



Care 2025 Sample Statement of Work

This **Statement of Work** (“**SOW**”) is effective as of **01/01/2025** and is between **Ten 7 Interactive, LLC** (“**Agency**” or “**us**” and “**we**”) and **An Incredible Client Inc** (“**Client**” or “**you**”). This SOW is subject to the Professional Services Agreement between Client and Agency effective as of **01/01/2025** (the “**PSA**”). Capitalized terms not defined in this SOW have the meanings given in the PSA.

Service Period

Agency will perform the Services described in this SOW during the Service Period. The Service Period will begin on **01/01/2025** and it will end on **12/31/2025**.

Services

The Services listed below comprise Care Support Services (“Care”) for the websites (“Sites”) at:

- **anincredibleclient.com**

Response Time - Service Level Agreement

Client’s Service Level Agreement (“SLA”) governs Agency’s time to response:

- Our support team can be reached directly via email by using **support@ten7.com** during standard Agency business hours, Monday to Friday, 9am to 5pm Central Standard Time (“Office Hours”).



- Requests that are received by Agency are acknowledged with an automated response. If Client does not receive an automated response within 15 minutes, Agency has not received the request in its system. Client should reach out to Agency using other means.
- Received requests will be triaged with a First Response time of **2 business hrs** during Office Hours.
- Whenever possible, Time to Resolve is within **2 business days**.
- For **emergency-only** support outside of Office Hours, on-call team members can be reached via email by using 911@ten7.com. Whenever possible, resolution time is within one (1) hour. **Please use responsibly.**

Care Requests

“Care Requests” are flat-fee requests for assistance with Sites. Requests are submitted through support@ten7.com and are completed per the requirements set forth in the SLA. Common examples of Care Requests include bug fixes, small design tweaks, small feature additions and changes, etc.

- Client will receive **2 Requests Per Month**. Unused requests do not carry over to the following month. Additional requests are **\$340 per request**, billed at the end of the month.
- All Care Requests are evaluated for work effort. Requests determined to take less than one business day will be completed, otherwise Agency will contact Client to determine how to proceed.

Drupal Updates

- Agency will apply minor version Drupal Core updates and Contributed Module security updates on a **Monthly** basis.
- Agency will make its best attempt to release **highly critical security** updates within 1 business after a Drupal Security Team advisory (<https://www.drupal.org/security>) whenever possible.



- Agency will provide orchestration, installation, and management of supporting services like GitHub, Cloudflare, and others as well as access to Drupal Steward, when available.

Pantheon Hosting

- Agency will resell hosting from Pantheon (pantheon.io) to Client.
- Client will benefit from support features and response times of Agency's Pantheon Platinum Level Support detailed at <https://docs.pantheon.io/guides/support/> for requests that are made directly to Agency.
- Site traffic allotment for Sites is **Large (210k visits/mo)** detailed at <https://pantheon.io/plans/performance-pricing>
- Pantheon fees are subject to change based on Pantheon's own internal yearly rate card, volume of traffic Sites receives, etc.
- Client agrees to pay any differences should Pantheon fees change

Offsite Backups

- Agency will use best practices to perform automated backups of site databases and files, an "Archive" of Sites.
- Agency will configure Archive such that an offsite, geographically redundant snapshot is generated containing the last 7 daily snapshots and the last 4 weekly snapshots.
- Agency will provide **Pro Backups** to Client where:
 1. **Basic Backups** include 1 monthly snapshot in 1 offsite location.
 2. **Pro Backups** include 12 monthly snapshots in 3 offsite locations.

Jira and GitHub Access

Agency makes use of Jira and GitHub as part of operations. Client will receive access to both tools for **2 users** during the Service Period.

Planned Production Hours and Administration



Agency will provide a total of **180h** of Planned Production and Administration time to Client which may be used for bug fixes, new feature development, minor enhancements, user experience optimization and any other professional digital services that Agency may provide. Agency will schedule hours in multiple of 30 which facilitates planned, focused work. Unused hours expire at the end of the Service Period.

Core Web Vitals Maintenance

Agency will monitor Sites at the **Basic Maintenance** level using PageSpeed Insights (<https://pagespeed.web.dev/>) and other automated tools like Tugboat (<https://www.tugboatqa.com/>) to ensure Core Web Vitals (<https://t7.io/lighthouse-performance>) are green for Performance, Accessibility, Best Practices and SEO where:

- **Basic maintenance** keeps metrics greater than 75% for 3 selected URLs
- **Pro maintenance** keeps metrics greater than 90% for 5 selected URLs

Selected URLs may be changed on a quarterly basis.

Accessibility Maintenance with DubBot

Agency will monitor Sites at a **Basic (2 issues/mo resolved)** level, implement web governance policies, keep an eye on broken links and do regular spelling and readability checks. Agency will train Client on DubBot's use and empower Client to make updates for themselves. Included is a DubBot license and:

- **Basic Maintenance** includes 2 issues per month and up to 1,000 URLs monitored
- **Pro Maintenance** includes 5 per month and up to 5,000 URLs monitored



Excluded Services

Agency's Services and Deliverables only include the items listed above, and do NOT include the following:

- Copywriting and copyediting
- Creation of photographs, icons, or graphic designs for the site
- Trademark, patent, or copyright clearances
- Responsibility for performance of third-party services (e.g., hosting)
- Regulatory compliance, e.g., privacy, security, accessibility, disclosures, financial, etc.
- Search engine optimization

Work provided by Agency beyond the included services and deliverables will be billed at Agency's current hourly rate for such services.

Fees, Expenses, and Payment

Fees for Services during **Service Period** are as follows:

- **Response Time - Service Level Agreement**
First Response: 2 business hrs, Time to Resolve: 2 business days - \$15,000
- **Care Requests**
2 Requests Per Month - \$8,160, additional requests are \$340 per request
- **Drupal Updates**
Updated Monthly - \$12,000



- **Pantheon Hosting**
Large (210k visits/mo) - \$8,500
- **Offsite Backups**
Pro Backups - \$1,000
- **Jira and GitHub Access**
2 users - \$1,000

- **Planned Production Hours**
180h - \$34,200
- **Production Administration**
Production Administration - \$6,840
- **Core Web Vitals Maintenance**
Basic Maintenance - \$15,000
- **Accessibility Maintenance with DubBot**
Basic (2 issues/mo resolved) - \$15,000

The total fee for this SOW is **\$116,700** which will be billed in equal installments of **\$8,850** per month. Payments are due on the first day of each month.

A payment of **\$19,350** is due on signature of this SOW. It includes one time annual fees as well as your first monthly payment.

This fee does not include any expenses or other costs that may be required to provide Care. Examples of expenses include licensing fees, stock or original photography, font or media licensing, online services, and similar costs. Agency will obtain your consent before incurring costs on your behalf. Once approved, Agency may advance such costs on your behalf and include the amount on your invoice. Alternatively, Agency may require that you advance such costs before they are incurred or that you contract directly with the vendor.



Approval

The parties signed this SOW as of date first written above.

“Agency”		“Client”	
Ten 7 Interactive, LLC		An Incredible Client Inc	
By		By	
Name	Ivan Stegic	Name	Human Person
Title	Chief Executive Officer	Title	Chief Executive Officer
Date		Date	