

Bite IT Ltd

15/5/06

Standard Assumptions

All proposals and costings are based upon the following assumptions:-

- Bite IT will be provided with any existing graphics in PC data format. Any downloadable documents will be provided to Bite in the finished state (eg PDF) and will not require manipulation by Bite IT.
- Bite IT services do not include providing Internet access, email sending or retrieval. These services should be obtained from an appropriate ISP. Where Bite IT provide web hosting facilities, email forwarding can be included, if required.
- Bite IT assume all of the web site text is to be input by the client. Copy writing services can be provided at additional cost if required.
- The costings exclude external fees or charges from third parties for web site content, such as library images, photographs, translations, news-feeds, map services, credit card clearance fees or royalties for music. If this content is required, Bite IT can source suppliers and provide options in this respect upon request.
- Unless database data capture facilities are specifically requested, online forms will forward the information as an email to a specific email address.
- The Bite IT web design credits, logo and web link will be included on the site and the right is reserved to use the site images, client logo and client name on the Bite IT client list and for other marketing purposes.
- Where database functionality is included in the proposal, PHP MySQL databases will be used (unless otherwise stated). Test data will be input by Bite IT into database section of the site and the client will be responsible for inputting the actual data.
- Upon receipt of the final payment for the project, the ownership of the HTML code passes to the client. Where pre-existing code is used such as the Bite IT content management system, Bite IT retains the ownership of the source code and licences the client to use the facilities.
- We assume that artwork or data passed to us does not need to be returned, unless specified otherwise.
- Bite IT will determine the file names, directory names and file structures.
- Documentation of the solution is not assumed to be required. This can be provided at additional cost if specifically requested.
- It is the responsibility of the client to determine the wording of the entire web site content, including (but not limited to) terms and conditions, eCommerce trading policy, copyright, data protection and privacy statements. Bite IT do not provide legal advice and strongly recommend that the client consults a suitable solicitor for such advice, such as Mark Shipley at Shipley Solicitors 0151 705 3440
- Online payments are assumed to be taken by PROTX using PROTX servers - additional charges will apply if any other system is required. The client is responsible for securing a merchant account with a bank, which is compatible with the PROTX system.
- We do not charge for 'bug' fixes within 6 months of a new system being implemented - after this time, we assume that usage and testing will have removed all but a few minor 'unforeseen' issues, which are

then taken care of within the maintenance contract. 'Bugs' are defined as errors in the code which do not conform to the specification (not user preferences which were not outlined in the specification or picked up in testing before sign off).

- **The timescales agreed in the specification assume that we receive the signed Key Stage sign off forms within 10 days of being sent to the client. If this period is exceeded, the project will be delayed and new timescales will be provided by Bite IT (taking into account our other scheduled work). The cost of the project may also increase due to our increased project management costs.**
- **The client will have the opportunity to request a maximum of 3 lists of amendments for each key stage of the project. Amendments are limited to preferences, not changes to the functional specification. Amendments of graphics are limited to the first sign off stage. All other amendments will be additionally discussed and the price will be separately agreed.**
- **Please note that projects will not proceed to the next stage if the sign off form has not been signed and returned to Bite IT.**
- **The final sign off document has to be signed off and returned to Bite IT prior to any content input. Bite IT will not be responsible for the loss of any content input if the site is still under testing period, therefore it is not advisable for the client to input any relevant content at the time prior to sign off the project functionality.**
- **Please note that the project development work will not commence till the first payment (deposit) has been received.**