



Project Ann Arbor DDA Maintenance Agreement, 2016
Date December 17, 2015

Overview

Keystone Media will perform quarterly updates to the Ann Arbor DDA website, a2dda.org.

Regular Maintenance Description

- Quarterly: Check & update Wordpress, theme, and plugins
- Website Backups: Recommend installation of an automatic backup system for daily backups at \$35/mo with setup cost (Pair expense). Keystone will monitor to ensure old backups are regularly.
- Liason between Pair & A2 DDA for any server requirements

Website Fix / Time Sensitive Issues

- 24 hour response time
- Simple Issues: Provide corrective measures within 48 hours
- Complex Issues: Will work with Pair & programmers to ensure issues are fixed as quickly as humanly possible

Assumptions:

- Changes or new site functionality to the website or maps are not included in this maintenance agreement.
- Invoices: January, April, July, and October
- Super complex maintenance issues may require additional monies. This is not expected, but a slim possibility.

Budget: \$650 / quarter