

devterch

Website Maintenance

Thanks for your interest in us, we believe one of the biggest investments an organization can ever make when it comes to establishing an online presence is choosing the right firm to partner with, at Devterch we believe we have what it takes to enable you achieve your online purposes and goals.

This document is applicable to organizations/individuals that already have a web site and are only interested in maintenance of the site with new and relevant articles, if you are interested in web design contact us for a write-up on web design.

Our Services

Devterch IT Solutions is a professional and "family-friendly" business entity. We reserve the right to limit our service to only those individuals, businesses and non-profit organizations whose needs we can realistically meet.

Devterch IT Solutions reserves the right to refuse service to anyone requesting maintenance of web pages for:

- a. Illegal purposes
- b. Inappropriate or offensive purposes
- c. Or any other purpose that does not follow our family-centered philosophy

Web pages developed by Devterch IT Solutions cannot be modified to contain:

- a. Illegal material
- b. Inappropriate or offensive material
- c. Or any other material that does not follow our family-centered philosophy.

Devterch IT Solutions maintains existing "informational" web sites and web pages for individuals, businesses, and non-profit organizations. We maintain informational web pages so they serve as a resource to site visitors. The information contained within the web pages shall be authored by the Client and submitted to Devterch IT Solutions in FINAL format. If the information and text submitted is not in final format and contains spelling, grammatical, syntax errors, etc., we may charge the client for additional time needed to correct the errors that should have been corrected before submission. We may make recommendations regarding the content of the web pages; however the Client shall make the final decision and approve the content of the web pages.

Devterch IT Solutions Web Site Maintenance Services constitute changes to the current website and its existing web pages using the current web site theme.

There are 3 kinds of maintenance:

- 1) Maintenance after web site installation
- 2) Maintenance due to changing needs
- 3) Maintenance due to recurring needs

1. Maintenance after web site installation means that within the first one months after the installation of the web site, we will perform warranty work to correct bugs, spelling errors, perform minor

cosmetic/text corrections or changes that are "very" minor (5- minute change) that may have resulted from errors overlooked by the Client or Devterch IT Solutions.

2. Maintenance due to changing needs may include minor or major changes to the website. Major changes include a new project of additional screens, and additional information/graphics, and redesign that affect the entire site. It may include major rewording of pages and changes to graphics due to changing needs. Major changes that affect the entire website will require a new contract agreement. Minor changes are changes that do not affect the entire website.
3. Maintenance due to recurring needs includes publication of news reports, press releases, current events, schedule of events, etc. our maintenance of a website may include one or more of the following that are the result of recurring needs and minor changing needs:
 - Text changes (such as news, press release, current events, scheduled events, rewording of text, etc.)
 - Simple maintenance and/or addition of graphics provided by the client to an existing web page (up to 1 hour of work per site only). Major changes in graphics layout in an existing web site shall be considered a new redesign project.
 - Simple navigational changes (up to 1 hour of work per site only). Major navigational changes shall be considered a new redesign project.
 - Simple page design changes (up to 1 hour of work per site only) Major page design changes shall be considered a new redesign project.
 - Addition of new pages as links from an existing page and not as links that will change the navigation of the web site. The addition of new pages shall follow the current web site theme.

Maintenance Plan: (Circle the plan selected)

PLAN A - Weekly Maintenance – Ugsh 15,000 per page/week (Pages are maintained weekly)

(Payment due at the end of every week)

PLAN B – Monthly Maintenance – Ugsh 25,000 per page /month (Pages are maintained monthly)

(Payment due at the end of every month)

We charge a standard fee of Ugsh250,000PM for graphic designs.

Additional Maintenance above and beyond the basic plan is priced at Ugsh 30,000 per page. This rate is for clients who are not in contract with us but just want changes to be made to their web pages.

Devterch IT Solutions reserves the right to delete, download, pull down, and take down the Client web site changes maintained by Devterch IT Solutions for non-payment with or without notice. At this juncture, the original website before the maintenance occurred will be restored.

We are proud and honored to provide web maintenance services to a number of organizations like Makerere University – faculty of arts, YMCA Kampala branch, Uganda Tea Development Agency (Winner of presidential golden award of leading exporter 2007), Corporate Africa, Index Pages, among many others. If you trust us with your web needs we guarantee that we shall take good care of your online presence through cutting edge and cost friendly solutions.

Devterch.

Dignified IT Solutions