



Proposal for Travel and Hospitality Software Development Services

For

Vythiri Holiday Resort

“Request for Proposal” Issued on

Proposal Ref: **ZITS/CLT/07-2025/VH/0039**

Submitted to:

Vythiri Holiday Resort

Submitted by:

Zillion IT Solutions

Kairali Complex, Thondayad

Calicut, Kerala, India.

E-mail: mail@zillionit.com

Version: 1.0

Cover Letter

Date: July 21, 2025

To:

Vythiri Holiday Resort

Wayanad

Subject: Proposal for Travel and Hospitality Software Development Services - Vythiri Holiday Resort

Dear Sir,

In the spirit of innovation and collaboration, we extend our heartfelt greetings to Vythiri Holiday Resort. Our proposal is more than a digital solution; it's an invitation to revolutionize the way organisations work.

We are writing to you on behalf of **Zillion IT Solutions (ZITS)**, a trailblazing leader in web application development. It is with great enthusiasm that we present this proposal for the development of a state-of-the-art web application for your esteemed organisation.

Latest Technologies

Our team at ZITS harnesses the power of the latest technologies to ensure that our solutions are robust and future-proof. Our proficiency in technologies such as **React** for dynamic user interfaces, **Node.js** for scalable server-side development, and **MongoDB** for efficient database management will contribute significantly to the success of the proposed web application.

Competitive Projects

ZITS has successfully delivered projects of similar magnitude and complexity. Noteworthy among them are collaborations with clients like **RSCP Calicut** and **GMHCK**, where we developed comprehensive web applications to streamline their businesses.

Our projects undergo rigorous software and cybersecurity testing to ensure security in real-time environments. We adhere to industry guidelines for safe and secure design and development.

ZITS is committed to delivering not just a product, but an unparalleled solution that aligns with your organisation's objectives. Our dedication to excellence, innovation, and a track record of successful projects position us as the ideal partner for this endeavor.

We are eager to discuss this proposal further and explore how ZITS can contribute to the continued success of Vythiri Holiday Resort. Please feel free to contact us to schedule a meeting at your earliest convenience.

Thank you for considering ZITS as your trusted partner. We look forward to bringing your vision to life and contributing to the advancement of Vythiri Holiday Resort.

Authorised Signatory

Zillion IT Solutions

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Websites: www.zillionit.com & www.illumine.in

Introduction - Zillion IT Solutions

For around **two decades**, Zillion IT Solutions (ZITS) has been providing web and mobile application solutions to the global government, non-government, and corporate organizations from varied industries. Our domain expertise has made us realize the importance of security in development, leading us to establish a presence in the **Cyber Security auditing domain** to protect organizations from the ever-growing threats of the digital world.

Our rich and diverse experience in web and mobile app development allows us to incorporate the **latest tools and technologies** to provide innovative and cost-effective solutions, enabling our clients to focus on their core business objectives while maximizing value.

Our designs undergo rigorous quality and security testing, ensuring that we deliver solutions that provide guaranteed business value. This commitment to excellence has helped us establish **long-term business relationships** with our clients and stakeholders.

At Zillion IT, we implement a **comprehensive Quality System** to ensure that all projects conform to strict standards. This system incorporates customer-specified procedures and standards, which we consider key to **successful business transitions** powered by our technology solutions.

Proposed Website Information Hierarchy

Home	Gallery (Photos, Videos, Guest Moments)
About Us	Reviews & Testimonials
Stay Options (Tree House, Honeymoon Villa, Family Cottage, Wooden House)	Blog / Travel Guide
Experiences (Resort Activities, Attractions, Nature Walks)	Book Now (Sticky CTA)
Facilities & Amenities	Contact Us (Form, Location, WhatsApp)
Packages & Offers (Honeymoon, Monsoon, Corporate, Family)	

Essential Modules for Efficient Handling of the Website

Booking & Reservation Management System

Front Desk / Check-in & Check-out Module

Billing & Invoicing

Housekeeping Management

Restaurant / Room Service Orders

Staff & Duty Roster Management
CRM (Customer Relationship Management)
Sales & Marketing Automation
Loyalty Program Module
Guest Portal / Mobile App
Feedback & Reputation Management
Data & Privacy Management (DPDP Compliant)

Proposed System Environment:

Keeping the requirements into consideration, we propose to use LAMP Stack OR MEAN Stack technology with latest versions of the Development. Environment, MySQL OR MongoDB as Database, Linux as a server's operating system and Apache OR Nginx as the Web Server

Proposed Project Timeline:

#	Title	Unit	Duration
Total Duration:			

Adding Seo And Security Auditing To The Project

SEO (Search Engine Optimization) for the Website

What It Includes:

On-Page SEO

- Keyword Research & Optimization
- Meta Titles & Descriptions
- URL Structure & Optimization
- Header Tags (H1, H2, H3, etc.)
- Image Optimization (Alt Text, Compression)

Technical SEO

- Website Speed Optimization
- Mobile Responsiveness & Core Web Vitals

Off-Page SEO

- Link Building & Backlink Strategy

Security Auditing for the Website

What It Includes:

Web Application Security Audit

- Penetration Testing (Ethical Hacking)
- SQL Injection, XSS, CSRF, and Other Vulnerability Testing

Cloud Security Audit

- Cloud Infrastructure (AWS, Azure, Google Cloud) Security Review

Estimation of Efforts: The total effort for the project has been worked out based on the following.

#	Implementation Activity
1	Website Frontend (Home, About Us, Rooms Overview, Contact Page, Gallery)
2	Rooms Listing & Detail Pages
3	Booking & Reservation System (Room booking form, Availability calendar, Booking confirmation page)
4	Front Desk / Check-in & Check-out (Admin check-in/check-out screen, Guest dashboard (booking status), Room status indicator)
5	Billing & Invoicing (Invoice view/download, Guest bill summary, Payment screen)
6	Housekeeping Management (Admin housekeeping task screen, Room status on frontend if needed)
7	Restaurant / Room Service (Room service menu, Guest order view, Admin kitchen order screen)
8	Staff & Duty Roster Management (Admin staff list, Shift scheduler, Attendance view)
9	CRM (Guest model, notes/comments, segmentation & communication history tracking)

#	Implementation Activity
10	Sales & Marketing Automation (Promo code screen, Campaign scheduling)
11	Loyalty Program Module (Reward point logic, referral tracking, redemption handling)
12	Guest Portal (Login/register, My bookings, Invoices, Room service, Feedback, Profile)
13	Feedback & Reputation Management (Feedback form, Testimonials page, Review list)
14	DPDP / Data & Privacy Compliance
15	Testing + UX Polish - Full system testing, responsiveness, bug fixes, UI polish.
16	Deployment + Docs - Final deployment setup, admin manual, code cleanup

Estimations & Budgeting For Web Solutions

Total cost will depend upon the number of days or hours for the Creative & Development of Website & Mobile App modules & Digital Marketing Options opted for the project.

Extra programming works, Art works, Plug-in Integrations will be estimated separately. Search Engine Optimization, Security Auditing, and Optimization Engineering will be extra.

Grand Total of the services will be changed based on circumstances & estimation, change in price also applicable.

Cost Inclusive:

- Basic Feasibility Study
- Concept Developing
- Estimation
- Layout Design
- Interface Design and Development
- Quality Check
- Security Auditing and Hosting

Web Design & Development Cost Bifurcation:

- Home Page Design [size A4]
 - 7 Sub Page Design [size A4] @ INR 1500
 - Plug-in Integrations [Banner, Gallery, etc.]
 - Photo Gallery
-

Total: 30,000.00/-

INR Thirty Thousand Only

Future Development, Creative & Modification charges will be INR 400/- Per Man Hours.

Following are the extra cost (Optional) from the scope of work:

Annual Application Maintenance Services will be charged at **20%** (of total web development cost).

The Payment break-up will be: **50% advance with work order. 50% on completion.**

No other hidden costs apart from specified.

Looking forward to a fruitful business relationship...!!

Appreciate a word in confirmation at the earliest to carry on our ties cordially.

Please Let us know your payment mode also. If it is through Bank transfer, please use the following details:

Bank Details:

Account Number: **38456815606**

Account Name: **Zillion IT Solutions**

Bank: **State Bank Of India**

Branch: **PBB Branch, Pottammal, Calicut (Kozhikode), Kerala, India**

IFSC Code: **SBIN0070758**

Terms & Conditions:

The following Terms and Conditions of Service apply to all products and services provided by Zillion IT Solutions (hereinafter referred to as ZITS) and in the event of any dispute are governed by the laws of India. All work is carried out by ZITS on the understanding that the client has agreed to our terms and conditions. Copyright is retained by ZITS on all design work including words, pictures, ideas, visuals and illustrations unless specifically released in writing and after all costs have been settled. If a choice of designs is presented and one is chosen for your project, only that solution is deemed to be given by us as fulfilling the contract. All other designs remain the property of ZITS, unless specifically agreed in writing.

Project Acceptance

At the time of proposal, Zillion IT Solutions will provide the customer with a written estimate or quotation by email. These Terms and Conditions can be read at any time on the Zillion IT Solutions website. A copy of the written estimate or quotation is to be signed and dated by the customer to indicate acceptance and should be returned to Zillion IT Solutions. Alternatively, the client may send an official purchase order in reply to the estimate or quotation which binds the client to accept our terms and conditions, or an email acknowledging acceptance of the quotation. For the avoidance of doubt, the Zillion IT Solutions Terms & Conditions are what govern the job, not any conditions on the customer's purchase order.

Design Charges

Charges for design services to be provided by Zillion IT Solutions will be set out in the written estimate or quotation that is provided to the customer. At the time of the customer's signed acceptance of this estimate or quotation, indicating acceptance of the Terms & Conditions, a non-refundable payment of 50% of the quoted fee will become immediately due. Unless agreed otherwise with the Client, all design services require an advance payment of a minimum of fifty (50) percent of the project quotation total before the work commences or is supplied to the Client for review. The remaining fifty (50) percent of the project quotation total will be due upon completion of the work prior to upload to the server or release of materials.

Source Files

We will supply proofs and PDF files as appropriate for printing, or other graphic files as detailed in the job scope or request. Charges for design work do not cover the release of our copyright design source files, including but not restricted to indd, psd, AI, png, fla or other source files or raw code; if the Client requires these files for transfer to an in-house or other designer, they will be subject to a separate quotation or 'buy-out' charge.

Charges for Other Services

Charges for any additional services requested during the project that are over and above the estimated time or out of scope, will become fully payable (100% of the quoted amount) at the time of estimate or quotation acceptance. Payment The customer will be provided with an Approval Form or Proof Email, and an Invoice prior to final publication. At this time the remainder of the amount due will become payable and the customer will also be required to sign and return the Approval Form or signify approval by email to Zillion IT Solutions. Any invoice queries must be submitted by email within 14 days of the invoice date. Accounts which remain outstanding for 30 days after the date of invoice, will incur late payment interest charge at the State Bank of India Base Rate plus 8% on the outstanding amount from the date due until the date of payment. Payments may be made by online transfer, credit card (Visa, Mastercard) or Debit Card. Payments made by cheque must be previously agreed and may be subject to an administration charge. Cheques should not be sent in regular mail unless sent recorded delivery. Publication and/or release of work done by Zillion IT Solutions on behalf of the client, may not take place before cleared funds have been received. Returned cheques will incur an additional fee of INR 50 per returned cheque. Zillion IT Solutions reserves the right to consider an account to be in default in the

event of a returned cheque.

Default

An account shall be considered default if it remains unpaid for 30 days from the date of invoice, or following a returned cheque. Zillion IT Solutions shall be entitled to remove Zillion IT Solutions 's and/or the customer's material from any and all computer systems, until the amount due has been fully paid. This includes any and all unpaid monies due for services, including, but not limited to, hosting, domain registration, search engine submission, design and maintenance, sub-contractors, printers, photographers and libraries. Removal of such materials does not relieve the customer of its obligation to pay the due amount. Customers whose accounts become default agree to pay all Zillion IT Solutions 's reasonable legal and accounting expenses and third party collection agency fees in the enforcement of the debt and these Terms and Conditions.

Copyrights and Trademarks

By supplying text, images and other data to Zillion IT Solutions for inclusion in the customer's website or other medium, the customer declares that it holds the appropriate copyright and/or trademark permissions. The ownership of such materials will remain with the customer, or rightful copyright or trademark owner. Any artwork, images, or text supplied and/or designed by Zillion IT Solutions on behalf of the customer, will remain the property of Zillion IT Solutions and/or its suppliers unless otherwise agreed in writing. A licence for use of the copyright material is granted to the customer solely for the project defined in the scope or request and not for any other purpose. The customer may request in writing from Zillion IT Solutions, the necessary permission to use materials (for which Zillion IT Solutions holds the copyright) in forms other than for which it was originally supplied, and Zillion IT Solutions may, at its discretion, grant this and may charge for the additional usage. Such permission must be obtained in writing before any of the aforesaid artwork, images, text, or other data is used. Any software, code, plugin or other third party material used in a web or digital project remains the property of the creator and any ongoing licence fees or fees for upgrades are the responsibility of the client, not Zillion IT Solutions. By supplying images, text, or any other data to Zillion IT Solutions, the customer grants Zillion IT Solutions permission to use this material freely in the pursuit of the design. Should Zillion IT Solutions, or the customer supply an image, text, audio clip or any other file for use in a website, multimedia presentation, print item, exhibition, advertisement or any other medium believing it to be copyright and royalty free, which subsequently emerges to have such copyright or royalty usage limitations, the customer will agree to allow Zillion IT Solutions to remove and/or replace the file on the site. The customer agrees to fully indemnify and hold Zillion IT Solutions free from harm in any and all claims resulting from the customer in not having obtained all the required copyright, and/or any other necessary permissions.

Alterations

The customer agrees that changes required over and above the estimated work, or in addition to the agreed scope, or where the client makes changes to the supplied copy or changes required to be carried out after acceptance of the draft design, will be liable to a separate charge. The customer also agrees that Zillion IT Solutions holds no responsibility for any amendments made by any third party, before or

after a design is published.

Licensing

Any design, copywriting, drawing, idea or code created for the customer by Zillion IT Solutions, or any of its contractors, is licensed for use by the client on a one-time only basis and may not be modified, re-used, or re-distributed in any way or form without the express written consent of Zillion IT Solutions and any of its relevant sub-contractors. All design work – where there is a risk that another party make a claim, should be registered by the client with the appropriate authorities prior to publishing or first use or searches and legal advice sought as to its use. Zillion IT Solutions will not be held responsible for any and all damages resulting from such claims. Zillion IT Solutions is not responsible for any loss, or consequential loss, non-delivery of products or services, of whatever cause. The customer agrees not to hold Zillion IT Solutions responsible for any such loss or damage. Any claim against Zillion IT Solutions shall be limited to the relevant fee(s) paid by the customer.

Data Formats

The client agrees to Zillion IT Solutions's definition of acceptable means of supplying data to the company. Text is to be supplied to Zillion IT Solutions in electronic format as standard text (.txt), MS Word (.docx) or via e-mail / FTP or shared folder. Images which are supplied in an electronic format are to be provided in a format as prescribed by Zillion IT Solutions via e-mail / FTP. Images must be of a quality suitable for use without any subsequent image processing, and Zillion IT Solutions will not be held responsible for any image quality which the client later deems to be unacceptable. Zillion IT Solutions cannot be held responsible for the quality of any images which the client wishes to be scanned from printed materials. Additional expenses may be incurred for any necessary action, including, but not limited to, photography and art direction, photography searches, media conversion, digital image processing, or data entry services, colour correction and alteration of images

Design Project Duration

Any indication given by Zillion IT Solutions of a design project's duration is to be considered by the customer to be an estimation. Zillion IT Solutions cannot be held responsible for any project over-runs, whatever the cause. Estimated project duration should be deemed to be from the date that cleared funds are received by Zillion IT Solutions for the initial payment or by date confirmed in writing by Zillion IT Solutions.

Rights of Access for Website Construction

The client agrees to allow Zillion IT Solutions all necessary access to computer systems and other locations, as required, in order to complete a website project and until all due funds are cleared, including the necessary read/write permissions, usernames and passwords. The customer also agrees to allow Zillion IT Solutions access to any computer systems, usernames and passwords required to remove data and/or sites for failure to comply with these Terms and Conditions. The customer agrees to supply Zillion IT Solutions with all necessary materials, electronic, or otherwise, required to create and complete the project, and to supply them in a timely manner.

Design Project Completion

Zillion IT Solutions considers the design project complete upon receipt of the customer's signed Approval form or signoff email. Other services such as printing, display panel production, filmwork, website uploading, publishing etc either contracted on the client's behalf constitute a separate project and can be treated as a separate charge.

Website design only

Zillion IT Solutions require that a template is approved by the customer before coding of a site commences. Once the template(s) for the web site are approved by the customer, coding will commence; any changes to navigation items, colours, structure or content that require changes to the template will incur an additional charge. Once web design is complete, Zillion IT Solutions will provide the customer with the opportunity to review the resulting work. Zillion IT Solutions will make one set of minor changes at no extra cost within 14 days of the start of the review period. Minor changes include small textual changes and small adjustments to placement of items on the page. It does not include changes to images, colour schemes or any navigation features. Any minor changes can be notified to Zillion IT Solutions by e-mail. Zillion IT Solutions will consider that the client has accepted the original draft, if no notification of changes is received in writing from the customer, within 14 days of the start of the review period.

Web Development

The web page size is restricted as A4 size if the size exceeds then it will be considered as another page. Rates quoted for programmed modules is only for the executable version and not for the Source Code of the program. Any future modifications once the client approves the website would be charged INR. 500/- hour. Programming works will estimated to get its work volume before the quotation is submitted. Each programmed module will be executed as per the detailed Customer Requirement Specification that would be submitted in advance. Client is requested to go through the S R S. in detail and suggest changes if any before hand. The programmed modules will be developed as per the approved SRS.

Hosting websites

Zillion IT Solutions offers a limited hosting services through an out-sourced virtual server. Zillion IT Solutions does not guarantee continuous service and will accept no liability for loss of service, whatever the cause. Zillion IT Solutions may request that clients change the type of hosting account used if that account is deemed by Zillion IT Solutions to be unacceptable because of poor service, lack of bandwidth or in any other way insufficient to support the website. Fees for hosting on Zillion IT Solutions's virtual server are due at the commencement of any period of service and are non- refundable.

Domain Registration

Zillion IT Solutions cannot guarantee the availability of any domain name. Where Zillion IT Solutions is to register a domain name on behalf of a client it will endeavour to do so but the client should not assume a successful registration.

Search Engine Submission

Due to the infinite number of considerations that search engines use when determining a site's ranking, Zillion IT Solutions cannot guarantee any particular placement. Acceptance by any search engine cannot

be guaranteed and when a site is accepted, the time it takes to appear in search results varies from one search engine to another. Rankings will also vary as new sites are added. Zillion IT Solutions recommend that customers use a professional SEO services and are happy to provide details of such services, but accept no responsibility for the services.

Design Credits

The customer agrees to allow Zillion IT Solutions to place a small credit on printed material exhibition displays, advertisements and/or a link to Zillion IT Solutions own website on the customer's website. This will usually be in the form of a small logo or line of text placed towards the bottom of the page. The customer also agrees to allow Zillion IT Solutions to place websites and other designs, along with a link to the client's site on Zillion IT Solutions's own website for demonstration purposes and to use any designs in its own publicity and portfolios.

e-mail management systems:

1. It would be along with server space and it would be chargeable as per client's email space requirement. 2. Google/Microsoft offers a latest service to use email with your domain name. This facility has all the features like spam protection and 30 GB space. Zillion IT Solutions can set up this facility free of cost. Customer has the full freedom to choose from the Three.

Rights of Refusal

Zillion IT Solutions will not include in its designs, any text, images or other data which it deems to be immoral, offensive, obscene or illegal. All advertising material must conform to all standards laid down by all relevant advertising standards authorities. Zillion IT Solutions also reserves the right to refuse to include submitted material without giving reason. In the situation where any images and/or data that Zillion IT Solutions does include in all good faith, and subsequently discovers is in contravention to such Terms and Conditions, the customer is obliged to allow Zillion IT Solutions to remove the contravention without hindrance, or penalty. Zillion IT Solutions is to be held in no way responsible for any such data being included.

Cancellation

Cancellation of orders may be made initially by telephone contact, or e-mail, however, following this, Zillion IT Solutions will need formal notification in writing to the company's postal address. The client will then be invoiced for all work completed over and above the non-refundable deposit that will have been made at the time of first ordering. The balance of monies due must be paid within 30 days. Please note: any cancellation which is not formally confirmed in writing and received by Zillion IT Solutions within 14 days of such instruction being issued, will be liable for the full quoted cost of the project.

Disclaimer

ZITS makes no warranties of any kind, express or implied, for any and all products and/or services that it supplies. ZITS will not be held responsible for any and all damages resulting from products and/or services it supplies. ZITS is not responsible for any loss, or consequential loss of data, or non-delivery of products or services, of whatever cause. While we take reasonable steps to investigate the materials we recommend, we accept no responsibility for the performance or quality of materials or any

consequential loss arising from their failure. The customer agrees not to hold ZITS responsible for any such loss or damage. Any claim against ZITS shall be limited to the relevant fee(s) paid by the customer. ZITS reserves the right to use the services of sub-contractors, agents and suppliers and any work, content, services and usage is bound by their Terms and Conditions. ZITS will not knowingly perform any actions to contravene these and the client also agrees to be so bound. ZITS and its clients agree to comply with Printers Terms and Conditions which include disclaimers for non-completion on time and the flexibility to supply quantities within 10% of the total ordered. ZITS recommend that if an exact quantity is required, then 10% extra is added to the quantity and extra time made available should the job be delayed.

General

These Terms and Conditions supersede any previous Terms and Conditions distributed in any form. ZITS reserves the right to change any rates and any of the Terms and Conditions at any time and without prior notice.

Acceptance of Terms and Conditions and Quotation

The placement of an order for design and/or any other services offered by ZITS, by email, verbally or in writing, is deemed to be acceptance of these terms and conditions, which are freely available on request. An estimate validated by the customer's signature on the estimate or quotation form, or by email, constitutes acceptance of the estimate or quotation and agreement to comply fully with all the Terms and Conditions and forms a Contract for Business between the signatory and ZITS

Our Office Address & Labs:

Zillion IT Solutions (An Illume Venture)

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Thodayad, Mavoor Road, Calicut 17.
+91 6235 24 7 365
+91 7909 24 7 365 (Poonam)
mail@zillionit.com www.zillionit.com

Our Office Address:

Zillion IT Solutions

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www.zillionit.com

Our Contributors

ILLUME Intelligence India Pvt. Ltd. | Cyber Hygiene . Community