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Software Requirements Specification

Version 1.0.0 • April 8, 2025

Ktinformatik

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Software Requirements Specification

NEWS Portal Website


NEWS Website Development & Maintenance

Version: 1.0.0

Revision Date 22 March 2025

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1 About KT Informatik

KT Informatik stands as a powerhouse of skilled developers, firmly positioned among the growing IT companies. Our commitment lies in leveraging cutting-edge technologies to tackle intricate projects, providing holistic solutions that cater to every client's unique requirement.

Our approach marries top-tier technical expertise with sleek and functional design, delivering groundbreaking digital experiences. With a proven track record, we've successfully crafted web and mobile applications for our clients since 2022, serving both local and offshore markets.

Boasting a team of over 30 professionals and skilled management. Our software platforms embody the pinnacle of industry excellence.

1.1 Business Information

▶ **Legal Name:** KT Informatik

▶ **Year of Establishment:** 2022

▶ **Number of Full Time Stuff:** 30

▶ **Estimated Annual Revenue:** 50,000 CAD

▶ **Canada Location:** 175 Trudelle St. Toronto, Canada, M1J 3K5

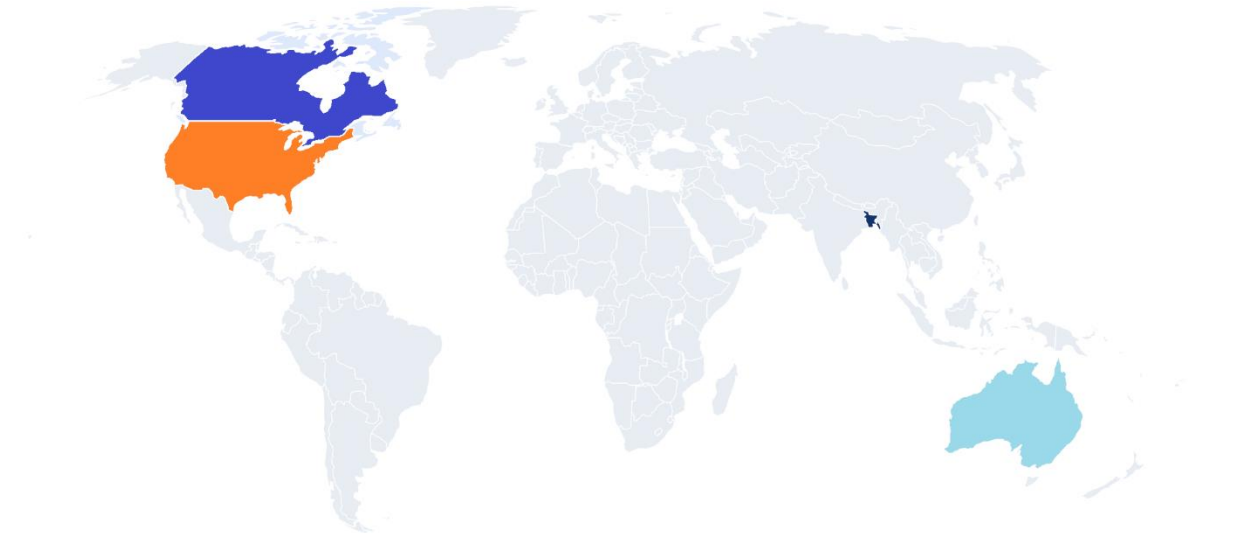
▶ **Bangladesh Location:** 121 Motijheel C/A, Jiban Bima Bhaban, Dhaka-1000

1.2 Business Area

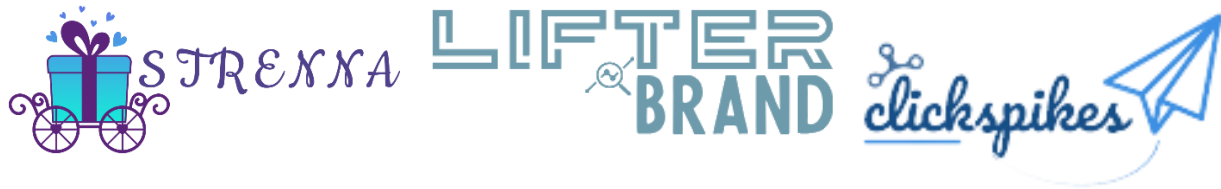
Industries: Automotive Services, Aviation, E-Commerce, Education, Fintech, Healthcare, Human Resources, Real Estate, Retail Services, Startup Services

Service Areas: IT & Business Consultation, Data Analysis & Prediction, Software & Mobile Solution, Cyber Security & Cloud Base, AI & Business Automation, IoT & Digital Engineering

1.3 Geographical Reach & Market Presence



1.4 Companies Partnership & Share Holder



1.5 Recent Project Accomplishments

Strenna Inc: In a dynamic collaboration, KT Informatik proudly unveils our latest triumph – a cutting-edge website and mobile applications for Strenna Inc. Our dedicated team meticulously crafted seamless digital solutions, ensuring a user-friendly experience across platforms. The website and iOS/Android apps showcase not only our technical prowess but also our commitment to elevating Strenna Inc.'s digital presence.

ClickSpikes: KT Informatik proudly introduces our state-of-the-art Point of Sale (POS) system. Engineered for efficiency and tailored to meet diverse business needs, our solution redefines transaction management. From seamless customer interactions to streamlined inventory control, our POS system reflects our commitment to simplifying operations and enhancing the overall business experience.

Cyber Security & Cloud Base: We have developed a container orchestration system for automating software deployment, scaling, and management. All our deployments are based on the tool. We have tested and helped 3 clients to secure their services with our manual and automated Cybersecurity tools.

Scale: Crafting customer-facing websites for Scale Company. Our dedicated team meticulously designed and developed these websites to resonate with the target audience, ensuring a seamless and engaging online experience.

SSFB: KT Informatik proudly announces the successful development of an advanced inventory management system and a captivating front-face website for Suzaya & Saifan Food & Beverage. Our tailored solutions ensure streamlined operations, efficient inventory control, and a visually appealing online presence. We're committed to enhancing Suzaya & Saifan's digital infrastructure, empowering them in the competitive landscape of food manufacturing.

Lifter Brand: An Innovative Marketing Solution, delivered as a Software as a Service (SaaS). Our platform revolutionizes marketing strategies by providing a comprehensive suite of tools for campaign management, analytics, and customer engagement. With a user-friendly interface and scalable architecture, our SaaS marketing solution empowers businesses to optimize their marketing efforts, drive growth, and stay ahead in today's dynamic digital landscape.

M & M Food MART: In the bustling landscape of the Canadian grocery retail industry, innovation is a key driver for success. Recently, our dedicated team at KT Informatik undertook a groundbreaking initiative, constructing a state-of-the-art warehouse for a prominent grocery chain in Canada.

Social Crew: Transform your content strategy with Social Crew, KT Informatik's premier social media management platform. Designed for businesses, creators, and agencies, Social Crew simplifies content scheduling, streamlines collaboration, and enhances engagement across Facebook, YouTube, TikTok, and X (formerly Twitter). Our platform empowers users to plan, execute, and analyze their digital presence seamlessly, ensuring maximum reach and impact.

2 User Story

Note: User story is the conversation that happened between our representative(s) and client's representative(s) during the initial requirement analysis session.

It will be a news website containing news articles like CBC News or CTV News. The main content will be in Arabic, with two additional translations in English and French. The translation needs to be done using AI. There is a website currently running, and all the data from the website needs to be migrated. It does not need to follow the same database structure, but the database will be provided. The website needs to be super-fast to reduce loading time. Also, downtime should be kept to a minimum.

There needs to be an option for news to be generated by AI, but all the context and scenarios will be provided by the writer.

There will be multiple user roles: Admin, Editor, Writer, Subscriber, User, and Advertiser.

There will be different categories for news articles, which will be displayed in different sections on the homepage. Articles will also be listed under their respective category pages. The news is published monthly, but articles can be published at any time.

There will be Editions. For example, an edition for March or Version 1 can be created by an editor, and all the articles will be grouped under that edition. When an edition is published, all its published articles will be displayed on the homepage. Older articles can still be found under their respective categories but will not appear on the homepage. Only the latest edition will be displayed on the homepage, with articles categorized accordingly.

A Control Panel will be available to manage and publish content. Admins will have access to create site sections, set up subscriptions with pricing (Individual or Business), and manage all other website settings. Admins will also have access to view the user list. Users can be advertisers, and there will be multiple advertising slots on the website's front end. Based on ad size and placement, the admin can determine the price per day. A user who wants to advertise can purchase an ad slot.

Users can have a specific subscription for notifications, which will be free. They can choose categories to receive notifications for articles in those categories. When articles are published, users will receive notifications based on their preferences. Additionally, users will receive an email containing thumbnails and titles of the latest articles from their selected categories.

Users can also be paid by subscribers. Subscription plans will be created by the admin, primarily for offline newspapers. These plans will be recurring, either monthly or yearly.

Writers will only be able to write articles and update them until they are published. Writers can only view their own articles.

Editors can create editions. They can approve or disapprove articles written by writers. They can edit articles if needed and publish editions. They also can hide or show articles.

Admins will have access to an additional list of editors and writers. Editors can view a list of articles and filter them by edition, category, or writer.

Each article will be written in Arabic, but there will be an option to add English and French translations. Translations can either be generated using AI or manually edited by writers or editors. Admins will also have the same capabilities as editors.

Since Arabic is a right-to-left (RTL) language, the content will be displayed in RTL format. However, if a user selects English or French, the content will switch to a left-to-right (LTR) format.

There needs to be an option to upload offline newspapers. Specific user experience for the demo will be provided.

The deadline for completion will be four months after approval.

One more feature for live streaming is on the website for TV Channel. Also, there is a possibility for radio broadcast streaming on the website for future.

There will be two mobile applications, IOS and Android. Application will contain the frontend of the news media. Where news articles will be displayed.

3 Key Takeway from Story

The proposed website will be a **fast, multilingual news platform** similar to CBC News or CTV News. The **primary language** will be **Arabic**, with AI-powered translations available in **English and French**. The existing website's data needs to be migrated, though it is not necessary to follow the same database structure. The new website must be optimized for **speed** and **minimal downtime** during deployment.

Key Features & Functionalities:

1. AI-Powered News Generation & Translations

- Writers will provide context and scenarios, and AI can assist in generating news articles.
- Articles will be written in **Arabic**, with an option to translate them into **English and French** via AI.
- Writers and editors will have the ability to manually edit AI translations.

2. User Roles & Permissions

There will be **multiple user roles**, each with specific access levels:

- **Admin:** Full access to site management, subscriptions, Plan and Pricing advertisements, user management, and content control.
- **Editor:** Can create and publish editions, approve/disapprove articles, edit content, and manage article visibility.
- **Writer:** Can create and edit their own articles but cannot publish them. And only can see what they wrote.
- **Newsletter Subscriber:** Can access articles and receive notifications based on category preferences.
- **User:** Can browse free content and sign up for notifications. Also, they can subscribe for plans for (individual or Business) getting offline edition. Users can also be an advertiser and can purchase advertising spots on the website.

3. News Editions & Categorization

- News articles will be categorized and displayed in relevant sections on the homepage.
- Articles will be grouped into **editions** (e.g., **March Edition, V1 Edition**).
- Once a new edition is published, it will appear on the homepage, while older editions will be archived under their respective categories.

4. Control Panel & Subscription Management

- The **Admin Panel** will allow full control over site settings, including:
 - **Creating and managing site sections.**
 - **Managing subscriptions (Individual & Business) with pricing.**
 - **Viewing and managing users, including advertisers.**
 - **Setting up advertising placements with pricing based on size and location.**
- Users can subscribe for **free newsletter notifications** based on their preferred categories.
- Users will receive email notifications containing thumbnails and titles of new articles in their selected categories.
- Paid subscriptions will be available for **offline newspapers**, with **monthly or yearly recurring plans**.

5. Editorial Workflow

- **Writers** can create and update their articles but cannot publish them.
- **Editors** can review, edit, approve, or disapprove of articles. They can also create and publish editions.
- **Admins** have all the permissions of editors.
- Editors and admins can filter the article list by **edition, category, or writer**.

6. Multilingual & RTL/LTR Support

- Arabic content will be displayed in **RTL (Right-to-Left)** format.
- If a user selects **English or French**, the content will switch to **LTR (Left-to-Right)** format.

7. Offline Newspaper Upload

- There will be an option to upload offline newspapers.
- A specific **user experience** will be designed for the **demo version**.

8. Streaming on the Website (Covered in Advertising System section)

- Live TV broadcast added on the Website
- Live Radio broadcast added on the Website

Technical & Functional Requirements

- **General Features**

1. **Homepage Newsfeed** with the latest edition displayed.
2. **Article Pages** with social sharing options.
3. **Google Ads & Custom Ads** placements.
4. **Advanced Search Functionality** for easy content discovery.
5. **Multimedia Integration** (images, videos, and infographics).
6. **Live Updates & Breaking News** notifications.
7. **Category-Based Navigation** for browsing news topics.
8. **User Comment System** (Admins and Editors can enable/disable comments; CAPTCHA for spam prevention).
9. **Newsletter Signup** for email updates.
10. **Fully Mobile-Responsive Design** for seamless access across devices.
11. **Weather Widget** for real-time weather updates.
12. **Accessibility Features** to enhance usability for all users.
13. **Content Management System (CMS)** for easy content administration.
14. **Analytics Dashboard** for tracking user engagement and traffic.
15. **Push Notifications** for breaking news and new article updates.
16. **Secure Login & Registration System** with role-based access control.
17. **TV and Radio Streaming on the website.**
18. **Old data migration from Old Database to New Database.**

Performance & Deployment Considerations

- The website must be **super-fast** with **optimized loading times**.
- **Minimal downtime** is required during deployment and migration.

Timeline

- **Deadline: 3 months after project approval.**

4 Pre-Requisite of Development

1. Domain (client will provide)
2. Server (client will provide the remote server credentials)
3. Database (client will provide the remote server credentials)
4. SMTP Setup (For Email Services)
5. RTSP Server (client will provide the remote server credentials)
6. Payment Gateway (client will provide the remote server credentials)
7. AI Subscription (client will provide the remote server credentials)

Minimum Requirements: The client-provided server must support [specify minimum specs, e.g., 8GB RAM, 2.0 GHz CPU, 99.9% uptime, PHP \geq 7.2.0, MySQLi, GD, cURL, allow_url_fopen, date.timezone, BCMath PHP Extension, CType PHP Extension, Fileinfo PHP Extension, JSON PHP Extension, Mbstring PHP Extension, OpenSSL PHP Extension, PDO PHP Extension, Tokenizer PHP Extension, XML PHP Extension], and the AI subscription must include [e.g., 10,000 API calls/month or more, Arabic/English/French language support]. KT Informatik is not liable for delays or performance issues arising from failure to provide these prerequisites by April 7, 2025, or if they do not meet minimum standards. In such cases, project timelines will be extended proportionally, and additional costs (if any) will be mutually agreed upon.

5 Cost Specification

5.1 Dev Estimation

The website development effort is estimated based on the following components, expanded to leverage the increased budget for enhanced features and quality. Costs are calculated at 10 CAD/hour, assuming an 8-hour workday (X CAD/man-day).

Component	Description	Lower Estimate (Man-Days)	Upper Estimate (Man-Days)
User Authentication and Roles	Implement login, registration, and role-based access control for multiple roles	15	20
Content Management System (CMS)	Develop CMS for articles, editions, and category management	35	45
Editions System	Create and manage editions, associate articles, display latest on home page	10	15
AI Integration for Translation	Integrate AI for translating articles (Arabic to English/French)	12	18
AI Integration for News Generation	Integrate AI for generating news based on writer-provided contexts	15	25
Advertising System	Manage ad spaces, pricing, and user purchases	25	35
Subscription Management	Create and manage subscription plans, handle recurring payments	15	20
Notification System	Implement push and email notifications for selected categories	12	18
Data Migration	Migrate data from the existing website, adjust to new schema	15	20
Frontend Development	Design and implement all pages, ensure responsiveness, RTL/LTR support	50	70
Backend Development	Set up server, database, APIs, and business logic	60	80

Testing	Unit, integration, and user acceptance testing	35	45
Deployment	Deployment to production, set up monitoring	8	12
Total		307	423

The total lower estimate sums to 307 man-days (X CAD), and the upper estimate to 423 man-days (X CAD). The average of 365 man-days (X CAD) is considered a reasonable midpoint, reflecting enhanced scope and quality within the budget.

5.2 Detailed Estimation for the Mobile App

The mobile app, designed natively for both iOS (using Swift) and Android (using Kotlin), is estimated to require between 180 and 240 man-days, with an average of approximately 210 man-days. Costs are calculated at X CAD/hour (X CAD/man-day). Native development ensures platform-specific optimization within the increased budget.

Component	Description	Lower Estimate (Man-Days)	Upper Estimate (Man-Days)
Planning and Research	Understand mobile-specific requirements, plan architecture for both platforms	15	20
UI/UX Design	Design mobile-friendly interfaces tailored to iOS and Android guidelines	30	40
iOS Development	Implement features (news feeds, article viewing, notifications) using Swift	50	65
Android Development	Implement features (news feeds, article viewing, notifications) using Kotlin	50	65
Testing	Test on various devices, OS versions, ensure performance for both platforms	25	35
Deployment	Publish to App Store and Google Play, handle submissions for both platforms	10	15
Total		180	240

The total lower estimate sums to 180 man-days (14,400 CAD), and the upper estimate to 240 man-days (X CAD). The average of 210 man-days (X CAD) aligns with native development benchmarks for iOS and Android. With 8

developers, this can be completed within 4 months alongside the website. The first year of service is free; thereafter, the annual service charge is 1,500 CAD. Change requests are billed at 10 CAD/hour (80 CAD/man-day). Defects within the 6-month warranty period are fixed free of cost; new features are calculated at 10 CAD/hour.

5.3 Non-Functional Requirements

The following are ongoing operational costs to be borne by the client post-deployment and are not included in the development costs outlined in sections 5.1 and 5.2. Costs may vary based on client-selected cloud services and subscription tiers.

Component	Key Non-Functional Requirements
Replica Server	High Availability, Data Consistency
DB Caching	Performance, Scalability, Reliability
Server (Application)	Performance, Scalability, Security
AI	Performance, Scalability, Explainability
Subscriptions	Security, Usability, Compliance
Domains	Reliability, Security
Other API Expenses	Performance, Reliability, Cost Management

The rough total is estimated at approximately X CAD/month. These costs are excluded from the project development budget and will be the client's responsibility after deployment. Marketing cost will be X CAD.

7 Deliverables & Payment

The project will be delivered in four phases over a 4-month period, starting from April 7, 2025, to August 7, 2025, (assumption) with specific deliverables tied to each milestone. Based on the starting date the timeline will change. Payments will be invoiced based on the completion and client approval of these deliverables, totaling CAD X (including 10% discount and 13% HST). The payment schedule includes an initial 25% advance, with the remaining 75% distributed across the phases. The initial payment received day will be counted as the starting date and the dates will be adjusted accordingly.

- **Deliverables and Milestones**

1. **Phase 1: Planning and Initial Setup**

- **Dates:** April 7 – April 21, 2025
- **Duration:** 11 working days
- **Deliverables:**
 - Project plan and timeline documentation
 - Technical architecture design (website and mobile apps)
 - Initial server and database setup configuration
 - Requirement analysis report based on client feedback
- **Milestone:** Planning and architecture finalized by April 21, 2025
- **Effort:** 35 man-days
- **Status:** Foundation for development established

2. **Phase 2: Design and Core Development**

- **Dates:** April 22 – May 30, 2025
- **Duration:** 28 working days
- **Deliverables:**
 - Website UI/UX design prototypes (RTL/LTR support)
 - Mobile app UI/UX design prototypes (iOS and Android native)
 - Core backend infrastructure (APIs, database schema)
 - Initial frontend implementation (homepage, article pages)
 - User authentication and role-based access control system
- **Milestone:** Core website and app functionality completed by May 30, 2025
- **Effort:** 242.5 man-days
- **Status:** Functional core system ready for feature integration

3. **Phase 3: Feature Development and Integration**

- **Dates:** June 2 – July 4, 2025
- **Duration:** 24 working days (adjusted for Canada Day, July 1, 2025)
- **Deliverables:**
 - Content Management System (CMS) for articles, editions, and categories
 - Editions system with homepage display logic
 - AI integration for news generation and translation (Arabic to English/French)
 - Advertising system with pricing and purchase functionality
 - Subscription management (plans, recurring payments)
 - Notification system (push and email with category preferences)
 - Data migration from existing websites to new database
 - Mobile app feature implementation (news feeds, notifications)
- **Milestone:** All features integrated, data migrated by July 4, 2025
- **Effort:** 223 man-days
- **Status:** Fully featured system ready for testing

4. **Phase 4: Testing, Refinement, and Deployment**

- **Dates:** July 7 – August 7, 2025
- **Duration:** 25 working days
- **Deliverables:**
 - Comprehensive testing report (unit, integration, user acceptance)
 - Fully tested website (optimized for speed, minimal downtime)
 - Fully tested native mobile apps (iOS and Android)
 - Deployment of website to client-provided server
 - Deployment of mobile apps to App Store and Google Play
 - Admin control panel setup and documentation
 - User training materials (initial knowledge sharing)
 - Final handover package (source code, documentation)
- **Milestone:** Project fully deployed and operational by August 7, 2025
- **Effort:** 151 man-days
- **Status:** Production-ready system delivered

Payments will be invoiced as follows assuming the start of the project will be from April 7, 2025:

- **Advance Payment (25%):** CAD X due upon issuance of the purchase order (PO) on April 7, 2025. It will be refundable until the phase 1 completed.
- **Remaining Payments (75%):** CAD X invoiced upon completion and client approval of each phase's deliverables.
- **Payment Terms:** Invoices are due within 30 days of issuance. Payment disputes must be resolved within 30 days, per section 8 Terms & Conditions, or services may be suspended.
- **Additional Notes**
 - **Code Ownership:** Intellectual property rights (IPR) for all code, designs, and deliverables will partially vest with the client upon full payment for each phase (Phases 1–4), with full IPR transferring upon final payment and handover after Phase 4 (August 7, 2025). Code will be transferred to the client's Git account after each phase payment and installed on their server upon completion of Phase 4. KT Informatik will ensure all third-party tools (e.g., Flutter, AI APIs) are licensed for client use, with licenses transferred or costs disclosed prior to handover.
 - **Warranty:** A 6-month warranty period begins August 7, 2025, covering defect repairs at no additional cost for software developed by KT Informatik, provided defects are not caused by misuse, unauthorized modifications, or third-party interference (e.g., server issues, APIs). KT Informatik warrants compatibility with client-provided prerequisites meeting Section 4 specifications.
 - **Support:** Post-deployment support is provided for 180 days (critical issues resolved within 24 hours, non-critical within 72 hours). The first year of service is free; subsequent annual maintenance is CAD X, starting August 7, 2026.
 - **Client Responsibilities:** The client must provide domain, server credentials, database access, SMTP setup, RTSP server, payment gateway, and AI subscription by April 7, 2025, meeting Section 4 requirements. Failure to do so may delay milestones, with timelines adjusted accordingly without liability to KT Informatik.

8 Terms & Conditions

1. 25% advance payment of CAD X is due upon issuance of the purchase order (PO). The remaining payments will be invoiced based on the milestones mentioned in the deliverable section at the top.
2. **Domain & Hosting:** The client is responsible for providing and maintaining the domain and hosting (cloud or dedicated server) annually. KT Informatik will assist with the initial setup but is not liable for server performance, downtime, or maintenance.
3. **Annual Maintenance Contract:** Post-warranty maintenance will be offered at CAD X per year starting after the first year, covering general error fixes and support (as per term 6). The AMC must be renewed annually with payment due 30 days prior to the renewal date.
4. **Warranty:** KT Informatik warrants error-free operation of deliverables for six (6) months from the date of final handover. Defects will be corrected within a reasonable, mutually agreed timeframe. This warranty does not cover issues arising from misuse, unauthorized modifications, or third-party interference (e.g., server issues, APIs). Warranty claims must be reported in writing within the 6-month period, or they are deemed waived.
5. **Non-Disclosure Understanding:** Both parties agree to a mutual non-disclosure obligation covering all confidential project information (e.g., code, business data), effective during the project and for 5 years post-termination, unless superseded by a separate NDA. Breaches are subject to arbitration per this section.
6. **Support & Maintenance:** This support service and maintenance contract would provide a guarantee for the general service of reasonable errors of operations of the supplied solution. The End User shall maintain and operate the provided product/service as per the general norms and rules of safe operation. The End User should also ensure that all preventive measures are undertaken as laid down or communicated to them from time to time.

Support would be provided by way of Telephone, E-mail, Internet (Desktop sharing), or any other means of communication at the recorded and registered site(s) of the End User under all human conditions not later than 24 hours of receipt of the call. Subject to the availability of a support expert, site support will normally be resorted to when all other means of correction and/or solution do not work. The End User shall always extend total cooperation in such activities. The support will be provided between 10:00 hours to 18:00 hours on working days. KT Informatik is not liable for delays in support due to client unavailability or lack of access to necessary systems. post-deployment support is provided for 180 days (critical issues resolved within 24 hours, non-critical within 72 hours)

7. **Further Up-gradation/Version change:** KT Informatik will develop a website, Android app, and iOS app for the client as per the specifications mutually agreed upon in this document. Any additional work beyond this scope will require a separate agreement or amendment with additional fees. Minor updates (like bug solving) on the same platform are included in the AMC. Major version changes constitute a new project requiring a separate agreement.
8. **Services Out of the Scope:**
- Data entry of any sort and manner. (Except the data migration from old Data base)
 - Training or Re-training the End User or its representatives involved due to change of earlier operator/s. (Except initial knowledge sharing of the uses of the system)
 - Replacement or correction of the materials that have been lost, stolen, damaged by accident or misuse, or modified or reverse engineered.
 - Services arising directly or indirectly out of hardware problems or any error or incompatibility or complication arising out of storage media problem hardware malfunction or a virus attack etc. on the End User's machine not directly related to the software.
 - Implementation strategy described in section 3, 4 & 5 can vary upon mutual understanding and depending on project complexity.
 - Anything that has not been mentioned in this proposal.
9. **Employment Restriction**
- Both parties will refrain from employing the other employees within one year of the discontinuation of the service from the respective organization.

10. The client must procure and maintain all third-party APIs required for development. KT Informatik is not responsible for delays or issues arising from unavailable or malfunctioning APIs.
11. **Intellectual Property (IP) Ownership:** All code, designs, and deliverables will belong to the client upon full payment for each project phase. Code will be transferred to the client's Git account and installed on their server upon handover. All IP rights transfer to the client upon phase payment, free of third-party claims.
12. **Payment Disputes and Suspension:** The client has 30 days to resolve payment disputes after invoice issuance. KT Informatik will provide 10 days' written notice before suspending services due to unresolved disputes. The initial deposit (25%, CAD X) is refundable pro-rata if KT Informatik materially breaches the contract (e.g., fails to deliver per Section 7 milestones) before Phase 2 completion (May 30, 2025), as determined by arbitration. Post-Phase 2, the deposit is non-refundable.
13. **Performance Guarantee:** KT Informatik guarantees 99.5% website uptime and load times under 3 seconds, contingent on the client's server, networking, and bandwidth meeting Section 4 specifications. Performance issues will be assessed jointly within 5 business days using agreed metrics (e.g., server logs, load tests). If standards are unmet due to KT Informatik's software, a 2% reduction on the annual maintenance fee (CAD X) will apply per month of non-compliance, starting August 7, 2026. KT Informatik is not liable for server-side or third-party API issues beyond its control.
14. **Dispute Resolution:** Disputes will be resolved via arbitration in Ottawa, Canada, under Ontario law. Costs will be shared equally, with a target cap of CAD X per party, subject to actual arbitrator fees. Both parties agree to this as the exclusive dispute resolution forum, with a resolution deadline of 90 days from filing.
15. **Limitation of Liability:** KT Informatik's liability is limited to the total fees paid by the client (CAD X.) under this agreement, excluding sales taxes. KT Informatik is not liable for indirect, consequential, or punitive damages (e.g., lost profits, data loss), except in cases of willful misconduct or gross negligence proven in arbitration.
16. **Force Majeure:** KT Informatik is not liable for delays or failures caused by events beyond its reasonable control, including client failure to provide prerequisites (Section 4) by April X, or third-party service disruptions (e.g., server outages, API failures). Affected timelines will be extended proportionally, with notice provided within 5 business days of the event.

17. **Termination:** Either party may terminate with 30 days' written notice. Upon termination, the client pays for all completed work, and KT Informatik delivers all paid-for deliverables.

Agreement Signing

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