



Ongoing Maintenance for UYWI & Jam The Hype

Urban Youth Workers Institute | July 28, 2020

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Shuree,

Following is a custom two-website ongoing maintenance and support plan, to cover the UYWI and Jam The Hype websites.

Please let me know if you have any questions. If approved, I will send a link where you can either pay monthly with recurring payments on your credit card, or annually by credit card or check.

Website Support & Maintenance

We will provide up to one hour of support and edits per month. This includes email and phone/Zoom calls, requests to support@designtlc.com and small edits to the existing websites. Larger projects requiring more than an hour of time can be billed at our hourly rate of \$135.

We will continue to keep your website software updated and ensure that the website databases and files are backed up and optimized on both websites.

Daily

- Backup of Database and Site Files on both UYWI and JTH

2-3 times per week (both sites)

- Update WordPress Plugins
- Database Optimization
- SPAM & Revisions Cleanup
- Security and Performance Scans
- Uptime Monitoring

As Released

- Update WordPress Version

Monthly

- Email Support
- Detailed Monthly Report
- Up to One Hour of email support, edits, and troubleshooting and development

On Going Support Maintenance Per Month (Optional)

Software updates, backups, uptime and performance monitoring. Up to 1 hour per month of email and phone support, website edits, content changes, troubleshooting.

\$210.00
Per Month

On Going Support Maintenance Per Year (Optional)

Software updates, backups, uptime and performance monitoring. Up to 1 hour per month of email and phone support, website edits, content changes, troubleshooting. Paid Annually (discount of \$150 per year)

\$2,370.00
Per Year

Terms & Conditions

Summary

As a valued client, we promise to do our best work for you at all times. Our job is to present you and your business in the most genuine and positive light possible and to create an appealing, functional, and successful website.

It's so important to us that you are happy with the final product. We'll work together to get it right. That's a promise.

If you have any questions, just ask.

In short

You are hiring Design TLC located at 1115 N. Powhatan Street, Arlington, VA to design and develop a web site for the estimated total price outlined on the previous page, along with the payment terms.

What do both parties agree to do?

As our customer, you have the power and ability to enter into this contract on behalf of your company or organization. You agree to provide everything that we need to complete the project including text, images, and other information when we need it, and in the format that we ask for. You agree to review our work, provide feedback, and sign-off approval in a timely manner. You also agree to stick to the payment schedule set out at the end of this contract.

We have the experience and ability to perform the services you need from us and we will carry them out in a professional and timely manner.

We currently don't test Blackberry, Opera Mini/Mobile, Windows Phone, or other mobile browsers. If you need us

to test using these, we can provide a separate estimate for that.

CHANGES AND REVISIONS

This proposal is based on the number of hours that we estimate we're planning to accomplish. If the scope changes, we are happy to accommodate your requests. If we estimate the project is going beyond the proposed amount, we will let you know in advance and will provide a revised proposal.

LEGAL STUFF

We can't guarantee that the functions contained in any web page templates or in a completed web site will always be error-free and so we can't be liable to you or any third party for damages, including lost profits, lost savings or other incidental, consequential or special damages arising out of the operation of or inability to operate this web site and any other web pages, even if you have advised us of the possibilities of such damages.

If any provision of this agreement shall be unlawful, void, or for any reason unenforceable, then that provision shall be deemed severable from this agreement and shall not affect the validity and enforceability of any remaining provisions.

COPYRIGHTS

You guarantee to us that any elements of text, graphics, photos, designs, trademarks, or other artwork that you provide us for inclusion in the web site are either owned by you, or that you have permission to use them.

When we receive your final payment, copyright is automatically assigned as follows:

You own the graphics and other visual elements that we create for you for this project. We will give you a copy of all files and you should store them safely as we are not required to keep them or provide any native source files that we used in making them.

You also own text content, photographs, and other data you provided, unless someone else owns them. We own the XHTML markup, CSS, and other code and we license it to you for use on only this project.

We love to show off our work and share what we have learned with other people, so we also reserve the right to display and link to your completed project as part of our portfolio and to write about the project on web sites, in magazine articles, and in books about web design.

PAYMENTS

Initial fee, plus first month of service, is due upon approval of this proposal. Google, Facebook and Instagram payments will be made directly by the client on a credit card. Design TLC advertising management fee will be paid monthly via bank transfer. If client prefers to pay by credit card, a 2.9% credit card fee will be added to the fee in this proposal.

Next Steps

If you have any questions, please don't hesitate to contact me.

If you are ready to move forward, please **click on the Accept Proposal** button above and let me know if you prefer monthly or annual payment. We will send a link to process the recurring payment by credit card if paying monthly. If paying annually, you can pay by credit card or by check.

As always, it is our pleasure to work with you!



Design TLC