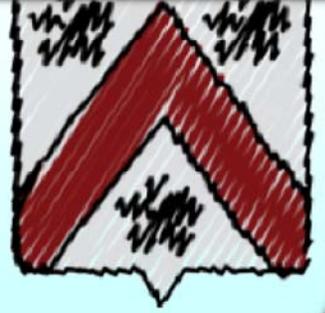# Quote #507: Basic App Maintenance Plan

Maintained Dev Env+Version Control+Dedicated FTP+Built-In Time (better docs+cross-training).

Take advantage of our decades of experience building and maintaining applications for our clients. This plan allows us to go beyond assigning dedicated resources and is how we surface the full benefits of Prestwood IT.
By mprestwood. Updated 7/16/2014. Valid through 7/30/2014.

Monthly Fee (1-Year Agreement)

Maintained Developer Environment: Included
1: Once setup, we will maintain a development environment ready for work when you need us to research something or code.

Maintained Version Control: Included
2: Prestwood staff to setup, use, and maintain version control. Optional client access license is $295 which gives client access to their version control database (source code and all versions of files).

Dedicated FTP Site: Included
3: Dedicated FTP site to transfer files to/from Prestwood IT staff (unlimited space).

Built-In Dev Time: Included
4: Qty=1 hour per month. This time is for developer team oriented tasks such as staying familiar with the codebase, database, and feature set as well as developer-oriented documentation and cross-training. This feature of our plan keeps us sharp for when we when code. In addition to study, this time will be used for project management, commenting code (no changes), and the creation of documentation within our online database as well as traditional development-oriented documents.

5: This time will be documented in our system and will show up on invoices as "Built-In" time used with a 0 charge.

6: In our PSDP online database we can document and track most traditional documentation including General Requirements, Detailed Requirements, General Design, Detailed Design, Task Tracking, Defect Tracking, Test Scripts, Build Info, Test Suite Results, etc. The longer you keep your maintenance plan open, the more we document. And yes, we can create mini-projects to dive into and document the application.

7: Traditional documentation may include MS Word documents and various diagrams. In addition, the info tracked in our online database can be moved into an MS Word document, printed, and maintained in a binder here and at your office.

8: Built-in time does not include end-user documentation which can be generated (billed hourly but included flex-time used first).

Free Phone Calls: Included
9: When you hire a developer, you pay for all time they work with you. Because we bill in 15 minute increments, sometimes a quick phone feels like over-billing. All clients on an App Maintenance plan ALWAYS get the first 15 minutes free for the first phone call of they day even for discovery and analysis (requirements gathering). Support always billed in 15 minute increments (included time used first).

Monthly: $147.00

Managed Care Setup Fee

App Maintenance Setup:	$150.00	Setup version control database plus 1 hour PSDP online DB setup (ongoing documentation effort beyond this included with plan). This setup will setup your task/project for success.
Dev Environment Setup:	Hourly	Dev environment setup is not included and billed hourly but included flex-time used up first. We can usually setup simple dev environments within a few hours. If your application uses third-party libraries/API's those purchases will be passed through.

Setup: **$150.00** (Get 50% off setup with a 2 year agreement or no setup fee with 3 years.)

About Included Flex-Time

Included flex-time is used for billed hourly work and can be used for any labor including tech, website, coding, training, and documentation. This includes anything we do including website changes, SEO, social networking, logo design, QR codes, brochures, letterhead, branding, etc. Included flex-time does not rollover but we can setup a plan to auto use time each month on agreed upon priorities.

Type	Hours	Value	
Flex-Time:	1	$110.00/mo.	Use up to 1 hours per month. Additional billed at hourly rate. Includes flex-time based on monthly fee. You can add hours at $85/hour.

Included Flex-Time Cost Analysis: $147.00 monthly fee minus $110.00 included flex-time value means you are actually paying ($37.00 per month) for the other features of this plan listed under the Monthly Fee section. In essence, we are asking you to agree to pay for the monthly hours at a special discounted rate and we'll give you a lower per hour rate and other included features such as a maintained dev environment and maintained version control database.

Service Rates

	Regular Rate	Your Rate	
Standard Service:	$110	**$110**	You save $0/hour (0%).
Server Work:	$125	**$110**	You save $15/hour (12%).
Weekend/After Hours:	$135	**$110**	You save $25/hour (19%).
Emergency:	$195	**$165**	You save $30/hour for emergencies. (Optional feature. Ask us about details.)

Additional Terms and Clarifications

1. Payment Frequency
Monthly. Due on the 1st, late after the 10th.

2. Termination
This is a 1 year agreement. After 1 year this agreement rolls into month-to-month. Either party may terminate this account for any reason. Termination will start the day after the current agreement cycle or paid-through date (whichever is later).

3. Plan Subject to Change
Plan features are subject to change.

4. Early Termination
You may cancel early for a fee. The early termination fee is equal to 50% of the remaining fees.

5. Switching Plans
You may upgrade your plan anytime to our Essential, Premium, or Premium+ plans. Once upgraded, you may downgrade anytime as well. Early termination fee is based on original plan.

Initial Payment: $297.00 (Includes 1st payment , and setup fees.)

(Make Payable to "Prestwood IT Solutions")

Bill to CC on File? _____Yes (use CC on File or provided), _____No/Bill Me (due upon receipt), _____No/Bill Net 30 (credit app required)

_____   _____   ___/___/_____

Printed Name   Signature   Date