



## **Video/TeleMedicine platform - Mobile Apps & Web Admin Portal**

V 1.4

Feb 14, 2021

**Software Developers Inc**  
20665 4th Street, Suite #204  
Saratoga, CA 95070



## Confidentiality of Important Information

The information in this document is confidential and is intended solely for the attention and use of **Istishartak for Digital Services, LLC** and its employees. It might contain privileged information. If it has come to you in error and you are not the intended recipient you must not proceed further, disclose, copy, use or disseminate any information contained therein, please delete it and contact us ([sakshi@sdi.la](mailto:sakshi@sdi.la)) without delay so that we may take whatever action we consider appropriate.

## Overview

**Mobile & Web Apps for Patients/Users** - App Owner (**Istishartak for Digital Services, LLC** and partners) would like to provide convenient consultation services through a mobile & web app to its users. The app will allow its users to manage their Health & Wellness through video consultation. The app will include functions like

- managing appointments
- access to video consultation from the comfort of patients home
- maintaining consultation history of patients and their family under one account
- AI based Chatbot for collecting pre-consultation data leading to more appointments

**Mobile & Web Apps for Doctors** - Doctors will be able to update their availability schedule every 2 weeks so that the appointments can be booked by their patients. Doctors will be able to view patients' profiles, start and end the video consultation with a tap of a button. They can send consultation notes (next steps, treatment, testing, consultation) after diagnosis (video diagnosis) is complete.

**Web Admin Portal** - App Owner will be able to manage app users profiles (Doctors & Patients), transactions detail (payments from patients, payments to doctors), Reports (Up to 3 reports), FAQs, Terms & Conditions.



**SDI** will design & develop a reliable, robust and impressive Telemedicine Mobile & Web Apps to enable video conversations and related transactions between Doctors & Patients. This document contains all of the main modules/functions requirements.

## Development Principles

- Smart and clean UI's (User Interfaces)
- Smart Navigation Tabs for easy and fast access to all the functions.
- Language of Development – English
- Language of Data Entry – English

## Technology Stack

- React for Web & Mobile apps
- MongoDB, ExpressJS, AngularJS, NodeJS for Web Admin
- Mochajs, Selenium, Cypress for testing

## Team Structure

- Project Manager
- UX Specialist
- 2 Senior Programmers - Mobile app
- 2 Senior Web Programmer
- Quality Assurance Tester
- Server Administrator

## API Integration recommendations - Client will Sign up for these services

- 3rd party payment gateway will be used for all types of transactions throughout the platform. (SDI will



recommend the options to the client and will integrate upon client approval). The client will need to sign up for the payment gateway.

- 3rd party video services will be recommended and integrated upon client approval
- 3rd party OTP services like Twilio
- 3rd party Ads management tool
- Cloud hosting - We will recommend the hosting infrastructure & environment needed to host the apps & Admin portal, the client needs to sign up for the hosting services.

## Investment estimate

Tasks	Cost
Design & develop Mobile & Web apps for Patients & Doctors	US\$ 18000 (Jordanian Dinars 12760)
Design & develop Web Admin portal for app owners	US\$ 11800 (Jordanian Dinar 8360)
Additional Language - Arabic	US\$ 4800 (Jordanian Dinar 3400)
Marketing website	US\$ 800 (Jordanian Dinar 560)
Resources content management module	US\$ 4400 (Jordanian Dinar 3110)
Dynamic reports generation for admin	US\$ 4800 (Jordanian Dinar 3400)
Reviews/ratings after every video consultation	US\$ 900 (Jordanian Dinar 630)
Different cost for different speciality providers (available in patient's local currency and US dollars)	US\$ 2200 (Jordanian Dinar 1560)
OTP verification	US\$ 1200 (Jordanian Dinar 850)
Urgent Consultation module	US\$ 1200 (Jordanian Dinar 850)
Ad Engine	US\$ 8200 (Jordanian Dinar 5800)
API integration for Accounting Software	US\$ 1500 (Jordanian Dinar 1060)
<b>Total including Additional Modules</b>	<b>US\$ 59800 (Jordanian Dinar 42340)</b>



## Delivery Timelines

1 Month for UX and Design

3 Months for Programming

## Payment terms

- 35% upon contract submission - [US\\$ 20930](#)
- 35% on UX completion - [US\\$ 20930](#)
- 30% on completion prior to submission to the app stores - [US\\$ 17940](#)

ADDITIONAL MODULES (Optional)	
Video recording & auditing function	US\$ 3800 (Jordanian Dinar 2690)
Favorite folder to create a list of favorite provider, hospital, Pharmacy, lab	US\$ 1200 (Jordanian Dinar 850)
Face ID login	US\$ 1200 (Jordanian Dinar 850)
Promo code	US\$ 1500 (Jordanian Dinar 1060)
Telecom payment options to charge fees	US\$ 1500 per telecom provider (Jordanian Dinar 1060)
AI/ML based Chatbot	US\$ 4500 (Jordanian Dinar 3190)
Auto scheduling of future appointments	US\$ 3500 (Jordanian Dinar 2480)



## Main Modules - Functions list

### Mobile & Web Apps for Patients

#### 1. Sign In/ Sign Up

##### a. Sign In

- i. Email & Password  
or
- ii. Face ID (for iPhone) or Smart lock (for Android)  
or
- iii. Google (Gmail) sign in  
or
- iv. Facebook Sign in

##### b. Sign Up

- i. Name (Arabic)
- ii. Name (English)
- iii. Geolocation (city, country - Yes, we will enable geolocation for patients if they have allow the app to access their location)
- iv. DOB
- v. Gender
- vi. Marital Status
- vii. Occupation
- viii. Profile photo (upload your photo from photo library or by taking a Photo)
- ix. Email & Password OR Google account credentials OR turn on Face ID login
- x. Phone number (the patient will provide cell number, this will be needed for verification purposes through OTP)
- xi. Agree to terms & conditions



- xii. Submit

**Note:** After the patient enters the above info, the patient will be sent a code for validation and secure sign in process. A unique Patient ID will be generated by the app after the signup process is completed

## 2. Complete Profile

- a. Health folder

- i. Upload/Scan/Photograph documents, reports, lab results
    - 1. Radiology reports
    - 2. Lab reports
    - 3. Pathology reports
  - ii. Add weight, height, blood pressure, pulse, O2 sat
  - iii. Tobacco and/or Alcohol intake
  - iv. Medical history, Allergies and Prescriptions - The patients can select (in radio buttons or checkboxes) or add and/or upload information regarding the allergies they have and if they are on any prescription medications. A patient can manually input or can also select what applies to a patient from the following categories of dropdowns:
    - 1. Past Medical history with drop down menu of most common diseases
    - 2. Past surgical history with drop down menu of most common procedures
    - 3. Medications with drop down menu of most common meds (If they do not see the medicines which they take in the dropdown list, then they will be able to select "other" in the dropdown and will be able to input the name of the medication)
    - 4. Physicians reports or Other documents
  - v. Menstrual Hx, Obstetric Hx
  - vi. Family Hx
- Note - All uploaded documents should be time stamped for easy access from newest to oldest

- b. Add your payment information which will be used at the time of booking appointments. If its not



added at the time of creating your account, it will be asked at the time of booking appointment.

c. Add your family members to your account

- i. Name (Arabic & English)
- ii. DOB
- iii. Gender
- iv. Relation with a family member
- v. Health Folder - each family member will have its own health folder that will contain their health related documents/details
- vi. Save

3. **Forgot password**

- a. The app will ask patients to provide their email or cell phone number to receive a reset password link or access code which they can use to change the password.
- b. Once the patient clicks on the link, the app will ask the patient to enter a new password and confirm the new password.

4. **App Home screen**

- a. Search doctors/specialist
  - i. By Name or ID number (It will be a unique identifier within the system and the ID will be generated at the time of user signup. The naming convention can be a combination of alphabets and numbers which can be 4 or 6 digits)
  - ii. By Speciality (the specialities will be provided by the client)
  - iii. By Complaint
- b. View Upcoming Appointments (this will include button to enter/start the Video appointment)
- c. Health tips
- d. Menu - this will include different functions the patient can access which is detailed in this document



- e. Notification Alerts
- f. Settings
- g. View Ads

## 5. Appointments

### a. Schedule appointments

- i. Select the patient - For e.g. Schedule an appointment for “Nick Taylor”, “Breanna Taylor”, “Joy Taylor”
- ii. Search doctors/specialist
  1. By Name or ID number
  2. By Speciality
  3. By Complaint
    - a. Cold/Cough
    - b. Sore Throat
    - c. Fever
    - d. Infections
- iii. View doctor details & select a doctor (Patient will be able to view Doctor’s profile)
- iv. A calendar will popup so the patient can select a date & time for the appointment. (The patient will be able to view available time slots for the next 2 weeks).
- v. Save & submit the appointment.

**Note:** At this step, the app will ask the patient to add the payment details which they wish to use for paying the bill (This information will be kept on file). Or if they have already provided this info at the time of profile creation, the patient can simply use the payment card or add a new card.
- vi. The appointment when scheduled will be sent as a notification to the doctor and the doctor will confirm, cancel or reschedule the appointment depending on the availability of the Doctor.

- vii. The patient will receive an email once the appointment is confirmed, cancelled or rescheduled.
- viii. The app will generate a unique confirmation code for every appointment that is scheduled by the patient or doctor (this unique confirmation code will help in identifying transaction record or manage refunds)

## b. **Manage appointments**

- i. Edit already scheduled appointments
- ii. Cancel the appointment (this function is available before 4 hours of the appointment scheduled, if the patient cancels the appointment after this period, the fees will be charged to the patient)

## c. **View past appointments history**

- i. Patients can request a refund for a valid reason. The refund request will be handled by the admin. The admin will receive a request in an email.

## 6. **Video appointments**

- a. At the scheduled appointment time a patient will see “Enter/Join your Video Appointment” consultation button. A patient will allow app to access the device microphone & camera functions for audio and video output
- b. When a patient enters they can receive a notification that your doctor will start the appointment soon (if the doctor has not started the appointment yet)
- c. A video appointment will be for:
  - i. 15 minutes with a Specialist doctor (the doctor will have the ability to extend the appointment for another 10 minutes if necessary at no extra cost to the patient). Therefore the maximum duration cannot exceed 25 minutes
  - ii. 10 minutes for Urgent consultation ( the doctor will have the ability to extend the appointment for another 10 minutes if necessary at no extra cost to the patient). Therefore the maximum duration cannot exceed 15 minutes

**Note:** If the patient wishes to extend the appt, the patient will see a subtle message a few minutes before the appointment is going to end. The message will ask if the patient wishes to extend and be charged for the extended appointment. If the patient accepts then the appointment will continue and the card on file will be charged an additional amount. The doctor will have the ability to extend the appointment only one time for 10 minutes if needed at no charge to the patient.

- d. Video calls will be recorded and stored for the Admin (owner of the app) for review and audit for a period of 25 months.
- e. Both parties (Patient and Doctor) can end the video consultation call at any time.
- f. Upon ending the call the doctor/physician is required to complete a quick encounter report and which will be loaded in the patient uploaded documents.
  - i. Encounter report (text only). We will design a template that will have pre populated info about the patient problems and it will also have text boxes for doctors to fill in the diagnosis or recommendations. The transaction will be marked as completed once the doctor completes the report. The patient can receive a copy.
    - 1. Complaints
    - 2. Probable diagnosis
    - 3. Recommendations
- g. A follow-up apt can be set directly by the physician if agreed upon during the video call.
- h. Reviews (it can be viewed by the Admin and are not available to the public)
  - i. A review pop up screen should appear to the patient after every call with five stars system for the following factors/criteria. It will be one question at a time, when the user answers then it goes to the next question. It will also include a text box (with a 70 words

limit). We will also time the frequency for asking review questions as they may not be needed if the patient is making a follow up appointment with the same doctor.

1. Video and call quality
2. Overall satisfaction with the encounter
3. All concerns answered

## 7. Urgent consultation/services

- a. If its a medical emergency a message will be displayed saying please call your nearest emergency number
- b. Speciality services
  - i. General Surgery
  - ii. Internal Medicine
  - iii. Pediatrics
  - iv. Obstetrics and Gynecology

Note - After a specialty is a chosen an available physician will send a video call request to the client to start the call and the system will give the client an approximate waiting time

## 8. Auto appointment scheduling (Optional)

- a. This function will create a follow up appointments schedule based on the patients answers/diagnosis for next few months (Upto 12 months based on the algorithms)
- b. Patients will receive notifications of upcoming appointments and can confirm the appointment date/time so that the doctor can accept and add to their booking schedule.

## 9. Inbox / Messages

- a. Patients can send messages and receive a response from the doctor.



- b. Patients will have the option to attach images, doc and/or pdfs if needed to describe the problem or concern. A patient can upload a file from a phone photo gallery, or take a picture using a camera, from computer or from the patient Health folder within the app.
- c. Doctors will have an option to view and respond to the message.
- d. Patients will also receive prescriptions details sent by the doctor after video consultation

## 10. View Resources

- a. Articles
- b. Videos
- c. Q&A Sessions
- d. App FAQs
- e. Useful phone numbers
- f. Directory (Hospital, Pharmacies, Labs) - A patient can change their location to search hospitals, pharmacies & labs which are in that specific location. By default the following information will be local.
  - i. Search for hospital or pharmacy or labs by name
  - ii. Option to add to personal favorites

## 11. Push Notifications

- a. Appointment reminders
  - i. Upcoming appointment
    - 1. Once the appointment is confirmed by the doctor, the patient will receive a notification that the appointment is confirmed. The patient will receive 2 notifications 24 hours & 4 hours prior to appointment time.
  - ii. Appointment cancelled or rescheduled
- b. Message notification
- c. Notification to start/enter the scheduled video appointment - This will include an action button, the patient just has to tap on the button to join the video consultation. In case the doctor has not



started the video consultation, the patient will see a message “Please wait momentarily, your doctor will start soon”

## 12. Share/Invite

- a. The patients can invite their personal doctor to join the app
- b. The patients can also invite their friends or relatives to join the app
- c. The request can be sent by selecting a contact from the phone. The recipient will receive a URL to download the app.

## 13. AI enabled Chat (Optional) in English only

- a. This chat bot will request patients to provide details about their condition by asking the right questions. The questions will lead to setting up appointments or reconfirming future appointments. This is a pre-consultation information which the doctor will review to understand the patient's concern before starting the video consultation. **In the future, once there is sufficient data, App owners can mine the data to see trends and patterns leading to improvement in services and more business opportunities.**

## 14. Settings

- a. View profile
- b. Edit profile
  - i. Edit email or password
  - ii. Edit details like city, country, marital status, occupation, photo
  - iii. Edit cell number (when a patient edit the cell number the OTP code will be sent for verification purposes)
  - iv. Add/Modify or Delete a family member profile or the details within a family member profile (For example - Health folder of each family member)
- c. Billing information/ Card for payment

- i. Add multiple cards
  - ii. Select a default payment card
  - iii. Remove a card
- d. Preferences - We will set up different types of notifications. The notifications can be related to:
  - i. Appointments reminder
  - ii. Ads notifications
  - iii. Encounter report from the doctor
  - iv. Notification regarding Q&A session
  - v. Notifications (turn off/on)
- e. Manage favorites
  - i. View hospital or pharmacy or labs that are under your favorites
  - ii. Option to delete the same from favorites
- f. Sign out

## Mobile & Web Apps for Doctors

### 1. Sign In/ Register

- a. Sign In
  - i. Email
  - ii. Password
- b. Register

#### Step 1

- i. Name (Arabic)
- ii. Name (English)
- iii. Add Speciality/Specialities
- iv. Cell Phone number (the doctor will provide cell number, this will be needed for

verification purposes through OTP followed by password creation)

- v. Create password

## Step 2

### vi. Complete profile

1. Office city
2. Office country
3. Office number
4. Email
5. Upload profile photo (its mandatory for account activation)
6. ID card
7. Attach active state license (Registered medical provider)
8. Med school
9. Diploma
10. Residency
11. Fellowship
12. Board
13. Agree to terms and conditions
14. Submit

**Note:** After the doctor submits the above info, the admin will review & verify the doctor's profile and will send a verification URL/notification to the doctor to sign in and start using the platform. A unique Doctor ID will be generated by the app after the registration process is completed. (We will setup a 2 Factor Authentication for a doctor to sign up)

## 2. Forgot password

- a. The app will ask a doctor to provide their email or cell phone number to receive a reset password link or access code the doctor can use to change the password.
- b. Once the doctor clicks on the link, the app will ask the doctor to enter a new password and confirm the new password.



### 3. Appointments

- a. All the current day appointments will be listed here with the option to Start Video appointment or Cancel appointments if required.
- b. A doctor will view all the appointments requested by the patients with the option to confirm & decline the appointments.
- c. View appointment details will include:
  - i. Patient details
  - ii. Symptoms/concerns
  - iii. Attachments if sent by the patient at the time of scheduling appointment
  - iv. Action button to start the video consultation (15 minutes appointment)
  - v. Doctors will have the ability to extend the appointment session for another 10 minutes without any additional cost to the patient.
  - vi. End appointment
- d. Follow up
  - i. A doctor can send diagnosis or recommendations to the patient after the video consultation ends.
    - 1. Notes can include lab test, prescription details, x-ray needed
    - 2. Share links to health tips or exercises
  - ii. A doctor can schedule or confirm a follow up appointment
  - iii. Review - This will be optional for a doctor to provide a review or report abuse.
- e. Manage calendar/Appointments schedule
  - i. Doctors will have the option to select days & time periods he/she are available for Video consultation for next 2 weeks.
  - ii. Confirm/cancel appointments (The doctor should confirm/cancel or reschedule the appointment request within 24 hours of receiving the appointment. If a doctor declines 3 consecutive appointments, the admin will get notified by the system)



- iii. Request to reschedule appointments (If a patient receives more than 2 reschedule request from the same doctor, the admin will get notified by the system)
- iv. Schedule or confirm a follow up appointment
- v. “Enable the Away period” during which no requests should be sent to the doctor and a suggestion to a patient should be given saying that your preferred doctor is not available please select other doctor/physician

#### **4. Inbox/ Messages**

- a. View messages received by the patient (this may include images, doc or pdfs attachments)
- b. Respond to patient (doctor can also attach images, doc or pdfs along with a response)

#### **5. Push Notifications**

- a. Appointment reminders
  - i. Upcoming appointments scheduled by the patients
  - ii. Appointment cancelled or rescheduled
- b. Message notification
- c. Notification to start/enter the scheduled video appointment - This will include an action button, the doctor just has to tap on the button to start the video consultation.

#### **6. Share/Invite**

- a. The doctors can invite their patients or fellow doctors to join the app
- b. The request can be sent by selecting a contact from the phone. The recipient will receive a URL to download the app.

#### **7. View Ads**

#### **8. Settings**

- a. View profile

- b. Edit profile
  - i. Edit email or password
  - ii. Contact details
  - iii. Update license (if its expired - the admin will review and verify again)
  - iv. Modify Specialities (if a doctor make changes to specialities offered, it will need admin review & approval)
  
- c. View Personal Analytics
  - i. Number of consults conducted within a certain time frame
  - ii. Income details including, history of wired transactions and pending payments.
  
- d. Urgent call physician - Account information including
  - i. Number of hours covered
  - ii. Number of calls
  - iii. Pending and paid visits
  - iv. History of transactions
  - v. Calendar to show hours to be covered which will be in 8 hours blocks
  - vi. Physician can request block to cover an unavailable period
  - vii. Approval of blocks to be covered will be approved by system admin
  
- e. Payment Method
  - i. Doctors can provide their bank account/PayPal details to receive payments from the admin. (Doctor will receive batch payments from admin after 10% cut defined by the admin)
  - ii. Edit payment account details
  
- f. Sign out



## Web Admin for the app owner

### 1. Login

- a. Admin will login with their email & password. (it will include 2 Factor Authentication steps every time admin login)
- b. Forgot Password: Admin will be able to reset their password, it will send an email with a link to set up a new password.

### 2. User management

- a. Add employees as sub admins
- b. Manage roles & permissions for each sub admin
- c. Change sub admins credentials
- d. Delete sub admins

### 3. Customer management

#### a. Patients management

- i. Find/Search a patient - View & sort results
  1. List
  2. View
  3. Sort
  4. Filter
- ii. Lock/Unlock Accounts
- iii. Push Notifications
  1. Global
  2. Regional
  3. Demographic
- iv. View Calendar
- v. View Pending Appointments

- vi. View Past Appointments
- vii. View Ratings
- viii. Review Video
- ix. Message Patient
- x. Refund Visit Fee
- xi. View Reports**
  - 1. Individual patient activity
  - 2. Consultations
    - a. By day, week, month, year
    - b. Urgent vs Specialist
    - c. Subspecialty
- xii. Users (total)
  - 1. Active Users - by region, demographic, etc.
- xiii. Complaints/Low Star Review
  - 1. Review
  - 2. Action
  - 3. Close Incident

## b. Doctors/Physicians management

- i. Doctor's profile
  - 1. Review Credentials
  - 2. Activate Account
  - 3. Activate/Approve Photo
  - 4. Set Specialty/Provider Type Accounts
- ii. Find/Search a doctor - View & sort results
  - 1. List
  - 2. View
  - 3. Sort
  - 4. Filter



- iii. Lock/Unlock Accounts
- iv. Push Notifications
  - 1. Global
  - 2. Regional
  - 3. Demographic
  - 4. Specialty
- v. View Calendar
- vi. View Pending Appointments
- vii. View Past Appointments
- viii. Message Provider
- ix. We will provide an option to export Financial and Tax data to an accounting software (Client will have to sign up and provide access to their API)
- x. Authorize Payment Delivery
- xi. View Reports**
  - 1. Individual provider activity
  - 2. Consultations
    - a. By day, week, month, year
    - b. Urgent vs Specialist
    - c. Subspecialty
  - 3. Users (total)
    - a. Active Users - by region, demographic, specialty, etc.
- xii. Complaints/Low Star Review
  - 1. Review
  - 2. Action
  - 3. Close Incident
- xiii. Review and approve new doctors accounts
- xiv. Review and approve modifications to doctor's profile as and when done

#### 4. Video appointments management:

- a. The admin will have the ability to change the default video appointment duration and can change the cost as well.
- b. The admin will be able to access, review & audit the video consultation recording as needed.

## 5. **Inbox** (This will be your dashboard and will display KPI's)

- a. System Notifications (Client can sign up and we will integrate a 3rd party monitoring system like Pingdom to monitor system performance)
- b. New Practitioner Account
- c. Incomplete Reports
- d. Complaints
- e. Cancelled Appointments
- f. Pending Approvals/Activations

## 6. **Manage payments**

- a. 3rd party payment gateway will be integrated with the platform
- b. The admin can view payments from the patients
- c. The admin can release batch payments on a biweekly basis to the doctors (after its 10% cut), the admin can make changes to % cuts as needed.

## 7. **Billing & Finance**

- a. Payment Gateways (We will recommend one primary & one secondary payment gateway for integration and set it up upon your approval)
  - i. Reports
  - ii. Transactions Approved
  - iii. Transactions Pending
  - iv. Transactions Cancelled
  - v. Transactions Refunded
- b. Video API

- i. Independent Summary of Minutes Utilised
- c. Cloud Storage
- d. Advertisement Payments - Revenue, Profit, Loss

## 8. **Ads Management** - We will integrate a 3rd party Ad engine which may have the following features:

- a. Admin will add ads to promote labs, pharmacies, hospitals.
- b. Create Account
  - i. Account Type
  - ii. Account Target
  - iii. Account Contract
  - iv. Contract Renewal
  - v. Payment Verification
  - vi. Advertisement Settings
    - 1. Type (banner, organic, fullscreen, etc, or addition to directory)
    - 2. Number of views (purchased)
    - 3. Number of views (actual)
    - 4. Upload advertisement files
    - 5. Target settings
    - 6. Disable/Activate
    - 7. Initiate Campaign

**Note** - We will provide place holders for ads that can be managed by the admin. Admin can input ad details, decide the placement of the ad banner and decide the frequency & time of ad display.

## 9. **Revenue model**

- a. 2 Payment gateways (Option for Credit card, Apple pay, Android pay, Telecom payment - client will sign up and we will integrate)
- b. Fixed cost per consultation (price may differ for different specialties)





- c. Fixed cost per consultation (price may differ based on geographic location) USD or local currency option (based on geographic location)
- d. Promo/Coupon codes for credit towards consultation
  - i. A module to generate promo code by adding the credit amount
  - ii. Sending promo codes to the patients (via inbox or email)
  - iii. A patient can redeem the promo codes under their account settings
  - iv. While creating the appointment the patient can select to use promo code credits towards the video consultation charge
- e. Advertisements (banners, native, interstitial) from local/regional hospitals, pharmacies, laboratories, radiology centers) targeted to patients according to marketing agreements
- f. Advertisements (banners, native, interstitial) from same as above and also from pharmaceutical companies targeted to physicians according to marketing agreements

#### 10. **Resources content management**

- a. Add/Remove Article or Blog
- b. Add/Remove Video
- c. Edit Useful Contacts Directory (Hospitals, Pharmacies, Laboratories, Radiology, Government Agencies)
- d. Q&A Sessions
- e. Public Health & Awareness Campaigns - These will be blogs/articles related to an important day, for e.g. World Kidney day, The Breast Cancer Awareness month etc.

11. **Reports** - Data analytics - We will integrate a 3rd party Analytics solution like Mixpanel or Google Analytics. The data will be collected based on the app interactions

12. **Application data** - This can be viewed under apple & google play developers account

#### 13. **Settings**

- a. 2 factor authentication



- b. Reset password
- c. Logout

## Marketing Website for the app owner

The marketing website is required as per iOS & Android standards for app submission. We can design & develop a basic 3-5 page website

The website menu will include the following:

- Home page - will include some info about the Company, what the platform provides, who are the users of the platform, contact & support info, info to download the app. Login button for Doctors and Patients to sign in or sign up
- What it offers - This includes apps features, links to download the app.
- FAQs/Help
- Terms & conditions
- Contact us - This can include a contact form, support email, office address.

**Note:** Content and images will be provided by the client.

## Warranty

SDI provides a 6 months debugging warranty on every project. For the initial 6 months after acceptance/launch, if any bugs occur and are identified, we will fix them without any cost to you.

## Source Codes

All of the project Source codes will be handed over to the client on project completion. Upon completion and payment of all agreed invoices to SDI, the Client will be the sole and exclusive owner of all software assets and IP of the project.



### **Additional information**

**Source codes** - All of the codes, source codes and IP belongs to you at all times. It is transferred to you on project completion and receipt of our payments as agreed.

**Project Handover** - If after project completion, you hire your own programmers, we can assist in hand holding and knowledge transfer if needed.

**Logos and Design** - We will design the logo and icons, menus and the complete layout.

**Dedicated Programmers** - \$3800/Programmer/month - full time 8 hours 5 days a week.

**Additional tasks Hourly rate** - \$35/hour

**Annual Maintenance Contract (AMC)** - 25% of the project cost for 12 months

Thank You,

Sakshi Sharma

Software Developers, Inc

[www.softwaredevelopersinc.com](http://www.softwaredevelopersinc.com)