Website Maintenance Agreement
For W3C website

V.1.0

Date: 13/12/2019

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1 WHAT IS WEBSITE MAINTENANCE?

Website Maintenance comprises all the activities needed to ensure the operational integrity of your website or intranet. In other words, it is about doing all the things needed to make sure your site runs smoothly and according to plan. Also will handle all the updates for the website core and other modules (includes both contributed and our own custom modules) which could lead to vulnerability issues with the existing website.

The activities from which Website Maintenance is composed are:

- Drupal Security Update: Updation with latest recommended version of drupal core and contributed modules.
- Initial Site and Server Checkup and Error Reporting. Critical Site Issues handled on time on the Initial Server Checkup itself.
- Website Publishing: To keep content up-to-date.
- Website Quality Assurance: To spot errors on a site.
- Website Feedback Monitoring: To manage communication with website visitors.
- Website Performance Monitoring: To measure success.
- Website Infrastructure Monitoring: To supervise hosting.
- Change Control: To manage technical and other changes in a coordinated way.
- Monthly Website Security Updates
- Monthly Website Module Updates
- Monthly Website Broken Link Scan
- Monthly Website Security Scan

- Monthly Website Manual Site Check
- Monthly Website Speed Test
- Offline Updating
- GIT Version Control
- Detailed Work Notes
- Testing After All Updates
- Hack/Malware/Down Recovery
- Daily Offsite Backups

These activities are usually carried out by members of a Website Maintenance Team.

1.1 Website Maintenance Team

A Website Maintenance Team is responsible for expediting the tasks of site maintenance.

The variety of roles on such a team is usually quite broad and may include the following:

- Website Maintenance Team Leader
- Publishing Representative (Editor depends upon on website*)
- Quality Assurance Representative
- Feedback Monitoring Representative
- Website Performance Representative
- Infrastructure Monitoring Representative
- Change Control Representative

It is worth bearing in mind that if your site is small, you may not have to allocate one person for each activity. Instead, you could combine several roles together.

*Certain roles/members will be allocated depends upon the website features/on request only

2 DRUPAL MAINTENANCE FREQUENCY

We recommend that every customer have a maintenance contract in place. However, there's a big difference between, say, a brochure type of website (which may need maintained a few times a year) and an eCommerce site (which will need maintenance weekly).

2.1 Our recommended website maintenance frequency breakdown List

Type Of Site	Monthly	Quarterly
Large membership/user organisations	*	
Big Institutions/Government	*	

eCommerce	*	
Heavy publishing	*	
API Resourced Sites	*	
Social media	*	
Multisites	*	
Forums/Job Portals	*	
Intranet site	*	
Basic business site		*
Basic brochure site		*
Static content		*

3 WHAT WE DO

3.1 Drupal Security Update: Update with latest recommended version of drupal core and contributed modules.

3.1.1 Core and Contributed Modules

Drupal core and contributed modules hosted on Drupal.org. Popular modules are the top 200 according to the usage statistics on Drupal.org. Uncommon modules are those with fewer than 2,000 downloads. All other modules are considered unpopular. Any exceptions to these classifications will be made during the Site Audit.

3.1.2 Critical Maintenance Tasks:

Fixing any issue that prevents a user or visitor to the site from performing a critical use case, getting the site back online in case of outage, updating Drupal core or any contributed modules for a Security Update/Patch, Remediation in the case the site is hacked.

3.1.3 Security Updates/Patches:

Security releases of Drupal core or contrib projects on Drupal.org with corresponding Security Advisories from the Drupal Security Team.

3.1.4 Basic On-off Maintenance Tasks:

Includes changing site configuration, updating Drupal core or a popular contrib module, debugging an error, problem or performance issue, and minor appearance changes to the theme. MUST BE changes to existing features and functionality of the site. DOES NOT include creating new functionality. As a rule of thumb, each task would take an Expert Drupal Developer (Provider) with wizard skills less than 30 minutes. Covers ONLY Drupal core and contrib module code - NOT custom code already developed.

3.1.5 Critical use cases:

Use cases will be identified by the Client during on-boarding, which will entail the activity that users and/or visitors must be able to perform on the site. Upon identification of the "use cases", the Client will sign off on the specific "use cases,".

3.2 Website Publishing: To keep content up-to-date.

There is no point in having great information online if you have no mechanism for looking after it. As we will now see, a good system of this type must be built on the twin pillars of a well resourced team and an orderly process. A Developer converts content and design into a web-readable format and then publishes it on the internet.

3.2.1 Website Publishing Team

A Publishing Team is the group of people responsible for managing the lifecycle of online content. Such a team is typically composed of an Editor and representatives from each major areas of publishing activity,including:
- Content Contributors
- Designer
- Developer
- Moderator
- Legal Reviewer

3.3 Website Quality Assurance: To spot errors on a site.

Quality Assurance is the activity that makes sure a website is operationally sound and in conformance with an organisation's standards.

The two main activities of Website Quality Assurance are Data Collection and Data Analysis.

3.3.1 Data Collection

The aim of this task is to collect the data against which a website can be examined for issues of quality. This includes:
- Checking for broken links
- Checking for missing content, e.g. images
- Checking for missing browser titles
- Checking the spelling and grammar of content
- Checking for missing metadata
- Checking the file sizes of pages to ensure they are not too large
- Checking for browser compatibility
- Checking that applications are functioning correctly,
- Checking that legal and regulatory guidelines are being adhered
- Checking that pages conform to your organisation's Web
- Accessibility standard (if any)
- Checking that the Website Design standard is maintained

3.3.2 Data Analysis

Data Analysis examines all the information that has been collected and from that an Issues Log is compiled. The purpose of this log is to list items that are in violation of a QA checkpoint, e.g. broken links, oversized images, etc. These can then be allocated to Developers for adjustment.

3.4 Website Performance Monitoring: To measure success.

Website Performance Monitoring is the activity that gathers and analyses data against which the success of a website can be evaluated. To this end, it is important that your Maintenance Team know the Key Performance Indicators (KPIs) against which their site is being evaluated.

KPIs are the targets that have been selected by management for determining online success. The three most commonly used are:
- Website Activity (traffic)
- Subscriber/Sponsor Feedback(The feedbacks need to send by the client so that will work on those on request and it's fully out of this maintenance agreement)

3.5 Website Infrastructure Monitoring: To supervise hosting.

The aim of Infrastructure Performance Monitoring is to create procedures for the supervision of site hosting. Website hosting refers to the service that allows a website to be stored on and accessed from the internet. Typically, the group of people in charge of this area is called the Technical Support Team.

3.5.1 Technical Support Team

The size of your Technical Support Team and the range of skills represented on it depends on the complexity or infrastructure of the Website .

The most common skills included on a Technical Team are:

- Software Management: The maintenance of the software used to host a site.
- Hardware Management: The maintenance of hosting hardware.
- Information Systems Security: Web security.
- Data Maintenance.

Our Server side Consultants will implement automated monitoring of select services and assets, including:

- Site status (i.e. whether the site is up or down);
- DNS monitoring to ensure that Client's domain names do not expire and are not
- Altered without authorization.
- SSL certificate expiration monitoring to ensure encryption certificates do not expire.
- Backup monitoring to ensure backups are taking place successfully.
- Mysql Connection limit issue solution after supporting with the hosting service providers.

3.6 Change Control: To manage technical and other changes in a coordinated way.

The responsibilities of site maintenance extend beyond issues of immediate operations. They are also concerned with developments that have the potential to affect future integrity. In this sense, a mechanism is needed by which the impact of amendments can be managed.

Change Control is a process for implementing technical and other updates to a website in a timely and non-disruptive manner.

3.6.1 Change Control Process

The process by which Change Control is managed comprises four steps. These are:
- Identify the nature of the change
- Identify the scale of the change
- Identify any possible impact
- Proceed or re-evaluate

3.7 Enabling of Boost and other modules to Enhance the Drupal Site Performance.

We will enable the Boost Module and memcache other modules after checking the SSL certificate and hosting details. Also will check any other custom module already using caching mechanism.

3.8 Site formatting issue

Site formatting issues on new browser release need to handle separately. As we implemented the theme already and added media queries depending on each browser any cause problem with the theme on browser version releases. On the initial code review we will specify all these this and most things will be handled along with the monthly maintenance itself.

Most media queries are set to trigger at certain screen widths or breakpoints. Exactly what these should be set to is a matter of developers. And if any custom breakpoint added already inside the theme, we need to rework on those code to make it proper for all browser new versions.

4 OUR DRUPAL MAINTENANCE & SUPPORT PLANS

Our support and maintenance packages are customizable, meant to expand or contract to meet our clients' needs and can include our experts performing and assisting with site audits, security updates, upgrades, migrations, code reviews, performance testing and tuning, advisory, user interface development, content updates, integration assistance and more.

4.1 What are your hours of support?

Our office hours are 9:00 to 17:00, Monday to Friday. Within these hours, we offer a one hour response time to customers on our support contract. Support request received after 16:00 will receive a first line response within one working hour extending to the next working day as necessary, although we will always do our best to respond the same day.

4.2 * Any time 24x7 Emergency Support

We understand time is of essence when it comes to critical/major issue support. We have a support package that covers 24x7 support for critical and major issues on the website. Any site down issues and server down issues will be handled any time any day on receiving a call or email from the client. No feature implementation plan and updates comes under the 24*7 Emergency Support.

99% of our jobs are completed from Monday to Friday during regular business hours 9:00 to 17:00, IST. We keep an eye on incoming support tasks over night and over the weekend, so if there's an urgent issue we can call a developer in to help.

4.3 What We Offer

What We Offer	
Support Time	24*7 (Refer 4.2 for details)
Code Audit	Full
Monitoring Tools	Full
Response Time	4 hour phone or email response
Status Calls	Bi-Weekly(On Request)
Contract Duration	12 months
Version Updates	Monthly
Backups	Weekly (Daily database backup on Client request)
Documentation	Full
User Training	Yes
Security Audit	Full Security Audit
Custom Audit	-
Innovation Session	On Client Request

4.4 Website Feature Support.

The website features which are already done by any developer or client will be handled in two ways depending on the feature.

4.4.1 Feature support not exceeding 5 Hours of Development.
The feature bugs not exceeding more than 5 Hours of development will come inside the monthly maintenance.

4.4.2 Feature support exceeding more than 5 Hours of Development.

On checking the feature and development time exceeds more than 5 hours of development, we will share the details for feature implementation plans along with the feature description and this need to handle on an hourly basis other than the monthly maintenance.

4.5 Training

Technical training for technical staff on maintaining features and functionality. We will provide basic training along with the documentation for the client admin team regarding the content addition and edition. How to create a new category and the editing option available in a Drupal site for the admin along with the permission addition option for various users. We will also provide the database level training for the client admin team. Most of the database level configuration like cache management can be done from Drupal admin pages itself and all these will be shared with client once the proposal is approved.

4.6 Typical Monthly Price Structure

Monthly Rate	1200 Dollars

4.6.1 Yearly Pricing Details

Name	Monthly Rate per Site (Dollars)	No of Sites	Months	Subtotal
Website Maintenance Retainer Monthly Fee	1200.00 $	1	12	14400 $

Total   14400 $

NB: The Monthly Rates Cover All the Above Specified Features

NB: Any other Changes above this specified features needs to handle outside the Monthly Maintenance Cost

6 What don't we do?

Chanceriver specialises in support, maintenance, small fixes, and updates. This means there's a lot of work that we don't do, including new site design or re-redesign, PSD to Drupal conversion, major new features, custom web development, SEO, PPC, hosting, content creation, and any task taking over 5 Hours and need to handle outside this Agreement.

7 Chanceriver Team

Dileep Kumar
CEO & Drupal Architect
Chanceriver founded in 2013, November, He started the company with a vision to implement, the fast growing computer technology in the world, to the clients with passion, accuracy and quality. Powerful CMS is a technology company with worldwide happy clients.He always provide excellent client solutions to the world with latest technologies. He have been serving our clients with 100% efficiency and commitment. We make our client's business simple and powerful with updated technology. His passion about generating visibility and sharing knowledge and opinions with the world - community contribution is a big part of this position. Experience working in teams, and a willingness to mentor, support and lead less experienced Engineers with varying levels of Drupal experience.

Nijo Lawrence
CTO & Project Manager
Chief Technical Officer with over 8 years of leadership experience in designing innovative software solutions for clients from various sectors. Skilled in cloud computing, information management, architecture design, application development, and virtualization. Demonstrated mastery in evaluating requirements for business application integration and service activation. Proven mentor and training with expertise in communicating across organizational levels and with cross-functional teams to drive shared vision and foster culture of excellence. He is an Acquia Certified Drupal Developer also.

Uttam Kotekar
Drupal Architect
Uttam Kotekar is an Acquia Certified Drupal Developer building Drupal sites since 2010 for a variety of clients such as Audeze, Programmable Web, CBGEN, Benzinga, and Florida Medical Group. Recently he led the Drupal redesign of the Greenbook.He specializes in Drupal CMS,

custom module development, profile management, site architecture, training and SEO. He is also well versed with Server Administration.

Nitheesh C.S
Drupal Architect & Server Manager
Nitheesh C.S has been working with Drupal since 2010, and is an active member of the Drupal development community. He is a full time web developer and Server Manager. He specializes in Drupal CMS, custom module development, profile management, site architecture, training and SEO. He is also well versed with Server Administration. Adept at working individually, in group settings, and as a team leader with the ability to collaborate with graphic designers and company management to create and enhance web sites while being able to handle responsibilities and new protocols.

Jibin Jose
Drupal Architect
Drupal Architect & Team lead with 7 years of experience in creating and maintaining Drupal applications. His responsibilities include planning, system architecture and design, application development, database design and management, system administration, training and SEO. Created and deployed complex, fully-featured websites using the Drupal Content Management System (CMS), integrating custom programming with existing third-party modules.Used JavaScript with jQuery and Ajax to provide elegant user interfaces.

Siva Prasad
Team Lead
Siav Prasad is a PHP developer and consultant specializing in Drupal back-end development including site configuration and custom module creation. Creating full websites and performing short-term and long-term contract work. Migrated existing site from Ruby on Rails to Drupal 7. Work included custom content type creation, Views building, custom module development including Features, and importing of old site users and content.Created proposals, worked on project planning, estimating, requirements gathering, and architecture design.

Kala Jayan
Senior Drupal Developer
Kala Jayan is a Senior Drupal developer with a focus on web applications leveraging a strong background in open source technologies including Drupal, Linux, PHP, Javascript, jQuery, AngularJS, Laravel, MySQL, MongoDB, Apache, Postfix, and nginx. Experience in database design, software engineering, development and team leadership. Proven ability to jump into new projects and learn new technologies quickly.Created and deployed complex, fully-featured websites using the Drupal Content Management System (CMS).

Tomy Mohan
Senior Drupal Developer

Tomy Mohan started working in Chanceriver for the Past 2 years. Experience working with the most recent version of Drupal and external plug-ins available for Drupal. Strong PHP, MySQL, Query, HTML5, CSS3, Jquery, and JavaScript frameworks. Having In-depth knowledge of Search Engine Optimization (SEO) tools along with experience in software developing using web-based technologies and tools. Complete knowledge of web development practices, W3C standards, and SDLC. Ability to cope with pressure and deliver high quality results and to troubleshoot and resolve technical errors.

Prasanna T
Senior Drupal Developer
Experience working in developing fully functional, cross browser compatible websites on Drupal platform. Designed applications for gaming, e-commerce, social media websites and blogs website for various clients. Migrated existing websites to the latest versions of Drupal platform with advanced bit encryption for pages.Hands on experience in creating SQL queries for websites built on Drupal 8 and previous versions. Maintained and upgraded web portals according to the clients requirement.

Fathima M
Test Lead & Senior Tester
Senior software QA tester & Test Lead with full system development life cycle experience, including designing, developing and implementing test plans, test cases and test processes fueling swift corrective actions, significant cost savings and fault-free audits. Hands-on technology professional accustomed to working in complex, project-based environments. Multifaceted experience in QA software testing, software development and user-acceptance testing.Familiar with Programming Fundamentals (Structured Programming and Object Oriented Programming).Excellent Communication, Interpersonal Skills. Quick Learner, versatile, adaptable and process-oriented with high customer orientation.

Dain M Jose
Test Engineer
Engineering Professional having about 3.5 years of Software Testing experience. Understanding Test Requirements, Deriving Test Scenarios, Test Case Documentation, Test Data Collection, Test Execution, Test Reporting and Continuous Development of Testing Skills. Familiar with all phases of Software Development Life Cycle and Software Test Life Cycle. Knowledge on different Levels of Testing (Unit Testing, Integration Testing, System Testing and Acceptance Testing) and Understanding, Analyzing and Streamlining Test Requirements. Expertise in Bug Reporting & Tracking Process, Bug Reporting and Tracking using Bug tracking tools like Bugzilla and Issue Tracker.

Sajin Paul
Content Strategist & UX Designer
Sajin Paul is Senior Content Strategist & UX Designer who focuses on the design of a rich user experience (UX) for Internet applications and the translation of this UX into practice through the

eloquent use of CSS, XHTML, JavaScript, CMS themes, and various frameworks. He is well versed in web technologies and uses this expertise to inform the UX design choices when creating new visual designs or interfaces for websites. He also designs and themes for other outreach platforms such as advocacy toolsets and email newsletters.

Indu K
Business Development Manager
Focused Business Development Manager with exceptional planning and implementation capabilities. Highly-trained in computer science with in-depth understanding of users requirements gathering and market trends. Adept at cultivating managing and leveraging client relationships. Organized and results-driven professional with 10+ years of experience in proposing marketing strategies to increase revenue, working alongside sales executives and implementing changes based on customer feedback seeking a Business Development Manager position at Chanceriver.

Ratheesh Kumar
Business Consultant
Drove revenue for the organization through business development, prospecting, and lead generation, as well as in relationship management, account management, and solutions-based sales methodologies. Adept at developing reports for clients that make sense finding solutions where none seem to be available and assisting customers in finding new clients. Specializes in technology distributors and retail organizations.

Hari Krishnan
System Administrator & Senior Drupal Developer
7 years of experience in designing and implementing new features and functionality, establishing and guiding the website's architecture, ensuring high-performance and availability, and managing all technical aspects of the CMS. Work closely with front-end developers and customers to ensure an effective, visually appealing, and intuitive implementation. Also with hands-on experience as a systems administrator with strong experience managing server infrastructures and data-center operations across Unix, Linux, Windows and Mac OS X platforms. Effectively plan, install, configure and optimize IT infrastructures to achieve high availability and performance.Proven ability to create and deliver solutions tied to business growth, organizational development and systems/network optimization. Skilled problem identifier and troubleshooter comfortable managing systems, projects and teams in a range of IT environments.

8 Client List

- Prosemedia
- Programmable web
- Florida hospital medical group

- European Environment Agency
- Kantor Qwentes
- Métier- R Design STUDIO

- Slingshot play
- Cape Breton Genealogy and Historical Association

- John Foster Real Estate
- Knowledge Avatars
- RGL Electronics

9 Case Studies

AdventHealth Medical Group

Contact Name: Warren Rasquinh
Contact Information: +1 (407) 416-9143
warren.rasquinha@flhosp.org

Websites: https://www.adventhealthmedicalgroup.com/
https://www.adventhealthgrupomedico.com/
https://www.adventhealthmedicalgroup.com/central-florida/
https://www.adventhealthmedicalgroup.com/gordon/
http://www.thespinehealthinstitute.com/
http://dev-floridahospitalradiology.pantheonsite.io/
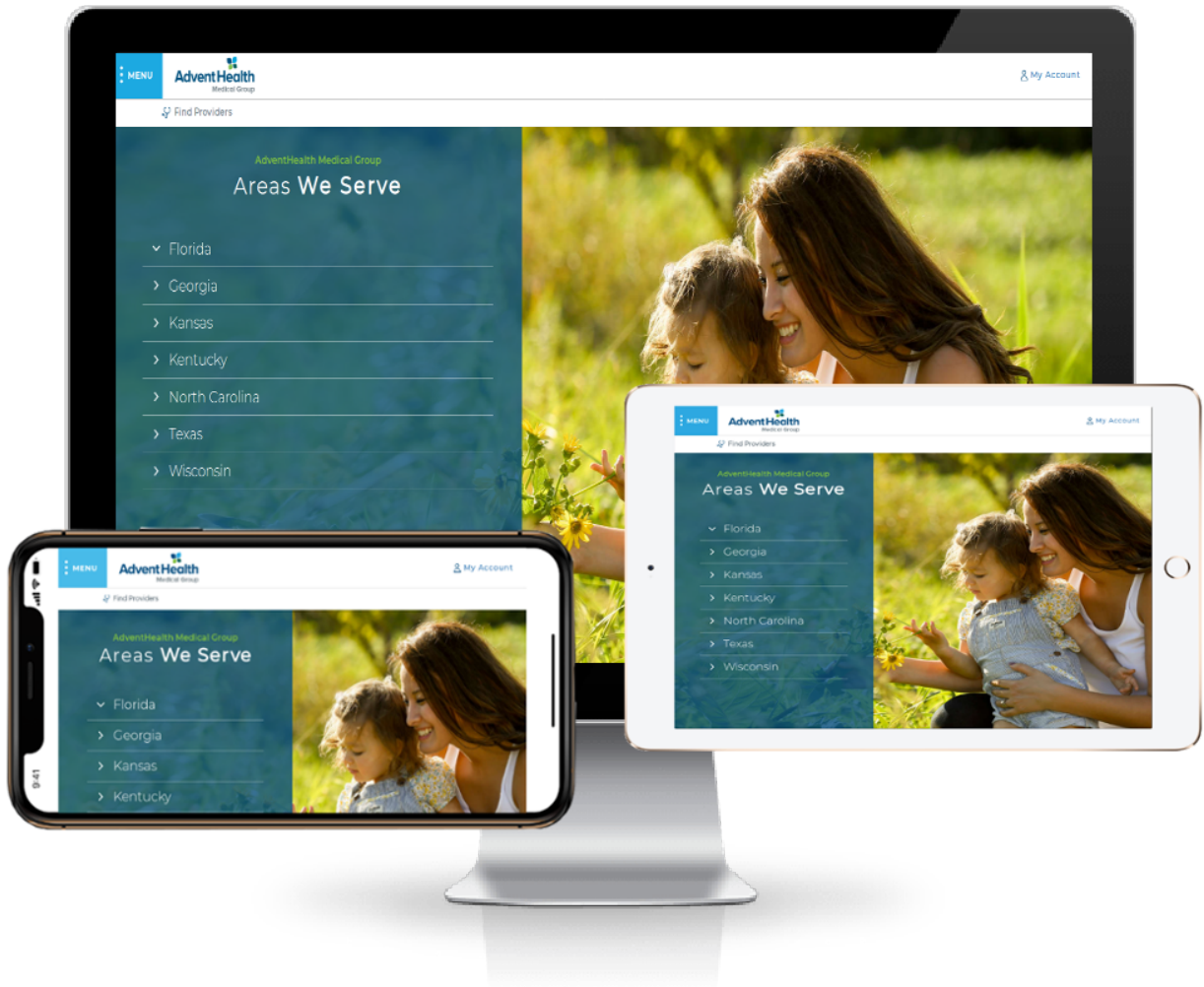https://devdoc.fhphysiciannetwork.com/

Company Overview: AdventHealth Medical Group is a coalition of over 2,000 physicians, advanced practice providers, residents, fellows and faculty members. This comprehensive network spans 9 states - offering you an unparalleled continuum of care across the country. From primary care doctors to pediatricians and surgical specialists, we have physicians for every age and every stage of life. The company offers family medicine, internal medicine, Urology, cardiology, endocrinology, orthopedic surgery, sports medicine, gastroenterology, rheumatology, dermatology, obstetrics, gynecology, mammograms, ultrasounds, X-ray, MRI, CT scan, and rehabilitation services. The company was founded in 1994 and is based in Maitland, Florida.

Problem: AdventHealth Medical Group needed a website redesign and content migration in Drupal including multi sites and multi language site to communicate their mission. They engaged a company to build them a site, but that company failed to deliver a website that met their needs.

Solution: Florida Hospital Medical Group initially approached Chanceriver to build a Drupal 7 website highlighting their programs, tools and trainings in 2013. They wanted a site that looked clean, and was easy to edit and add new content. More recently, we worked together to build all there requirements in web designing. Now we are handling more than 100 sites for Florida Hospital Medical Group along with its Support and Maintenance.

Results: Chanceriver Successfully completed all the requirement in the Scheduled time.

Prosemedia

Contact Name: Justin Belmont
Founder, ProseMedia.com
justin@prosemedia.com

Websites: https://www.prosemedia.com/

Company Overview: Prosemedia is a premier content creation platform, which acts as a workbench for creating marketing content on demand. Its an ecommerce site built with Drupal commerce. Prosemedia, powered by an industry-leading process and platform, a passionate editorial staff, and a network of handpicked journalists and copywriters, makes it easy for innovative brands to purchase professionally-crafted content, from blog posts and articles to white papers and social media.

Problem: Prosemedia need the website bugs to be completed as soon as possible without any more errors happened in the feature development.

Solution: Prosemedia is running the site with the whole functionality bug free.
Results: Chanceriver Successfully completed all the requirements and bug fixes in the Scheduled time. Also we are checking both the server and system updates and maintenance on hourly manner.
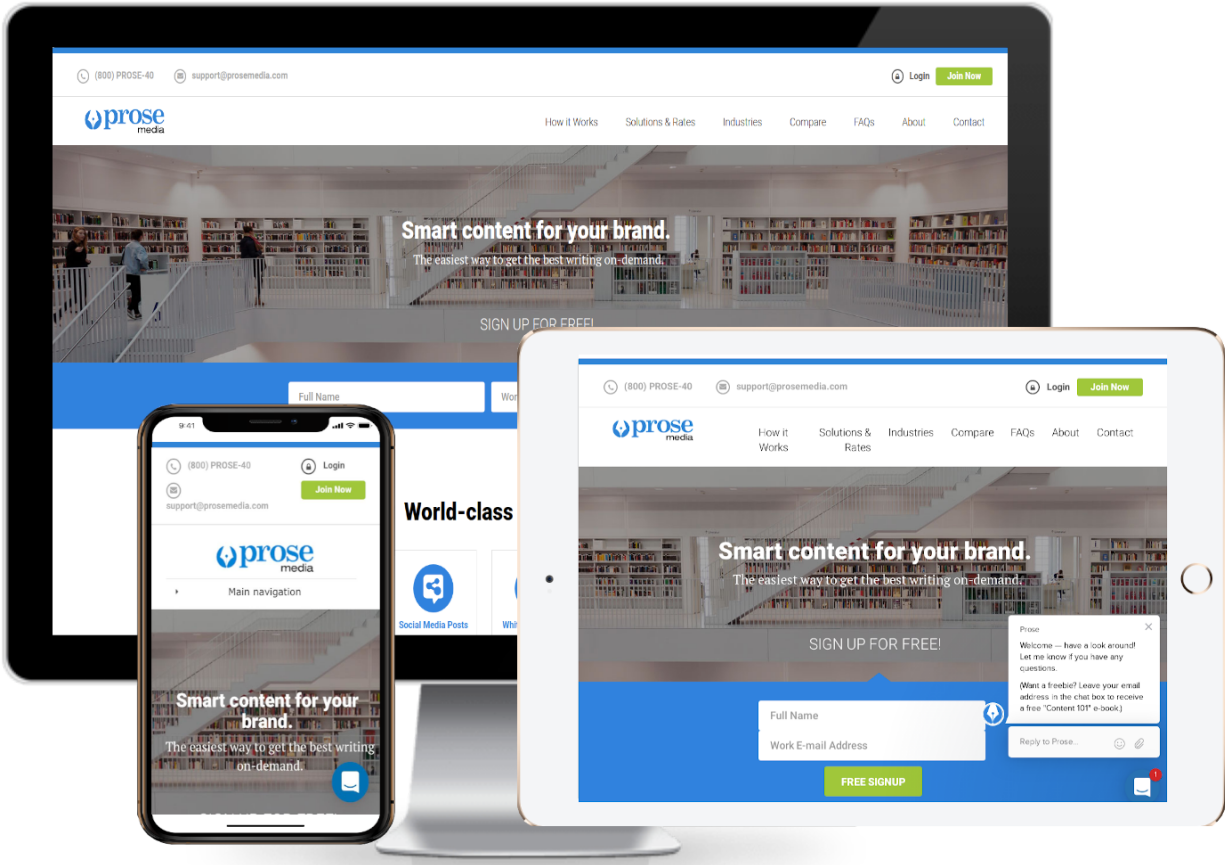
Knowledge Avatars™

Contact Name: Emiliano De Laurentiis
Founder of Knowledge Avatars Inc
emiliano@knowledgeavatars.com

Websites: https://knowledgeavatars.com
https://mixologyguru.knowledgeavatars.com/

Company Overview: Knowledge Avatars is a platform where anyone can create and publish a digital tutor called a Knowledge Avatar. Knowledge Avatars helps students learn by showing them exactly which concepts they need, to fill in their knowledge gaps. Examples and activities are available to the student as needed. Integrated testing provides immediate feedback so that students always know where they stand. Users can easily create Knowledge Avatars without any knowledge of programming or instructional design. Knowledge Avatars supports multiple languages and are optimized for mobile devices.

Problem: Knowledge Avatars needs website that need to be completed as soon as possible. After completed the Knowledge Avatars website we have worked with more websites.

Solution: Knowledge Avatars is running the sites with the whole functionality bug free.

https://knowledgeavatars.com
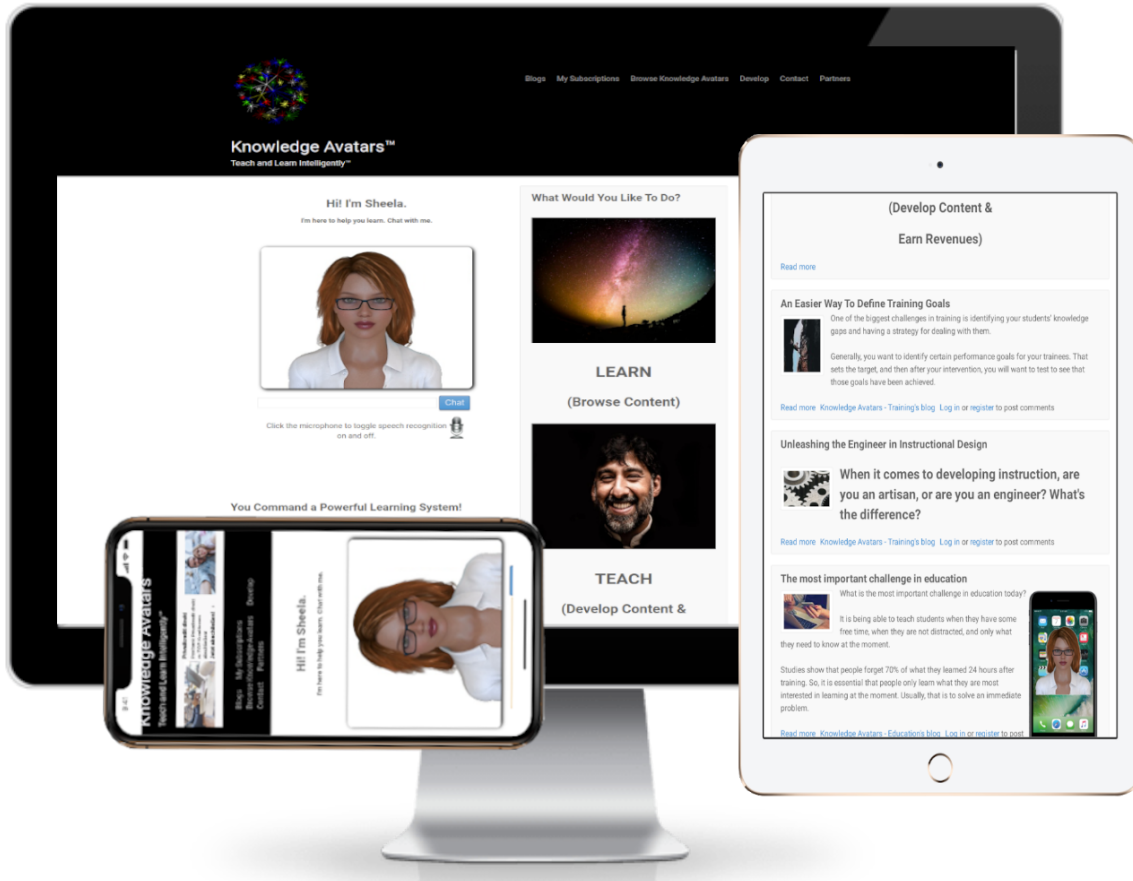
John Foster Real Estate

Contact Name: Marilyn Trent
Project Coordinator
marilyn@trentcreative.com

Websites: https://www.usvi-realestate.com

Company Overview: Property listing website based in US Virgin Islands was built by fetching data from a RETS feed. There was no suitable module in Drupal available for implementing this

functionality hence database structure had to built after mapping more than 300 fields from the RETS feed. Utilizing the phRETS library, a custom module was built for importing content from the RETS feed. High resolution images were also imported to the server with different condition mapping to avoid duplicate or unwanted images being imported. The database mapping of the RETS fields was a challenge due to the lack of documentation on fields.


https://www.usvi-realestate.com
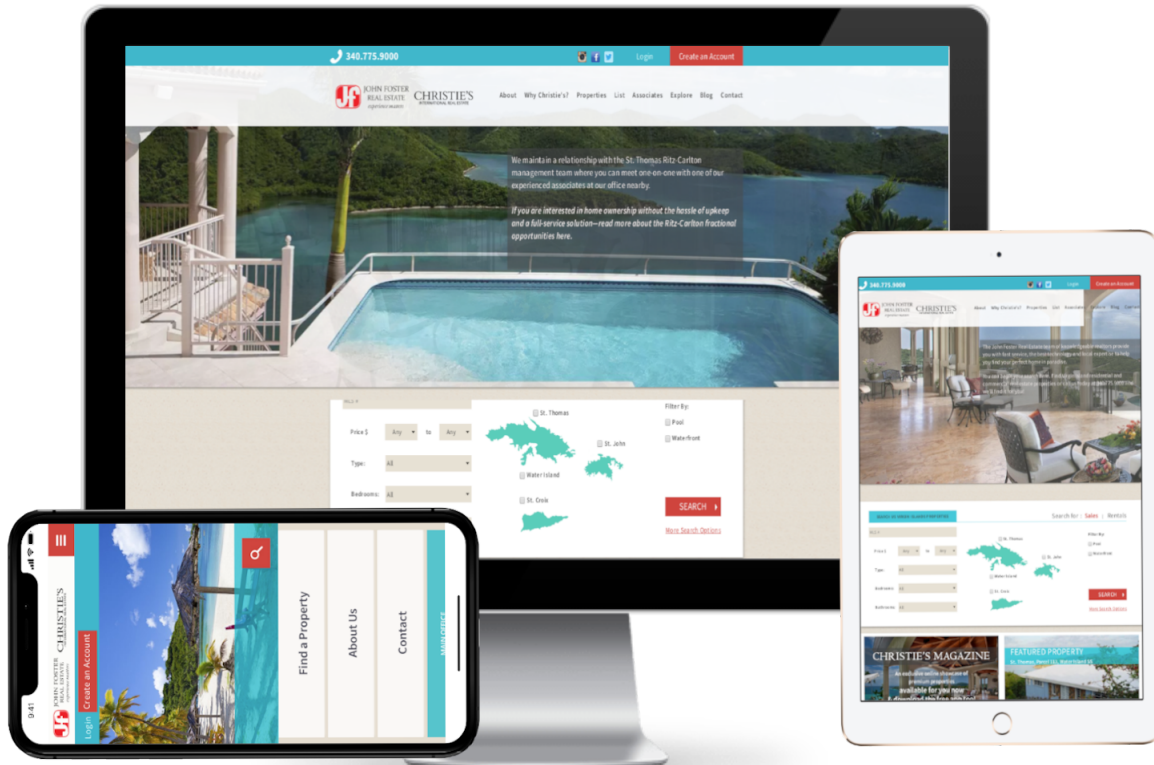
RGL Electronics

Contact Name: Anjan Nair
Project Coordinator
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RGL Electronics LTD
Pelham Works,
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Websites: http://www.rgl.co/

RGL Electronics is a site for electronic Products Display and Sales. RGL Electronics is a UK based company which designs and manufactures a wide range of products for use in the Fire and Security Industries covering the UK, Europe, Middle and Far East markets for over the last 13 years. RGL supply their range of products throughout all the major UK and European Distribution outlets and tailor their products to meet all required needs competitively.
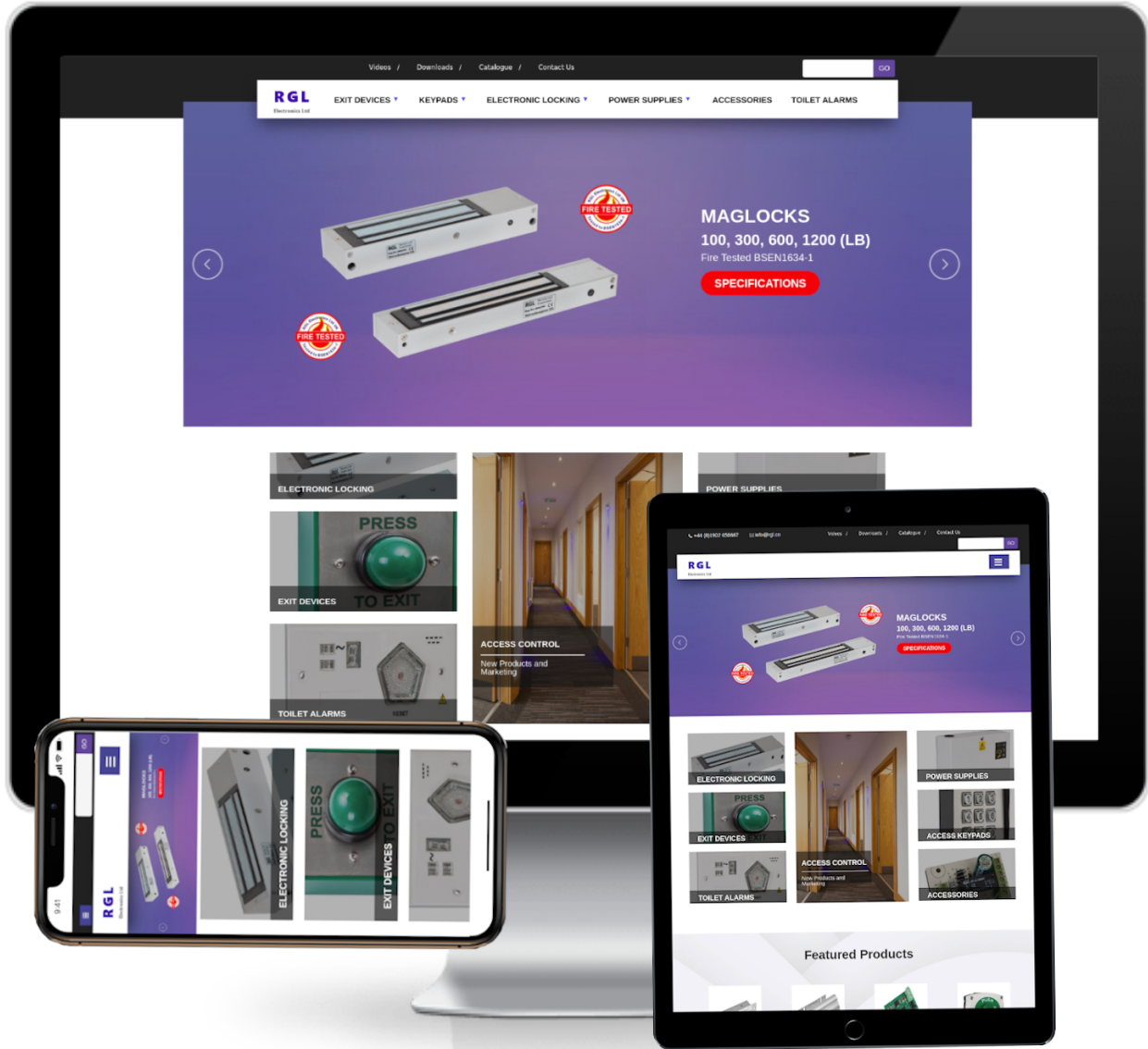
10 SUMMARY

This Website Maintenance Agreement is a service agreement between Chanceriver and The Society for Classical Studies. This document defines the minimum performance measures at/or above which the service delivered is considered acceptable.

11 DOCUMENT APPROVAL

To approve and accept the website maintenance proposal above, simply sign electronically using the fields below. You will be able to download a copy of this proposal for your records, and an initial invoice will be sent to you within 24 hours. You will receive subsequent invoices every 30 days for the next 11 months.

The following Website Maintenance Agreement has been accepted and approved by the following:

Name	Designation	Signature	Date