



## PROPOSAL FOR

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**Version:** v1.2.0

**Submitted by:** Yiron Technologies

Date	20-JUNE-2024
Proposal No:	XXXXXXXXXXXX
Customer Organization Name	Testing
Customer Address	Testing
Contact Person Name	Test
Email	Testing
Phone No	919876543210

**DOCUMENT VERSION CONTROL**

Version	Updated Date	Updated By	Changes
v1.0.0	20-JUNE-2024	Yiron Technologies	
v1.2.0	20-JUNE-2024	Yiron Technologies	

## 1. About Yiron Technologies

Yiron Technologies is a Nine years old Travel Technologies company having development centres in Chandigarh and Pune in India and Sales offices in Dubai, Kenya, US and UK.

Started in year 2015 to provide IT services to a travel management company in Africa, Yiron has growth by now to a 150+ People Global Travel Tech company with 7 large sized Travel ERP Products and End to End IT, ITES and Consulting Services for Travel, Tourism & Other Industries.



## 2. Our Vision, Mission & Values

### Vision

"Propel our customers' growth with innovative Travel technology products and services delivered in an efficient and affordable manner".

### Mission

"To be the most trusted partner for end to end Travel Technology needs for Travel businesses of all sizes in next 3 years."

### Values

"We follow the CLEAR values are practiced by all our associates in all our dealings and interactions with customers, vendors and employees"

- C – Customer Focus
- L – Leadership
- E – Ethical Behaviour
- A – Accountability
- R – Responsibility

## 3. Why Yiron Technologies

"We follow the CLEAR values are practiced by all our associates in all our dealings and interactions with customers, vendors and employees"

- Extensive experience of Travel domain
- All GDS expertise
- Partner of choice with most of the leading travel content suppliers
- Wide range of Travel IT products & Services within same umbrella
- Most Competitive pricing leading to high ROI for customers
- ISO, CMMI, MSME certified organization along with multiple other certifications
- Most ethical code of business conduct
- Highly skilled team on multiple niche technologies
- Best of the breed technology solutions with multiple pricing models and versions suiting all kind of customers
- Proven track record of 100% successful deliveries within time & budget
- 150+ FTE's in-house team along with fastest ramp up & ramp down capabilities
- Fastest & touch-less Go-live
- 14x7 SLA driven after sales tech support
- Global presence with localized sales and after sales support

## 4. About yTravSuite

We at Yiron Technologies have a comprehensive Travel portal solution "yTravSuite" having extensive bundle of technology modules for end to end tech needs of all the travel businesses. It is a robust solution created using highly scalable architecture and latest technology stack including Codeigniter Framework, MySql Database, React, Web Services, Native and Hybrid app technologies and deployed on best cloud platforms like AWS, GCP and Others.

There are different modules like B2C, B2B, B2E, Itinerary builder, Car rental etc. which work across Travelservices like Flights, Hotels, Holiday Packages, Car Rental, Sightseeing and Activities.

## 5. Proposal for yTravSuite implementation

Please find below the quotation for the B2B and B2C Travel Solution for Hotel, Flight, Charter Flight, Insurance, Activities, Car Rental, CRM and FACTS.

Requirement Short Description:	TestingTesting
Requirement Details: (In Scope)	<p>As a solution company we will provide custom B2B and B2C Travel solution with CRM and Back Office for Flight and Hotel from yTravsuite. Below are the features proposed and agreed:</p> <p><b>1. Mid-Office</b></p> <ol style="list-style-type: none"> <li>User management <ul style="list-style-type: none"> <li>B2C customer</li> <li>Own staff</li> </ul> </li> <li>Markup management Product wise</li> <li>Rate of Exchange Management (Manual)</li> <li>Tax management</li> <li>CMS for B2C</li> <li>Define promo codes</li> <li>Social Media logins</li> <li>Booking management <ol style="list-style-type: none"> <li>B2C customer can view and avail various travel services online like flight and hotel.</li> <li>Best User Interface for easy user operation.</li> </ol> </li> </ol> <p><b>2. Back Office (FACTS) - Professional Version for single branch (Refer Detailed Feature list of Professional Plan in FACTS flyer being sent along with the proposal).</b></p> <p><b>3. B2C Travel portal for retail bookings</b></p> <ol style="list-style-type: none"> <li>Total Bookings Reports</li> <li>Pax Profile (Backend)</li> <li>View Voucher</li> <li>Import PNR</li> <li>Email e-Ticket &amp; Invoice</li> <li>View Invoice</li> <li>Cancel booking</li> <li>Update option: Manually we add Airliner PNR and Ticket number <ol style="list-style-type: none"> <li>Flight /Hotel/Packages</li> <li>Booking Queue for all the modules</li> <li>Blocked</li> <li>Update</li> </ol> </li> </ol>

- m. View : Ticket or Voucher
- n. Cancellation Queue modules
- o. Blocked
- p. Update
- q. Ticket: view voucher

#### **4. Agent Admin Features: B2B**

##### **A. Login:**

- a. Agent admin will also have login credential by which they can check the details of bookings received.
- b. These Agent admins will be created by Mid-Office after verification process (as mentioned).
- c. In order to login into the application, Agent login has to enter following details:
  - i. Email ID
  - ii. Password
- d. The Agent's entered details will be verified by the server and they can further navigate in the application when login is done.
- e. A link to 'Forgot Password' will be present in login screen to allow vender to set a new password after verification of his account is done.
- f. Clicking on 'Forgot Password' will redirect the vender to forget password screen where user has to enter the mobile number registered with the application. The verification will be done with the help of an OTP and once verified, vendor will be asked to change the password by entering:
  - i. New password
  - ii. Confirm New Password

##### **B. E-Ticket**

###### **- Agency Logo**

B2B agency logo on all booking documents created by that B2B agency.

Two invoices will be created:

- I. Mid-office to B2B agency with no B2B agency logo
- II. B2B agency to its clients with only B2B agency logo
  - a. PNR
  - b. Agency Details
  - c. Status
  - d. Flight Details
  - e. Seat
  - f. Transaction Id
  - g. Pax Details
  - h. Payment Details
  - i. Booking Date
  - j. Baggage Details
  - k. Meal

##### **C. My Wallet -B2B Wallet or B2B Agency Deposit**

- I. Balance

II. Dues

III. Credit Limit

#### **D. B2B Commission:**

Here the Agents will be grouped like silver/gold or platinum category, then we can give category wise commission or agent wise commission (single/ multiple/ all selection) in Fixed and Percentage; product wise commission too.

#### **E. Invoice Management**

B2B Invoice: For all B2B bookings there will be an invoice from Mid-office to B2B agent with mid-office's branding and B2B agent (as client) an invoice from B2B agent to its client with B2B agents name and logo and addressed to its client. Nowhere in this invoice will mid-office company's name or logo be mentioned.

#### **F. Supplier Invoice**

a. Rate of Exchange Management (Manual)

b. Tax management

c. CMS for B2B

Content Management System or CMS will be present in order to manage the information based pages in the system. The admin will have privilege or control over the data displayed in the frontend app for both web and mobile apps for following pages:

- About us
- Terms of Use
- FAQ- for customers and Vendors
- Privacy Policy
- Email templates Option to define email templates as per the event trigger for a B2B user.

d. Define promo codes

e. Booking management (B2b bookings)

I. The flight and hotel bookings will be viewed in this section.

II. Users can get their complete details of their booking in this section such as the booking amount, voucher, lead passenger's name, date of booking, and date of travel.

#### **G. Traveler information**

a. In this section, different travellers' information can be added.

b. Traveller's name, date of birth, and email ID are required to add traveller's details.

c. User can add, edit and delete traveller's details in this section

d. There is a provision of selecting the respective traveller during the booking process.

e. User can send a voucher to an email in this section.

#### **5. Car Module Features**

This module comes with API integration as well as CRS based module where admin/suppliers can upload the car inventories

Advanced Search (By Price Range/Car Seater)

a. Modify Search

b. Refine Search

- c. Sorting
- d. Grid View/List View
- e. Save Search
- f. Policies Of Car, Car Description
- g. Seating Capacity of car
- h. Destinations
- i. SMS/E-mail Ticket and Invoice to the customer and admin for booking confirmation
- j. Reminders to customer for their travel dates

## 6. Car hire

Car hire - Filter options for the search results should be available by price, product category. Sort functionality by Recommended/ Price / Vehicle type (others to be advised) should be Available.

## 7. Activity Module Features

Host/Supplier can get registered with the system by filling his details in the form. Admin will activate his profile based on some criteria, say Academic qualification, Communication skills, valid license, Profile, Experience etc.

- a. Pre-defined activity packages
- b. Search (By City/Area)
- c. Advanced Search (By Star Rating/Price Range)
- d. Modify Search
- e. Refine Search
- f. Grid View/List View
- g. Secured Booking Page with form auto fill capability
- h. Save Search
- i. Live Voucher and Cancellation
- j. Contracts & Policies
- k. SMS/E-mail Voucher and Invoice to the customer and admin for booking confirmation.

Host/Supplier will add his activity information through his supplier panel. Below are the operations that supplier can perform

## 8 Activity Management (List and Allocation by Host/Admin):

- Activity Name
- Activity Title
- Activity Type
- Tracking
- Motor biking tour
- Peak climbing
- River rafting
- Safari tour etc
- Add criteria for each activity (say medical fitness of traveller, NOC, etc.)
- Duration
- Star Rating
- Price
- Adult based
- Child based
- Main Image
- Image Gallery
- Location Overview
- Location Description



- Terms and Conditions
- Inclusions, Exclusions
- Local Operator Information
- Additional Info
- Cancellation Policy
- Calendar wise edit options (For Particular Dates)
- Adult price
- Child price
- Color code
- Repeat
- No
- Every month
- Every week
- Every day
- Radio Button for Availability
- Make Available
- Make Unavailable
- Radio Button for Activity Status
- Active
- Inactive
- View Activity Package Details
- Edit Activity Package
- Delete Activity Package
- View Enquiry option for each Activity Package
- View Activity Package Reviews added by Customers
- Change Password

#### **9. Travel Insurance Module:**

After a flight package is selected from the list, payment details, insurance offers (subjected based on the API), terms and conditions are shown for the selected flight. Proper fare breakup for the airline package selected is also available for the user to verify.

#### **10. Charter Flight Module**

- a. Charter flight operation
- b. Flight creation
- c. Display Report

#### **11. Flight Module**

- a. Flight Process flow
- b. Select type of journey
  - i. One Way/Round Trip/ Multi City
  - ii. From airport /To Airport: In this, user enters a keyword then automatically system display the populated list of matching airport code, location name.
  - iii. To Date / From Date
- iv. Passenger Information
  1. Adult
  2. Children
  3. Infant
- v. Preferred Airlines
- vi. Preferred Cabin Class
  1. Economy
  2. Business
  3. First



vii. Non-Stop Flight

- c. Select passenger count from dropdown. Passenger drop down is for User can also specify the class e.g. economy, business or first.
- d. Multi city option provides option to select multiple destination cities to search flight and book all flights in a single itinerary.
- e. If Direct and unrestricted flights checkbox is checked, search result will bring only direct flights to the customer.
- f. In case the searching criteria are not valid or no airlines found for the search criteria, user will able to see error message "Sorry No Flight Available For Your Search Criteria, Please Try Again!"
- g. Modify Search Panel: The modify search panel shows the search form pre-filled with user criteria. User can modify his/her search criteria and search again.
- h. The search result with all airlines is displayed in grid with dynamic pagination. The search result shows the brief detail of flight and fare.
- i. User can also check air rules for each airline.
- j. The system provides options to filter the search result by airline, time- Departure time, Arrival time. In case of return flight the same will be available for return flights, price, stops and carrier options along with sorting feature.
- k. After a flight package is selected from the list, payment details, insurance offers (subjected based on the API), terms and conditions are shown for the selected flight. Proper fare breakup for the airline package selected is also available for the user to verify.
- l. User can enter passenger details like name, email, phone, address, passport (if applicable), known traveler number (if available),etc. and can proceed to payment page.
- m. Billing is dynamic based on passengers, adult, child and infant. In payment page, payment information from user is passed to Payment Gateway Integration and if successful, it will book the airline package for the user and will generate a PNR number.
- n. After the PNR is generated, system will generate a voucher with the PNR number and detailed customer and airline details
- o. An email with the both flight ticket and voucher will be sent to the passenger's email ID once the booking is confirmed.
- p. User can also take a print of voucher later by logging into the system and accessing his My Bookings page or guest users can view / print voucher from Find your Itinerary page by providing PNR and email address, used at the time of booking.

<b>3rd Party Integrations</b>	
<b>Assumptions/Out of Scope</b>	<ol style="list-style-type: none"> <li>1. All the 3rd party APIs will be purchased &amp; provided by the Client including Sabre and others.</li> <li>2. Efforts estimated are for the scope of work mentioned in this document. The cost will be revised upon any change/deviation in the scope mentioned.</li> <li>3. Any/all verbal discussions (including features/deliverables) that are not a part of the proposal are not included within the scope.</li> </ol>
<b>Deliverables:</b>	<ol style="list-style-type: none"> <li>1. B2B and B2C Web application</li> <li>2. Flight- 1 GDS Integration (Sebre)</li> <li>3. Hotel- 1 (TBO or any 1)</li> <li>4. CRM Integration</li> <li>5. FACTS Integration</li> <li>6. Payment Gateway- 1 (Stripe or any other)</li> </ol>

## Commercials

<b>One Time Setup Cost (Including License for first year):</b>	<b>TestingTestingTesting TestingTestingTesting</b> <b>TestingTestingTesting : USD 24800.00</b>
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<b>Recurring License Fee/Charges from 2nd year onwards:</b>	<b>USD 100 Per Year</b>  <i>(Recurring charges mentioned above are indicative in nature and can vary a bit depending upon the various factors in the coming years.)</i>															
<b>Time Estimate:</b>	4 months (From the date of signing of contract) - Actual delivery schedule will be provided on signing the proposal.															
<b>Payment Milestones:</b>	<table><tr><th>Milestones</th><th>Description</th><th>Percentage</th></tr><tr><td>Upfront</td><td>Initial Setup &amp; Agreement Sign off</td><td>50%</td></tr><tr><td>Milestone 1</td><td>Solution On UAT</td><td>30%</td></tr><tr><td>Milestone 2</td><td>After UAT Sign Off</td><td>20%</td></tr><tr><td></td><td>Total</td><td>100%</td></tr></table>	Milestones	Description	Percentage	Upfront	Initial Setup & Agreement Sign off	50%	Milestone 1	Solution On UAT	30%	Milestone 2	After UAT Sign Off	20%		Total	100%
Milestones	Description	Percentage														
Upfront	Initial Setup & Agreement Sign off	50%														
Milestone 1	Solution On UAT	30%														
Milestone 2	After UAT Sign Off	20%														
	Total	100%														
<b>Offer Valid Till:</b>	27-JUNE-2024															
<b>Cloud Server/Instance cost:</b>	As per actuals (We recommend the usage of AWS server instance for high performance which costs usually around USD 150 per month for the base instance with Configuration: Instance type = c4.xlarge, CPU = 4CPU and Ram = 7.5 GB) Customer can request for usage of a different cloud server instance/configuration if required (as per Terms and conditions mentioned in the T&C section of this document).															

## 7. Terms & Conditions

1. This proposal is on License to Use basis wherein the solution with customizations listed above would be made available to the customer at one time setup cost which includes the License for the software also for the first year
2. Warranty Support of 12 months for delivered defects if any will also be provided free of cost.
3. Further continuation of product License from the second year onwards would be based on the License renewal fee as per the recurring yearly charges mentioned above.

4. Further continuation of product License from the second year onwards would be based on the License renewal fee as per the recurring yearly charges mentioned above.
5. Any new customization other than the above agreed scope would be done on chargeable basis as per the separate proposal to be submitted when required.
6. yTravSuite is the proprietary solution and a copy-right protected IP of Yiron which will be used as a base to create the custom solution for the Customer as per the requirements mentioned in this document. Customer will enjoy the benefits of the solution for self-usage during the duration of the contract as per the terms and conditions of this proposal but will never have direct access to the source code of the solution.
7. Yiron Technologies will setup different instance on the AWS server for deploying the solution and Yiron's DevOps team will take care of the server configuration, build updates and Backups etc. Customer will not be able to get direct access to the server instance due to the IPR restrictions. The charges for the server instance would also be billed to the customer on actual basis as mentioned in the commercials section.
8. Customer can request for shifting the solution to another cloud provider if needed. In such a case Yiron team would procure that cloud server instance upon receiving written request from the customer and deploy the solution on that server (On chargeable basis other than first time deployment) . Again that server instance would be under direct control of Yiron's DevOps team due to IPR restrictions and the charges for the server instance would be billed to the customer on actual basis.
9. In case the server instance needs to be upgraded to the upper configuration in future due to high usage or scalability requirements from the customer, that activity would be taken up by Yiron's DevOps team upon receiving written confirmation from the customer and the additional charges would also be billed to the customer for the upgraded configuration/instance as per the actuals.
10. Payment Terms would be 7 days from the date of invoice.

## Bank Details for Payment

<b>Name of the Company:</b>	YIRON TECHNOLOGIES PVT LTD
<b>Name of Bank:</b>	ICICI Bank
<b>Branch:</b>	Mayur Colony Branch PUNE
<b>Account No:</b>	238805000279
<b>Account Type:</b>	CURRENT ACCOUNT
<b>IFSC Code:</b>	ICIC0002388
<b>Swift Code:</b>	ICICNBBCTS

### Other Details of the Company:

**PAN:** AAACY7732N

### Email Ids:

**Sales:** [sales@yirontechnologies.com](mailto:sales@yirontechnologies.com)

**Support:** [support@yirontechnologies.com](mailto:support@yirontechnologies.com)

Address 1: (Corporate Office & Development Centre)	Address 2: (Development Centre)	Address 3: (Sales Office)
Office No 004, 1st Floor, Pentagon Tower P1, Magarpatta City, Pune 411013 GSTIN: 27AAACY7732N2ZP Mobile: +91 95118 19515	Plot No J-7, 3rd Floor, FCS Building, Rajiv Gandhi Technology Park Chandigarh, 160101 GSTIN: 04AAACY7732N1ZY Mobile: +91 96079 30654	Damac XL Towers, AI Marasi Drive, Business Bay, Dubai, UAE Mobile: +971 4 556 1081

## Acceptance of Proposal

IN WITNESS WHEREOF, Testing, and Yiron Technologies Pvt Ltd. have caused this Statement of Work to be executed by their respective duly authorized representatives as of the date first written above.

For and on behalf of **Yiron Technologies Pvt. Ltd.:**

For and on behalf of Testing:

Sign:

Sign:

**Name:**

**Name: Test:**

**Title:**

**Title:**

**Date:**

**Date:**