

Quote Review Report

Customer ordering app and outlet admin panel

Prepared for	Client A (a bakery chain with 3 outlets)
Document reviewed	Vendor A, "Proposal for Online Ordering App", v2, 9 pages, dated 12 Oct 2026
Also received	Client's 1-page feature list; WhatsApp notes on budget and launch date
Report reference	YST-R-0000 · issued 25 Oct 2026
Reviewed by	Lead analyst; findings checked by a senior reviewer

1. Summary

Overall: a fair quote from a competent vendor. Sign after clarifying four points.

- The rate (₹800/hr blended) and most estimates are in line with what we would expect for this scope.
- The biggest question is the two native apps (840 hrs). Ask for a cross-platform price before deciding.
- Testing and the app store launch are not in the quote. Get both written in, with hours.
- The 50/50 payment plan should be split across 3 or 4 milestones.
- Yearly running costs (hosting, SMS, maintenance) are not mentioned. Ask for them now.

AREA	OUR VIEW	COMMENT
Scope clarity	Mostly clear	Features are listed per screen. One line ("other integrations") is vague.
Effort vs scope	Mostly in line	In range except the mobile apps, which depend on native vs cross-platform.
Rates	In line	Normal for a 40-person studio with a PM and QA on the team.
Commercial terms	Needs changes	Payment plan, warranty period and change-request process.
Missing items	3 items	Testing, app store launch, post-launch running costs.

2. The quote, line by line

Hours as quoted by the vendor, next to the range we would expect for the scope described in the proposal and your feature list. Our range assumes a team of similar experience; it is a guide, not a price.

#	ITEM (QUOTE SECTION)	QUOTED HRS	OUR RANGE	VIEW
1	Discovery, UI/UX design and clickable prototype (§3.1)	220	180–260	In range
2	Android app, native (§3.2)	420	350–450	See F1
3	iOS app, native (§3.2)	420	350–450	See F1
4	Backend and APIs (§3.3)	380	300–420	In range
5	Admin panel for outlets (§3.4)	240	180–260	In range
6	Payments, notifications and “other integrations” (§3.5)	170	90–130*	See F4
7	Testing / QA	–	250–320	Not quoted
8	App store setup and launch	–	20–30	Not quoted
Total quoted		1,850		

* Razorpay and push notifications only. We can’t assess “other integrations” until the vendor lists them.

Price	₹14,80,000 + GST (1,850 hrs × ₹800)
Timeline	5 months from signing (§5)
Payment	50% advance, 50% on delivery (§6)
Warranty	30 days of bug fixes after launch (§7)
Ownership	Source code, designs and store listings transferred on final payment (§8)

3. Findings

F1. Two native apps, 840 hrs together		Worth asking
Quote says	Separate Kotlin (Android) and Swift (iOS) apps, §3.2. No reason given for going native.	
Our view	Each estimate is reasonable for a native app. But your app is menus, cart, payment and order tracking. That is a good fit for one Flutter or React Native app, which we would expect at roughly 450–600 hrs for both platforms. Native makes sense if the vendor’s team is native-only or you plan heavy device features. Neither is mentioned.	
Ask	Please quote a cross-platform version too, and tell us what we would gain or lose with it.	

F2. No line for testing

Not in the quote

Quote says	Nothing. §3 lists build work only.
Our view	For an app that takes payments, testing usually runs at 15–20% of build effort. It may be hidden inside each estimate, or it may be billed later. Either way, get it in writing.
Ask	Is QA included in the hours above? Which phones and OS versions will you test on? Do we get a test build before launch?

F3. App store launch not mentioned

Not in the quote

Quote says	"Delivery of final build" (§5). No mention of Play Store or App Store.
Our view	Store accounts, listings, screenshots and Apple's review take 20–30 hrs and a few weeks. The apps must be published under <i>your</i> developer accounts, not the vendor's.
Ask	Who handles store setup and submission? Confirm the apps go live under your own accounts.

F4. "Other integrations", 170 hrs

Worth asking

Quote says	"Payment gateway, push notifications and other integrations as required" (§3.5).
Our view	Razorpay and push notifications alone are usually 90–130 hrs. The remaining 40–80 hrs may be fine, but "as required" is open-ended and could become a change request later.
Ask	List every integration included and the hours for each. Anything not listed is a change request.

F5. 50% advance, 50% on delivery

Worth asking

Quote says	₹7,40,000 on signing, ₹7,40,000 on delivery (§6).
Our view	Five months with nothing in between is risky for both sides. Most vendors accept milestones. Suggested: 20% signing, 20% design sign-off, 30% working beta, 30% launch.
Ask	Can we move to milestone payments tied to things we can see and test?

F6. 30-day warranty, no support plan

Worth asking

Quote says	"Bug fixes for 30 days post launch" (§7). Nothing after that.
Our view	60–90 days is common for an app of this size. You will also need yearly updates for new Android and iOS versions.
Ask	Can the warranty be 90 days? What does a yearly maintenance plan cost?

F7. Running costs not listed

Not in the quote

Quote says	Nothing on hosting or third-party services.
Our view	Expect cloud hosting, an SMS/OTP provider, Google Maps and payment gateway fees, plus Apple's \$99/year developer fee. Small for 3 outlets, but you should know the number before you sign.
Ask	Please estimate monthly running costs at 500 and at 2,000 orders a month, and say whose accounts they sit in.

4. What the quote does well

- Hours are broken down by part (§3). Many quotes we see give one total; this one is easy to check.
- A clickable prototype is approved before development (§3.1). That avoids expensive changes later.
- Code, designs and store listings are transferred to you on final payment (§8). Keep this clause.
- A named project manager and weekly demos are promised (§4).

5. Questions to send the vendor

Ready to copy into an email or WhatsApp message.

1. Could you also quote a cross-platform version (Flutter or React Native), and explain what we would gain or lose compared with two native apps?
2. Is testing included in the hours? Which devices and OS versions will you test on, and will we get a test build before launch?
3. Who sets up the Play Store and App Store listings and handles submission? Please confirm the apps will be published under our accounts.
4. Please list each integration in §3.5 with its hours. Anything not listed would be a change request.
5. Can we split payment into milestones: 20% on signing, 20% on design sign-off, 30% on a working beta, 30% on launch?
6. Can the warranty be 90 days, and what would a yearly maintenance plan cost?
7. What will hosting and third-party services cost per month at around 500 and 2,000 orders?

6. Where there is room to discuss

POINT	WHY IT MATTERS
Cross-platform option	The single biggest effect on total hours. Compare both prices before choosing.
Testing and launch written in	Avoids a second bill after the main price is agreed.
Milestone payments	Same total, much less risk for you.
Longer warranty	Often agreed at little or no cost when asked before signing.

We would not push for a lower hourly rate. It is fair for what this vendor offers.

About this review

We reviewed the written proposal and the notes you sent. We did not see the vendor's code or past work, or speak to the vendor. Our ranges come from our experience estimating and delivering similar projects; they are a guide to help you ask the right questions, not a price we can guarantee. This report is for your own use in deciding and talking to your vendor. Please don't publish it.

Questions about this report: support@yoursidetech.com