**What language will this be developed in?**

**Ans:** C# or PHP, we can use either of these if the client doesn’t have a preference. Our preference will be to develop this in PHP as it would be the lowest cost option since it will use MYSQL. With .NET technologies, the client will have to arrange a SQL Server framework which will be more expensive.

**Need to make sure we have appropriate API’s with a WSDL files for integration.**

**Ans:** Absolutely. We will document all the necessary files before we start development.

**XML files will need to have XSD files with them.  Preferably XSD files should not have “includes” or “imports”. No XSD should contain only simple types.**

**Ans:** Sure. Not a problem.

**We will need the ability to update formats on our own after the project is complete (annual maintenance).**

**Ans:** The ADMIN PANEL is contemplated to be an interface where the client will be able to update formats and administer the API after the project is complete.

**The project will need to be extendable, we would need to add functionality for other specs (state filing).**

**Ans:** OK. Not a problem. The new feature requirements will add an additional 70 hours of development and testing efforts resulting in a slightly longer 5-6 month delivery window. To account for this the payment terms will also be extended by one more month to be paid in 5 equal monthly installments with the first payment being due upon project sign off.

**After the 30 day post deployment support, would it be possible to have a developer “on call” with a monthly contract for a quick fix should there be a problem?**

**Ans:** Sure. We have provided pricing for a full-time monthly resource. However, we will recommend a part-time resource (dedicated 20 hours a week) as a dedicated 0.5 resource for some time after the launch. We do not believe that you will need a full-time developer after the launch.

**It looks like the fixed price contract is a 6 month contract, with estimated deliver in 4 months and 4 payments.  Does this mean the price covers 6 months if it takes longer than expected?  If the project ends up taking 3 months, is the price adjusted?**

**Ans:** This is a Fixed Price Contract. There will be no additional charges if we go over the 6 month estimate, nor will there be any price adjustments if we’re able to deliver the project in under 3 months.

**Can we exit the agreement early if we determine that Shield Watch is not understanding and complying with our needs?**

**Ans:** Absolutely. We believe in a long-term relationship with our clients and would never want to hold an unsatisfied client hostage to a contract. You can absolutely exit the agreement if Shield Watch is not able to cure an issue for which the Client has notified Shield Watch in writing. There is no termination fee or cancellation fee. The only amount payable will be the contracted monthly installment, prorated up to the date of termination.