

To: [REDACTED]

Date: 27-May-2017

At the suggestion of [REDACTED] I wanted to formalize my proposal for continued support of the Wells Foundation website. She and I have been communicating regularly, and at this point I am confident we will have the new site live in time for the start of the grant cycle beginning July 1 provided we can tie up some loose ends (i.e., make decisions) Holly is pushing on.

I will continue to [REDACTED] make all changes, updates and corrections to the site through October 15, 2017. This will get you through the close of the grant cycle. There will be some post-GC things to do. Right now I see the two main tasks involving (a) posting on the “board members only” page the materials submitted by the organizations applying and (b) inactivating the form on the applicant. Both of these tasks and, I would think, any others can be done during that window of time between October 1 and October 15. Also, before October 15 I will document where all of the following are found (probably on a Google drive space that I set up specifically for this product):

1. URLs, user IDs, passwords for the Wells Foundation Administrator.
2. Same for the cPanel access to the Wells Foundation control panel that accesses [REDACTED].
3. Same for the customer support site for [REDACTED].
4. A backup of the legacy Joomla site extracted from the Joomla footprint on [REDACTED]'s hosting site.
5. Source files for articles, graphics and the like used on the website.
6. Links to Lynda.com – an excellent online training site that I used to learn WordPress. Although this is normally a paid subscriber site it is available for free to anyone with a public library card.

After October 15 I would propose that I continue supporting the Wells website at an hourly rate of [REDACTED]. I would track my hours by date, time spent on that date and tasks performed. So as to not pepper you with small invoices I will only submit bills in increments of 2 (2 hours, 4 hours, 6 hours etc.). Looking ahead, assuming the website remains stable and performs as we all would hope, I would characterize that what “support” entails might include the following:

- a) **Updates and change.** Correcting or updating any content on the website
- b) **New pages.** Adding any new pages or reorganizing existing pages. For example, when grants are awarded in January we will want to update the slide show that appears on the home page.
- c) **Contract monitoring.** Assuring that our annual contract with [REDACTED] and the two plugin providers are renewed. A breakdown of the costs I have submitted to [REDACTED] in this regard are as follows. Although there is no guarantee my guess is that these prices will be about the same next year.

[NOTE: A “plugin” is web-speak for a piece of computer code tailored to WordPress that enhances functionality not found in the core WordPress product. Some are free – for example, the plugin that allowed me to create the board-member only page—whereas other come with a modest price tag as noted below. Technically you do not have to renew support for the plugin providers. What this supposedly means is that you can continue to use the plugin but you don’t get any new features they might add nor will they provide you support if something goes haywire.]

- [REDACTED] – the hosting service. Included in the [REDACTED] charge (running from May 2017 until May 2018) are [REDACTED] for the website hosting and \$[REDACTED] for regularly backing up to the cloud everything related to the database.
- **WPForms** – vendor providing the plugin that allows grant applicants to apply online and allows Wells to collect, store and post these materials. The charge is [REDACTED]
- **WPShopMart** – vendor whose plugin provides the “expand and collapse” capability that you now see on several pages of the website (the 2017 Grants Recipients, Board of Directors, and Meeting Minutes pages). Total is [REDACTED]

- d) **Plugin maintenance.** Loading any new plugins required for changes or enhancements to the website. I will load, configure and test the plugins. If they turn out to be “premium” (meaning, “you gotta pay for them”) I will put these on my credit card and Wells will reimburse me. Although as of this writing there are maybe 8 or 10 plugins in the site only 2 were paid for – these are (as noted above) WPForms and WPSShopMart.
- e) **Problem resolution.** Logging and monitoring tickets with [REDACTED] (or – and this is considerably less likely – the plugin providers). This would be necessary in case, for example, something that always worked on the website for some reason now does not.
- f) **Documentation.** Updating existing, or adding new, documentation for anything coming after October 15.
- g) **Communications.** There may occasionally be questions from individual board members such as “how do we do this” or “could we do this ...”. This is a good thing in the sense that people will hopefully start to see the website as a tool that can be tapped for new uses. Likewise, I would include in communications any announcements about changes to the website requiring a mass (or targeted) email.

What I have described above is, I think, a reasonably complete list of what is encompassed here although with software of any kind it is not unrealistic to occasionally expect the unexpected. I would consult with Holly or whomever if something “big” were to come up that might require a larger amount of time in which case we can talk through what is involved and come up with an estimate of the proposed effort.

Let me know if you have any questions. Thank you.

Robert Oganovic

Date

[REDACTED]

Date

[REDACTED]

Date

[REDACTED]

Date

Sample created by Bob Oganovic