

Custom Platform Proposal & Services Agreement

Client: Golf Cove

Primary Contact: EJ

Service Provider: NJ Developments

Partners: Javier Flores & Nolan Kreiger

Effective Date: _____

Version: v2 (Comprehensive)

This document includes (1) a project proposal describing scope, deliverables, and pricing, and (2) a services agreement establishing responsibilities, support expectations, and protections for both parties.

Note: This is a business agreement template and not legal advice. Either party may have counsel review prior to signing.

Contents

1. Executive Summary
 2. Project Overview & Phasing
 3. Phase 1 Scope (Season Launch)
 4. Phase 2 Scope (April Release)
 5. Pricing & Payment Terms
 6. Support, Maintenance & Service Levels
 7. Change Requests & Scope Control
 8. Responsibilities (Client & Provider)
 9. Security, Data, and Privacy
 10. Intellectual Property & Licensing
 11. Warranties & Disclaimers
 12. Limitation of Liability
 13. Term, Suspension & Termination
 14. Confidentiality
 15. Dispute Resolution & Governing Law
 16. Signatures
- Appendix A: Deliverables Checklist
- Appendix B: Pricing Comparison Tables

1. Executive Summary

NJ Developments will deliver a two-phase custom software platform for Golf Cove. Phase 1 is a limited tournament and payment module accessible via a dedicated link, intended for the upcoming season. Phase 2 expands to a fully hosted, business-critical platform including full website hosting, a custom POS system, and scheduling replacement.

This agreement is designed to protect both parties by clearly defining scope, pricing, launch criteria, support responsibilities, and how changes are handled.

2. Project Overview & Phasing

The project will be delivered in two phases to reduce risk, enable a stable season launch, and allow a structured rollout of larger operational systems.

Phase 1 (Season Launch): Tournament + registration + payment processing + admin panel, delivered as a standalone link.

Phase 2 (April Release): Full platform including website hosting, POS, scheduling replacement, and expanded admin controls.

3. Phase 1 Scope (Tournament & Payment Module — Season Launch)

Purpose: Provide a production-ready tournament and payment experience without migrating or hosting the full Golf Cove website.

3.1 Included Deliverables

- Tournament creation and management tools
- Player registration workflow and validation
- Secure integration with a third-party payment processor (e.g., Stripe/Square)
- Dedicated tournament access link that Golf Cove can place on its existing site
- Admin panel to manage registrations, view payments, issue refunds (where supported by processor), edit entries, and export data
- Deployment to agreed environment and go-live support
- In-season bug fixes for issues impacting normal operation

3.2 Explicit Exclusions (Not Included in Phase 1)

- Full website hosting or website migration
- POS system functionality
- Scheduling system replacement
- Inventory, payroll, staff permissions beyond the admin panel described above
- Major feature additions or redesigns not listed in 3.1

3.3 Acceptance Criteria (Go■Live)

- Users can register for a tournament and successfully complete payment
- Admin can view and export a tournament roster and payment status
- Core flows function on current versions of Chrome/Safari on desktop and mobile

- Critical issues (P0) resolved prior to launch

4. Phase 2 Scope (Full Platform + POS + Hosting — April Release)

Purpose: Transition Golf Cove to a fully hosted and managed platform supporting public-facing and internal operations.

4.1 Included Deliverables

- Full website hosting and management by NJ Developments
- Migration of existing website to NJ Developments-managed infrastructure (or agreed host)
- Custom POS system (core checkout/sales flows as defined in Phase 2 requirements)
- Scheduling system replacement (as defined in Phase 2 requirements)
- Expanded admin controls and role-based permissions (baseline roles to be defined)
- Monitoring, performance tuning, and ongoing platform optimization

4.2 Phase 2 Exclusions (Unless Added via Change Order)

- Hardware procurement (registers, scanners, printers) unless explicitly added
- Payment processor hardware setup or merchant account underwriting
- Complex accounting integrations (e.g., QuickBooks/Xero) unless specified
- Custom mobile apps (iOS/Android) unless specified

4.3 Phase 2 Planning Note

Phase 2 scope will be finalized in a short requirements confirmation (written) prior to development. Final pricing within the Phase 2 ranges below will be set after requirements confirmation.

5. Pricing & Payment Terms

Pricing is presented with three anchors: (1) market reference, (2) NJ Developments standard pricing, and (3) founding client pricing for Golf Cove.

5.1 Phase 1 Pricing Comparison

	Market Price	NJ Dev Standard	Founding Client
Upfront	\$3,000 – \$6,000	\$2,000 – \$3,000	\$1,000
Monthly	\$150 – \$300	\$125 – \$175	\$75

5.2 Phase 2 Pricing Comparison

	Market Price	NJ Dev Standard	Founding Client
Upfront	\$10,000 – \$20,000	\$7,000 – \$10,000	\$5,000 – \$6,500
Monthly	\$600 – \$1,000	\$400 – \$600	\$300 – \$450

5.3 Payment Schedule

- Each phase: 50% of the upfront fee due at phase start; 50% due prior to go-live.
- Monthly fees begin on the go-live date for that phase and are billed monthly in advance.

- Late payments may pause work or suspend hosted services after written notice.

5.4 Invoicing

NJ Developments will provide invoices by email. Golf Cove will pay within 7 calendar days unless otherwise agreed in writing.

6. Support, Maintenance & Service Levels

Monthly fees cover ongoing support as described below. This is intended to keep the system stable, secure, and operational.

6.1 Support Included

- Bug fixes and maintenance for the delivered features
- Security updates and dependency updates (as applicable)
- Basic monitoring and operational support
- Minor content/config updates (reasonable amounts)

6.2 Response Targets

Severity	Example	Response Target	Work Target
P0 (Critical)	Payments down; cannot register	Same day	Continuous until stable
P1 (High)	Major function broken; workaround exists	Next business day start	
P2 (Normal)	Minor defect / UI issue	2–3 business days	Scheduled

Targets are best-effort and assume timely client feedback and third-party service availability.

7. Change Requests & Scope Control

Any request outside the scope listed in Sections 3 and 4 is treated as a change request.

- NJ Developments will provide a written estimate (cost and schedule impact) for approval.
- No out-of-scope work begins without written approval (email is acceptable).
- Urgent requests may be prioritized with a separate agreed fee.

8. Responsibilities

8.1 Golf Cove Responsibilities

- Provide timely access to existing website, domain/DNS, and required accounts (as applicable)
- Maintain and provide access to payment processor/merchant accounts (unless otherwise agreed)
- Provide tournament rules, pricing, refund policies, and required terms to be displayed
- Provide timely feedback and approvals to avoid launch delays

8.2 NJ Developments Responsibilities

- Develop and deploy the scoped deliverables for each phase
- Maintain reasonable security practices for systems under NJ Developments control
- Provide support per Section 6 for subscribed months

- Communicate risks, blockers, and major issues promptly

9. Security, Data, and Privacy

Payments are handled through a third-party processor. NJ Developments will not store raw card numbers on its servers.

9.1 Data Ownership

Golf Cove owns its business data and content. NJ Developments will provide reasonable export assistance upon request.

9.2 Security Practices

- HTTPS/TLS for production traffic
- Access controls for admin functionality
- Reasonable logging and monitoring (scope-dependent)
- Timely security patches for hosted components under NJ Developments control

10. Intellectual Property & Licensing

Unless otherwise agreed in writing, NJ Developments retains ownership of underlying code, templates, and platform architecture. Golf Cove receives a license to use the delivered platform while the agreement is active and fees are current.

11. Warranties & Disclaimers

NJ Developments warrants services will be performed in a professional manner. Except as stated, the platform is provided “as is” and implied warranties are disclaimed to the extent permitted by law.

12. Limitation of Liability

To the maximum extent permitted by law, NJ Developments will not be liable for indirect or consequential damages (including lost profits or business interruption). Total liability is limited to amounts paid in the prior three (3) months.

13. Term, Suspension & Termination

- Agreement begins on the Effective Date and continues until terminated.
- Either party may terminate with 30 days written notice.
- NJ Developments may suspend services for non-payment after written notice and a reasonable cure period.
- Upon termination, Golf Cove remains responsible for fees incurred through the termination date.

14. Confidentiality

Both parties will keep confidential any non-public business, technical, or financial information learned during the engagement and will use such information only to perform under this agreement.

15. Dispute Resolution & Governing Law

The parties will attempt good-faith resolution of disputes through direct discussion. If unresolved, the parties may pursue mediation before litigation. Governing law and venue: _____ (to be completed).

16. Signatures

By signing below, the parties agree to this Proposal & Services Agreement.

Golf Cove	
Name:	_____
Title:	_____
Signature:	_____
Date:	_____

NJ Developments	
Javier Flores — Signature:	_____
Date:	_____
Nolan Kreiger — Signature:	_____
Date:	_____

Appendix A — Deliverables Checklist

Phase 1 (Season Launch)

- Tournament creation/editing
- Registration flow
- Payment flow working end-to-end
- Admin panel basics
- Exports (CSV or equivalent)
- Go-live checklist completed

Phase 2 (April Release)

- Website hosting & migration complete
- POS core workflows delivered
- Scheduling replacement delivered
- Role-based admin permissions baseline
- Monitoring & basic operational runbook

Appendix B — Pricing Comparison Tables

Phase 1 Pricing Comparison (Summary)

	Market Price	NJ Dev Standard	Founding Client
Upfront	\$3,000 – \$6,000	\$2,000 – \$3,000	\$1,000
Monthly	\$150 – \$300	\$125 – \$175	\$75

Phase 2 Pricing Comparison (Summary)

	Market Price	NJ Dev Standard	Founding Client
Upfront	\$10,000 – \$20,000	\$7,000 – \$10,000	\$5,000 – \$6,500
Monthly	\$600 – \$1,000	\$400 – \$600	\$300 – \$450

Founding client pricing is offered in recognition of Golf Cove's early partnership with NJ Developments and is subject to timely payment and cooperation.