

SEARCHCRAFT DIGITAL

COURIER AGGREGATOR PLATFORM

Commercial Proposal, Feature Selection & Service Agreement

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1. PROPOSAL OVERVIEW

SearchcraftDigital offers a comprehensive and scalable Courier Aggregator Platform designed for courier companies, logistics startups, franchise networks, e-commerce businesses, shipping aggregators, and logistics service providers.

The platform is developed using modern and scalable technologies, including:

- ☒ React.js
- ☒ Node.js
- ☒ PostgreSQL

Our Basic Courier Aggregator Platform provides the essential technology infrastructure required to launch and manage a multi-courier logistics aggregation business.

2. BASIC COURIER AGGREGATOR PLATFORM

PACKAGE PRICE: ₹50,000 + Applicable Taxes

Please tick the features included in the selected package.

CORE PLATFORM FEATURES

- ☐ User Registration & Login
- ☐ User Dashboard / User Panel
- ☐ Admin Dashboard / Admin Panel
- ☐ B2C Order Booking Panel
- ☐ B2B Order Booking Panel
- ☐ Single Order Creation

- ❑ Bulk Order Upload
- ❑ Shipment Management
- ❑ Live Shipment Tracking
- ❑ Order Status Management
- ❑ NDR Management
- ❑ RTO Management
- ❑ Wallet Management
- ❑ Wallet Recharge through Payment Gateway
- ❑ Manual Wallet Recharge by Admin
- ❑ Wallet Transaction History
- ❑ COD Management
- ❑ COD Remittance Management
- ❑ Label Generation
- ❑ Label Configuration
- ❑ Invoice Generation
- ❑ Invoice Configuration
- ❑ Plan Management
- ❑ Rate Card Management
- ❑ Shipping Rate Calculator
- ❑ Volumetric Weight Calculator
- ❑ User-wise Rate Assignment
- ❑ Panel API
- ❑ API Documentation for Available Panel APIs
- ❑ Five (5) Courier API Integrations
- ❑ One (1) E-commerce / Channel Integration

- ☐ Basic Reports & Dashboard Statistics
 - ☐ Basic User & Account Management
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3. COURIER INTEGRATIONS

The Basic Courier Aggregator Package includes integration with up to five (5) courier service providers, subject to API availability and documentation provided by the respective courier companies.

Selected Courier Integrations

- ☐ Courier Integration 1: _____
- ☐ Courier Integration 2: _____
- ☐ Courier Integration 3: _____
- ☐ Courier Integration 4: _____
- ☐ Courier Integration 5: _____

Additional courier integrations beyond the five integrations included in the package may be charged separately depending on the complexity and scope of the integration.

4. CHANNEL INTEGRATION

The Basic Package includes one (1) channel or e-commerce integration.

Selected Channel

- ☐ Channel Name: _____

Additional channel integrations shall be quoted separately.

5. OPTIONAL ADD-ONS

The following modules are not included in the Basic ₹50,000 Package and can be purchased separately.

- ☐ **Employee Management Panel — ₹15,000**

Employee login, employee roles, permissions, access management, and employee-related operational controls.

❑ **International Shipping Panel — ₹12,000**

International shipment booking and management functionality. Third-party courier, customs, KYC, compliance, and API requirements shall depend upon the selected service providers.

❑ **Self Courier Creation & Manual Handling Module — ₹15,000**

Create and manage self-operated courier services, manual shipment handling, manual status updates, and related operational controls.

❑ **Franchisee Booking Panel — ₹25,000**

Franchisee management and booking functionality based on:

- State
- City
- Pincode

Includes basic franchisee booking and management functionality according to the mutually agreed project scope.

❑ **Android & iOS Mobile Applications — ₹35,000**

Customer mobile applications for Android and iOS.

App Store and Play Store developer account fees, third-party services, approvals, and publishing charges are not included.

❑ **Self E-commerce Portal — ₹35,000**

Development of an e-commerce portal integrated with the platform according to the mutually agreed basic project scope.

6. ADDITIONAL REQUIREMENTS

Please mention any additional features, customizations, integrations, or modules required.

❑ Additional Requirement 1:

❑ Additional Requirement 2:

☐ Additional Requirement 3:

7. COMMERCIAL SUMMARY

Basic Courier Aggregator Platform

☐ ₹50,000

Selected Add-ons

☐ Employee Panel — ₹15,000

☐ International Panel — ₹12,000

☐ Self Courier Creation & Manual Handling — ₹15,000

☐ Franchisee Booking Panel — ₹25,000

☐ Android & iOS Applications — ₹35,000

☐ Self E-commerce Portal — ₹35,000

Source Code

☐ Source Code — ₹1,00,000 Additional

COMMERCIAL CALCULATION

Basic Package: ₹ ____

Selected Add-ons: ₹ ____

Additional Customization: ₹ ____

Source Code Charges: ₹ ____

Subtotal: ₹ ____

Applicable Taxes: ₹ ____

Grand Total: ₹ ____

8. SOURCE CODE POLICY

The standard project price does not include ownership, transfer, or delivery of the complete source code.

- ☐ Source Code Required
- ☐ Source Code Not Required

If the client requires the complete source code of the project, an additional charge of ₹1,00,000 shall apply unless otherwise agreed in writing.

The source code shall be transferred only after receipt of the complete project payment, source code charges, applicable taxes, and any other outstanding amount.

Until the complete source code purchase payment is received, all intellectual property rights relating to the source code shall remain with Searchcraft Digital.

9. MAINTENANCE & SUPPORT

The first year of basic maintenance shall be provided free of cost from the date of project delivery or deployment.

After completion of the first year:

Annual Maintenance Charge: ₹12,000 + Applicable Taxes

The Annual Maintenance Service may include:

- ☒ Basic bug fixes
- ☒ Technical support for existing developed functionality
- ☒ Minor compatibility-related updates where reasonably required
- ☒ Basic platform maintenance

Annual maintenance does not include:

- ☐ New modules
- ☐ New functionality
- ☐ Major UI redesign

- ☒ New courier integrations
 - ☒ New channel integrations
 - ☒ Major third-party API changes
 - ☒ Server migration
 - ☒ Data migration
 - ☒ Custom development
 - ☒ Features outside the originally agreed project scope
- Such requirements shall be quoted and charged separately.

10. THIRD-PARTY EXPENSES

All third-party services and infrastructure expenses shall be paid directly by the client.

These expenses may include, but are not limited to:

- ☐ VPS / Cloud Server
- ☐ Domain Name
- ☐ SSL Certificate, if separately chargeable
- ☐ Cloud Storage / Bucket Storage
- ☐ Transactional Email Services
- ☐ SMS Gateway
- ☐ WhatsApp API
- ☐ Payment Gateway Charges
- ☐ Maps & Geolocation APIs
- ☐ OTP Services
- ☐ Courier API Charges
- ☐ E-commerce Platform Charges
- ☐ Apple App Store Developer Account

- ☐ Google Play Console Account
- ☐ Third-party Software Licences
- ☐ Any other paid API or external service

Searchcraft Digital shall not be responsible for any increase, modification, suspension, or discontinuation of third-party service charges.

11. CLIENT DETAILS

Client / Company Name:

Authorized Person Name:

Registered Address:

Email Address:

Contact Number:

GST Number, if applicable:

12. ACCOUNT & PAYMENT DETAILS

Account Holder Name:

Bank Name:

Account Number:

IFSC Code:

Branch Name:

UPI ID:

13. PAYMENT TERMS

The payment schedule shall be mutually agreed upon and mentioned in the final quotation, invoice, work order, or agreement.

Unless otherwise agreed in writing:

1. Project development shall commence after receipt of the agreed advance payment.
2. Subsequent payments shall be payable according to mutually agreed project milestones.
3. Final payment and all outstanding dues must be cleared before final project handover.
4. Source code shall not be transferred unless the applicable source code charges and all other

outstanding payments have been received.
5. Applicable taxes shall be charged additionally.
6. Payment gateway charges, bank charges, transaction charges, and third-party charges are not included in the project price.

14. PROJECT SCOPE

The project shall be developed according to the features, modules, integrations, and requirements selected and agreed upon in this document or any subsequently approved written scope document.

Any functionality not specifically mentioned in the agreed project scope shall be considered an additional requirement.

Additional requirements may involve:

- Additional charges
- Additional development time
- Revised delivery timelines
- Separate quotations

Searchcraft Digital shall inform the client about the commercial and timeline impact of major additional requirements before implementation.

15. PROJECT DELIVERY TIMELINE

The project timeline shall be finalized after:

- Confirmation of project scope
- Selection of required modules
- Confirmation of courier integrations
- Confirmation of channel integrations
- Receipt of required API documentation
- Receipt of the agreed advance payment
- Receipt of necessary content, credentials, and information from the client

Any delay in receiving APIs, documentation, credentials, approvals, content, payment, or feedback from the client may result in an extension of the delivery timeline.

16. COURIER API & THIRD-PARTY INTEGRATION TERMS

The client shall be responsible for obtaining valid accounts, agreements, API credentials, permissions, and approvals from courier companies and other third-party service providers.

Searchcraft Digital shall integrate third-party services based on the API documentation and technical resources made available by the respective service provider.

Searchcraft Digital shall not be responsible for:

- API downtime
- Third-party server failure
- Changes in API policies
- API discontinuation
- Courier service availability

- Courier rate changes
- Shipping delays
- Incorrect tracking information received from courier APIs
- Payment gateway downtime
- SMS or WhatsApp delivery failures
- Third-party account suspension
- Changes in government regulations

Any substantial redevelopment required due to major third-party API changes may be quoted separately.

17. CLIENT RESPONSIBILITIES

The client shall:

1. Provide accurate business and project requirements.
2. Provide required courier API credentials.
3. Provide payment gateway credentials.
4. Provide server, domain, and hosting access where required.
5. Provide third-party service credentials.
6. Provide timely feedback and approvals.
7. Test the software during the testing and acceptance period.
8. Ensure that the business operations conducted through the platform comply with applicable

laws and regulations.

9. Maintain the confidentiality and security of login credentials.
 10. Make all payments according to the agreed payment schedule.
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18. TESTING & PROJECT ACCEPTANCE

After completion of the agreed project scope, the client shall be provided an opportunity to test the platform.

The client must report reproducible bugs or issues relating to the agreed project scope within the mutually agreed testing period.

Issues reported during the testing period that fall within the original project scope shall be addressed by Searchcraft Digital.

Requests for new features, modifications, design changes, or functionality outside the agreed scope shall be treated as additional work.

The project shall be considered accepted after final approval, production deployment, commercial use, or expiry of the mutually agreed acceptance period, whichever occurs earlier, subject to applicable law and the written agreement between the parties.

19. CHANGE REQUEST POLICY

Any requirement outside the original agreed project scope shall be considered a Change Request.

Searchcraft Digital reserves the right to:

- Evaluate the requirement
- Estimate development effort
- Provide additional pricing
- Revise the delivery timeline
- Accept or reject technically impractical requirements

Work on additional requirements shall begin only after written approval of the revised scope and commercial terms.

20. REFUND & CANCELLATION POLICY

Payments made against completed work, development resources already allocated, third-party expenses, API integration work, custom development, design work, or completed project milestones shall generally be non-refundable to the extent permitted by applicable law.

If the client cancels the project after development has commenced, Searchcraft Digital shall be entitled to payment for work completed, resources allocated, and expenses incurred up to the cancellation date.

Any specific refund or cancellation arrangement agreed in writing between Searchcraft Digital and the client shall prevail over this general clause.

21. INTELLECTUAL PROPERTY RIGHTS

Unless the source code is separately purchased and fully paid for, all rights, title, and interest in the proprietary source code, reusable libraries, development frameworks, internal tools, templates, modules, methods, architecture, and technical components shall remain with Searchcraft Digital or their respective lawful owners.

Third-party libraries, open-source software, APIs, and services shall remain subject to their respective licence terms.

Purchase of source code does not transfer ownership of third-party software, APIs, libraries, frameworks, trademarks, or services.

22. CONFIDENTIALITY

Both parties agree to maintain reasonable confidentiality regarding confidential business information, technical information, credentials, pricing arrangements, customer data, and proprietary information received during the project.

Confidential information shall not include information that:

- Is publicly available
 - Was lawfully known before disclosure
 - Is independently developed
 - Is received lawfully from another source
 - Must be disclosed under applicable law or legal process
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23. DATA RESPONSIBILITY

The client shall remain responsible for the legality, accuracy, collection, processing, storage, and use of customer, shipment, employee, franchisee, and business data processed through the platform.

The client is responsible for implementing appropriate privacy policies, terms of service, user consent mechanisms, and statutory compliance required for its business operations.

Searchcraft Digital shall not be responsible for the client's misuse of the software or unlawful collection, processing, or distribution of data.

24. SOFTWARE SECURITY

Searchcraft Digital shall follow reasonable development practices for the agreed project scope.

However, no internet-connected software system can be guaranteed to be completely free from security vulnerabilities, cyberattacks, server failures, malware, unauthorized access, or third-party service failures.

The client is responsible for maintaining secure passwords, server access, backups, API credentials, and appropriate operational security after project handover.

Specialized cybersecurity audits, penetration testing, compliance certifications, and security monitoring are not included unless specifically mentioned in the agreed project scope.

25. LIMITATION OF LIABILITY

To the maximum extent permitted by applicable law, Searchcraft Digital shall not be liable for indirect, incidental, special, punitive, or consequential losses arising from the use or inability to use the platform, including loss of business, profits, revenue, data, customers, goodwill, or opportunities.

Searchcraft Digital shall not be responsible for losses resulting from third-party APIs, courier services, payment gateways, hosting providers, cloud services, telecommunications providers, government restrictions, or circumstances beyond reasonable control.

Any limitation of liability shall remain subject to applicable law and the final agreement executed between the parties.

26. SERVICE SUSPENSION

Searchcraft Digital reserves the right, subject to the applicable agreement and law, to suspend support, maintenance, hosting-related assistance, or other ongoing services in the event of:

- Non-payment of outstanding dues
- Unauthorized use of the software
- Illegal activities
- Security threats
- Material breach of the agreement

Where reasonably possible, the client shall be provided written notice before suspension.

27. FORCE MAJEURE

Neither party shall be liable for delays or failures caused by circumstances beyond reasonable control, including natural disasters, war, terrorism, civil unrest, government restrictions, internet outages, cyberattacks, pandemics, strikes, infrastructure failures, third-party service disruptions, or other force majeure events.

28. DISPUTE RESOLUTION & JURISDICTION

The parties shall first attempt to resolve any dispute through good-faith discussion and mutual negotiation.

If a dispute cannot be resolved amicably, further dispute resolution and jurisdiction shall be governed according to the final written agreement executed between Searchcraft Digital and the client and applicable laws of India.

Agreed Place of Jurisdiction:

29. NO GUARANTEE OF BUSINESS PERFORMANCE

Searchcraft Digital provides software development and technology services.

Searchcraft Digital does not guarantee:

- Business profitability
- Customer acquisition
- Shipment volume
- Courier performance
- Revenue generation
- Investment returns
- Market success
- Regulatory approvals

The commercial success of the platform depends upon the client's business model, operations, marketing, management, third-party providers, and market conditions.

30. FINAL DECLARATION

By signing this document, the client confirms that they have reviewed and understood:

- ☐ Basic Package Features
- ☐ Selected Courier Integrations
- ☐ Selected Channel Integration
- ☐ Optional Add-ons
- ☐ Source Code Policy
- ☐ Maintenance Charges
- ☐ Third-party Expenses
- ☐ Tax Obligations
- ☐ Payment Terms
- ☐ Project Scope
- ☐ Change Request Policy
- ☐ Testing & Acceptance Terms
- ☐ Intellectual Property Terms
- ☐ Legal Terms & Conditions

The client agrees to proceed according to the mutually agreed project scope, commercial terms, and conditions.

31. CLIENT ACCEPTANCE

FOR THE CLIENT

Company Name:

Authorized Person:

Designation:

Signature:

Company Stamp:

Date:

Place:

FOR SEARCHCRAFT DIGITAL

Authorized Representative:

Signature:

Date:

Place:

SEARCHCRAFT DIGITAL

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Technology Stack: React.js | Node.js | PostgreSQL