



**COLUMBIA COUNTY BOARD OF COUNTY COMMISSIONERS
AGENDA ITEM REQUEST FORM**

The Board of County Commissioners meets the 1st and 3rd Thursday of each month at 5:30 p.m. in the Columbia County School Board Administrative Complex Auditorium, 372 West Duval Street, Lake City, Florida 32055. All agenda items are due in the Board's office one week prior to the meeting date.

Today's Date: 9/27/2016 Meeting Date: 10/6/2016

Name: Paula Vann Department: Tourist Development Council

Division Manager's Signature: *Ben Scott*

1. Nature and purpose of agenda item:

Approve ITI Digital contract to provide webhosting and support for 12 months for the SpringsRUs.com website - \$4,500

2. Recommended Motion/Action:

There is no recommended motion or action.

3. Fiscal impact on current budget.

This item is currently budgeted. The account number to be charged is 107-5200-552.30-48



971 West Duval Street, Suite 145
Post Office Box 1847
Lake City, Florida 32056-1847
(386) 758-1312
www.SpringsRUs.com

Memorandum

DATE: 9.28.2016
TO: Ben Scott, County Manager
FROM: Paula Vann, TDC Director 
RE: ITI Digital Webhosting Contract

The Columbia County TDC requests approval of the ITI Digital contract to provide 12-months of webhosting and support for \$4,500.

The Columbia County TDC developed a new SpringsRUs.com website which was launched Spring 2016. ITI Digital designed and managed the website for one year. The new contract allows ITI to manage the ongoing work to keep the website functioning and secure. This includes: backups, maintenance, upgrades and software patches as needed.

SPRINGSRUS.COM

WEBSITE HOSTING, TECH SUPPORT, DEDICATED HOSTING AND
MANAGEMENT and WEBSITE SUPPORT PLANS.

Agency Representative:

Franci Edgerly
franci@iti-digital.com
912.267.1558



1. WEBSITE HOSTING, TECH SUPPORT, DEDICATED HOSTING AND MANAGEMENT

“Management” means the ongoing work to keep the website functioning and secure. This includes: backups, maintenance, upgrades and software patches as described in the table below.

<p>Included in the first year (May 1, 2015 through May 31, 2016) Second year (June 1, 2016 - June 30, 2017): \$4,500 invoiced upon receipt of signed agreement</p>
API, deployment StackScripts
100 GB Storage
Daily Backups – 99.9% uptime
Dedicated Hosting Environment
Daily backups - A backup strategy for any situation. Three backup slots are rotated.
Domain uptime monitoring – Google Webmaster Tools
Firewall Management
Hosting on a cloud-based server. Hosting includes space for files, images and content.
Logging of critical system events
Malware & virus scanning multiple times a day (including removal if site is compromised)
Management of the site, which includes applying code updates if available
Monitoring: memory, domain uptime, CPU and IP
Monthly Google Analytics Executive Summary
Proactive monitoring and alert systems to avoid an online site
Scalable, flexible cloud server if more traffic or bandwidth is needed
SEO - Onsite. Ongoing. Example: manage alt tags, META titles, META descriptions, keyword usage through the content - headlines, header tags, etc
Server setup and configuration
Tech support for questions and issues related to the site
Traffic tracking (24/7) and reporting
User and password management

Terms - Website Hosting, Tech Support, Dedicated Hosting and Management.

Limitation of Liability

The client acknowledges that the service provided is of such a nature that service can be interrupted for many reasons other than the negligence of ITI Digital and that damages resulting from any interruption of service are difficult to ascertain. Therefore, the client agrees that ITI Digital shall not be liable for any damages arising from such causes beyond the direct and exclusive control of ITI Digital. Client further acknowledges that ITI's liability for its own negligence may not in any event exceed an amount equivalent to charges payable by client for services during the period damages occurred. In no event shall ITI Digital be liable for any special or consequential damages, loss or injury. ITI Digital is not responsible for any damages your business may suffer. ITI Digital does not make implied or written warranties for any of our services. ITI Digital denies any warranty or merchantability for a specific purpose. This includes loss of data resulting from delays, non-deliveries, wrong delivery, and any and all service interruptions caused by our server.

ITI Digital has no control over the policies of search engines or directories with respect to the type of sites and/or content that they accept now or in the future. Customer's web site(s) may be excluded from any search engine or directory at any time at the sole discretion of the search engine or directory entity.

2. SUPPORT PLANS

Maintenance Services include

- Adding and removing of menu items, icons such as weather, social media, video, iTunes, Google Play and PDF links
- CMS quarterly upgrades/security patches and plugins
- Smart banners for app downloads. Add and remove.
- Updates to text, images, and other minor content changes to Customer's website pages. Including slideshow or video changes on the home page or anywhere within the existing site structure
- RSS feed. Develop and implementation
- Tracking codes. Implementation for advertising campaigns.

OPTION ONE - \$300 a month

TWO HOURS MONTHLY, include items as listed above and day to day support Day-to-Day support

Include items as listed above
Including a Quarterly Strategic Planning Call.
Including annual onsite consulting.

OPTION TWO - \$500 a month

FIVE HOURS MONTHLY, include items as listed above and day to day support

Include items as listed above
Including a Quarterly Strategic Planning Call.
Including annual onsite consulting.

Terms - Support Plans

Any work that exceeds the selected package, will be billed on an hourly basis of \$120 per hour. Work within the package of choice will be billed in 15-minute increments.

Unused time is not accumulative. Unused time does not transfer from month to month. Maintenance Services time is strictly month to month.

What is not included

Web page layout updates, image editing, graphic design, graphic editing, database design, database changes, programming, and search engine optimization. Web site redesign, re-alignment or re-development. ITI will submit a quote for the services upon request. CMS design or integration including but not limited to blogs, shopping carts and web forums.

ITI Digital is not responsible for rewriting sentences, restructuring paragraphs, or checking for typing errors, misspellings, etc.

Deadlines & Deliverables:

ITI Digital will respond to all maintenance requests from "The Client" within 24 hours on weekdays and 48 hours on weekends, via email or phone, with a confirmation that the request was received, and an estimated completion date for each action item in the request.

ITI Digital will adhere to all quoted deadlines for the deliverables in the maintenance requests at all possible costs. In the event that ITI Digital has any issues in delivering on a quoted deadline, "The Client" will be notified via email or telephone the reasoning for any change.

Additional Services

Any revisions, additions or redesign "The Client" requests ITI to perform that is not specified in this document shall be considered "additional" and will require separate agreement and payment. ITI shall advise "The Client" on any requested work that falls within these bounds.

Customer Acknowledges

ITI Digital has no control over the policies of search engines or directories with respect to the type of sites and/or content that they accept now or in the future. Customer's web site(s) may be excluded from any search engine or directory at any time at the sole discretion of the search engine or directory entity.

If changes are made by ITI Digital according to Customer's information, and the changes submitted by the client are not correct, additional time to remedy the changes fall under the maintenance hours of time allotted.

ITI is not responsible for rewriting sentences, restructuring paragraphs, or checking for typing errors, misspellings, etc.

Termination

"The Client" may cancel this website maintenance agreement at any time, by providing one month's written notice, provided that payment is up-to-date. A pro-rata refund will be given for any unused period of the advance payment.

ITI Digital reserves the right to cancel this website maintenance agreement at any time, for any reason, without prior notification and will provide a cancellation notice either electronically or in writing sent to the address of record.

I understand and agree with the terms of this contract between Columbia County Florida Tourist Development Council and ITI Digital.

Check the Support Plan of your choice:

Option One: \$300/month

Option Two: \$500/month

X _____

Accepted for:

Paula Vann

Executive Director on behalf of:

Columbia County Florida Tourist Development Council



Accepted for:

Franci Edgerly

CEO & Founder at ITI Digital

Please return signed insertion order by fax to 912.267.6025 OR sign, scan and email to franci@iti-digital.com.