

NTO-26020 · Operational System Build

Custom Software for a Single Business Operation

1. WHO THIS IS FOR

A company that runs one core operation on spreadsheets, paper, email or a tool that no longer fits, and needs it as software: one clear process, one team using it, and the data in one place.

2. WHAT'S INCLUDED

Fixed scope, fixed price. The limits below are what the price is built on: anything above them moves to the next package or is quoted separately.

What we count	Included in the base
User roles	Up to 2 business roles plus one administrator
Data entities (the main things the system stores)	Up to 6
Screens	Up to 15
Business rules requiring custom logic	Up to 10, of standard complexity
Standard reports with CSV export	Up to 3
Integrations with external systems	1
Expected concurrent users	Up to 50

Functionality included: authentication and user management, administration panel, create/read/update/delete on every entity, search and filtering, role-based access, standard reports and data export, responsive interface, deployment to production and go-live support, automated backups, training session and usage documentation.

Every project includes design, development, QA and project management. NTSprint Engineering selects the technology and architecture at kick-off and includes them in the proposal.

How we count

Limit	What counts
Application boundary	One responsive web application, one organization, one business operation and one language.
User roles	Up to 2 business roles plus one administrator role. Field-level permissions and multi-step approval matrices are separate scope.
Screens	A screen is one distinct user-visible route or modal. Responsive breakpoints and permission states do not count as separate screens.
Business rules	Validations and simple conditionals. Rules that require a state machine or logic across several systems are quoted separately.
Reports and export	Up to 3 standard tabular reports with CSV export. BI dashboards, scheduled reports and custom document layouts are excluded.
Integration	One documented API or SaaS integration with sandbox access and credentials. Custom middleware, unavailable APIs and vendor remediation are quoted separately.
Concurrency	Up to 50 concurrent users is a sizing assumption used to design the architecture. It is not a performance guarantee. Formal load testing and certification are quoted separately.

3. DELIVERABLES, TIMELINE AND PRICE

	Duration	Price
Base package	8 weeks	\$12,300

Fixed price for the scope defined above. Not time and materials. Work beyond the stated boundary is quoted separately as a Change Request.

The timeline starts once we have the content, data, and access needed to begin, not at signature.

What you receive

- Working system in production - Source code in the client's repository	- Recorded training session - Environments configured and handed over
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• Data model and database documentation • Administrator and end-user guide	• All credentials and accounts transferred
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How the work is delivered

Stage	What is working at the end of it	Duration
1. Definition and design	Process, acceptance criteria, and business rules agreed and frozen; data model, architecture, and screen designs approved	1.5 weeks
2. Core build	Authentication, roles, data entities, search, and administration panel working on staging	2 weeks
3. Rules, integration and reporting	Business rules, reports and export, the external integration and monitoring working on staging	2 weeks
4. QA, acceptance and go-live	Internal QA, your acceptance testing, release to production, documentation and training	1.5 weeks

Seven weeks of execution plus one week of buffer for approvals between stages. Each stage closes with the completed functionality delivered and documented in an end-of-stage report, with a live demo when you want one.

5. WARRANTY AND SUPPORT

Warranty: 30 days from go-live. We fix any defect in what we built, at no cost. It does not cover new functionality or content changes.

Support is optional and starts after the warranty. Pick a plan or none.

Plan	What you get	Response	Monthly
Basic	Updates, backups, monitoring, and security patches · 4 hours of changes per month	48 hrs	\$320
Standard	Everything in Basic · 12 hours of changes per month · Monthly report, performance and security review	24 hrs	\$560
Premium	Everything in Standard · 24 hours of changes per month · Weekly review call, priority queue and named contact	8 hrs	\$840

Billed monthly. Cancel with 30 days' notice.

6. BILLING

No advance payment. Billing is agreed with the client: either by milestone or at the close of each sprint. The total price does not change, only how it is distributed.

Payment within 15 days of invoice · 30-day warranty from go-live · Intellectual property transferred on payment of the final invoice.

7. WHAT'S NOT INCLUDED

Native mobile applications · Multi-tenancy and multiple organizations · Offline mode · Data migration from legacy systems · Custom identity federation · Regulated compliance certification · Hosting, domain, licenses and third-party service fees · Content and copywriting · Ongoing maintenance, unless a support plan is contracted · Changes to the client's existing systems

8. WHAT WE NEED FROM YOU

One decision-maker · Content, data, and access delivered before the relevant stage begins · Feedback within 5 business days. Delays beyond these terms pause the schedule.

Included revisions: 2 design rounds and 1 functional round per delivery stage. Additional rounds are quoted separately.