 94403 USA</p>