



Technical and Commercial Proposal on Bugs Identification Services

Abstract

Provides detailed service information. All services are online as testers are located across the world.

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Nature of Service: 100% online

Contents

I. Summary	2
II. Service Details.....	2
III. Activity and Responsibility Matrix.....	3
IV. What will be delivered for every bug?	4
V. Commercials.....	4

I. Summary

Bugs can really make or break the success of your product. According to the Applause blog, [88% of people will abandon an app because of bugs](#). Crazy, but this is the truth.

Have you ever been worried with a large number of application bugs that were detected by users after commercial release?

If your business is supported by online apps or online applications/websites, you need a high-quality product to support your business.

In order to achieve the same, a pool of independent testers, from across the world, can contribute to the perfect quality for your online app or application. This stage happens after the app or application has passed all internal testing.

It is user level testing before commercial release. Vyas Info Solutions is providing such services for last 10 years with customer base as below

- a. Lexplosion India Pvt.Ltd
- b. Beas Consultancy Services India Pvt. Ltd
- c. Wipro Consultancy India Pvt. Ltd
- d. Cracs Lab India Pvt. Ltd
- e. HeavenZ Travels and Tours

II. Service Details

Vyas provide you bugs on the following categories

1. Functional test
2. Visual errors
3. Performance when there is a deviation from google prescribed standards
4. Content errors
5. Crash

All bugs are prioritized as under

1. Critical – System hangs and cannot proceed any further.
2. High – System hangs but a workaround exist to run the system.
3. Medium – System does not hang but a sever error happens on a sub function.

4. Low – Deviation from usual application standards.

III. Activity and Responsibility Matrix

- a. Activity – A one page contract between the service provide and customer, with mutual responsibilities clearly mentioned, will be signed.
Responsibility – Both
- b. Activity – A brief requirement document on scope of work.
Please refer <https://vlpoint.com/customer-workspace> that provides an example of the standard of scope of work document to be provided.
Responsibility – Customer
- c. Activity – Based on activity b, bug identification testing will start.
Testers are all located across the world. This activity will usually happen when customer provide green signal to start the testing. Testing will happen after customer finishes all internal testing.
Responsibility – Service Provider
- d. Activity – Bug reporting
Bugs will be reported to customers once the same are identified.
Please refer to the below url on the format of bugs report
<https://docs.google.com/spreadsheets/d/1lwSXnprEV1fFBnqWeg3U8GZF3ITmsFWPvUD5mJSDEuE/edit>
- e. Activity – Subscription to bug identification and reporting
Customers subscribe at <https://vlpoint.com/subscribe-to-testing> to start the process.
Responsibility – Customer
- f. Activity – End date of the stage
End date will be decided by customer and can vary from two weeks to eight weeks.
Responsibility – Customer

IV. What will be delivered for every bug?

In order to clearly reproduce the bug that is reported, the following will be provide

- i. Video of all steps for the bug
- ii. Screenshot of the bug
- iii. Console log

To view an example, go to <https://vlpoint.com/bug-report-example>

All these are delivered along with consolidated bug report as explained in III d.

V. Commercials

Customer only pay for identified bugs.

Payment depends on categories and severity.

As this service happens after all internal bugs are detected and resolved, level of difficulty to identify bugs is maximum.

As testers are engaged across the world, they will be paid in USD and thus payment currency is USD.

Here are the charges for service

CATEGORY	SEVERITY	CHARGE IN USD
Functional	Critical	12
	High	10
	Medium	8
	Low	6
Visual		6
Performance		10
Content		6
Crash		15

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Payment Mode: All payments will be made by Paypal.

Invoice for payment: Invoice will be raised after 5 bugs are identified or 15 days of service has been provided, whichever is earlier. This may be relaxed after continued services. Services will be resumed only payment is received for 5 or less bugs or payment is received after 15 days of service.

The same can be paid in advance as well to avoid any disruption of service. For advance payments, an amount of 50 USD or more has to be paid.