

EXHIBIT A
SCOPE OF SERVICES AGREEMENT 2026-05 SOSA
Webolutions Inc.

THIS SCOPE OF SERVICES AGREEMENT (“SOSA”) is made and entered into this _____ day of _____, 2026, by and between the **BOARD OF COUNTY COMMISSIONERS OF THE COUNTY OF DOUGLAS, STATE OF COLORADO** (the “County”), and **Webolutions Inc.**, authorized to do business in Colorado (the “Consultant”). The County and the Consultant are collectively referred to herein as the “Parties.”

RECITALS

WHEREAS, the Parties entered into an active Master Services Agreement dated December 16, 2024, (the “MSA”) for the Consultant to perform services for the County governed and executed through Scope of Services Agreements (SOSA); and

WHEREAS, the County would like the Consultant to provide maintenance and hosting for Douglas County’s Main website, Douglas.co.us; and

WHEREAS, the County has budgeted and appropriated the necessary funds to satisfy the financial obligations set forth in this SOSA.

NOW, THEREFORE, for and in consideration of the premises and other good and valuable consideration, the Parties agree as follows:

1. **MASTER SERVICES AGREEMENT:** This SOSA is subject and subordinate to the terms and conditions specified in the MSA, executed between the Parties.
2. **CYBERSECURITY REQUIREMENTS:** If the Contractor has access to the Douglas County Network systems, the Contractor and its associated personnel shall complete the Douglas County Cyber Security Awareness training prior to the start of work and access to any Douglas County information system. This training is issued up to four (4) times per year.
3. **SCOPE OF WORK:** All services described in Exhibit 1, attached hereto and incorporated herein, shall be performed by the Consultant.
4. **MAXIMUM CONTRACT LIABILITY:** Any other provisions of this SOSA notwithstanding, in no event shall the County be liable for payment under this for any amount in excess of **NINETEEN THOUSAND EIGHT HUNDRED DOLLARS AND ZERO CENTS (\$19,800.00)**. The County is not under obligation to make any future apportionment or allocation to this SOSA. Any potential expenditure for this SOSA outside the current fiscal year is subject to future annual appropriation of funds for any such proposed expenditure.
5. **TERM:** It is mutually agreed by the Parties that the term of this SOSA shall commence as of 12:01 a.m. on **February 1, 2026**, and terminate at 11:59 p.m. on **January 31, 2027**. This SOSA and/or any extension of its original term shall be contingent upon annual funding being appropriated, budgeted and otherwise made available for such purposes and subject to the County’s satisfaction with all products and services received during the preceding term.

6. **COUNTY EXECUTION OF AGREEMENT:** This SOSA is expressly subject to and shall not be or become effective or binding on the County, until execution by all signatories of the County.

(Remainder of Page Intentionally Blank)

Exhibit 1

Website Hosting & Management Services – Doulgas.co.us

Scope of Work

Webolutions Inc. will provide ongoing website hosting and related management services for County websites. We will host your websites, blogs, and all related Plugins with WP Engine®. We will also provide Website Management & Support Services.

Under this agreement, County may add websites to the solution, pending scoping and identification of optimal solution with Webolutions.

WP Engine High Availability (C3)

- AWS Multi-zone cluster (Load Balanced and Failover Capacity)
- 400GB Storage
- Up to 100 Web Domains
- Burstable Sessions – Up to 7K – 10K
- Up to 1 Million Sessions / Month in traffic
- 1000 GB per month of Global CDN traffic included in plan (\$0.12/GB for overage fee)
- Development, Staging, and Production Environments
- Support as defined below

N+1 Load Capacity

If one datacenter were to go down, the ELB (Elastic Load Balancer) would detect this and then the amount of web servers lost would be spun up in the remaining datacenter. Then once the downed datacenter is back online, web servers would be spun back up and balanced out across both datacenters.

As per WP Engine’s current website:

WP Engine will make the Services available 99.99% of the time, excluding any Excused Downtime. County will receive a credit of 3% of the applicable monthly Fees for each half hour of downtime in excess of those targets. In a given calendar month, we calculate “Service Availability” as follows:

$$\text{Service Availability} = \frac{(\text{total minutes Services are available}) \times 100}{(\text{total minutes in the month}) - (\text{Excused Downtime})}$$

“Excused Downtime” means the length of time the Services are unavailable due to:

- Scheduled Maintenance;
- Emergency Maintenance;
- Beta Services;
- Force Majeure events; and
- The actions or omissions of you, your Authorized Users, or any third-party acting on your behalf or at your direction, including any unauthorized use of the Services, breach of the Agreement or Acceptable Use Policy, or any use or configuration of the Services that exceeds WP Engine’s recommendations or advertised limits.

“Scheduled Maintenance” includes any maintenance performed during the following windows or for which we provide reasonable notice or coordination with you in advance of the maintenance.

Maintenance window: 9:00 PM – 3:00 AM Mountain Time (MT)

“Emergency Maintenance” means any maintenance performed outside the Scheduled Maintenance windows without advance notice where such maintenance is reasonably and urgently required to protect the integrity, availability, or security of any online systems.

Website Backups

- Backups are made daily between 1:00 AM - 3:00 AM MT including all site content and database export.
- A running 30-checkpoint history of backups is maintained at all times.
- Additional long-term backup storage is available at a nominal additional cost.

Malware scanning using Sucuri is available upon request. Prevailing rates will apply.

Webolutions Technical Support – Acknowledgement & Resolution SLAs

Business Hours

- Types of Support Available:
 - Outage – the website is not available
 - Incorrect Website Information – incorrect information is displaying on the website or information is missing from the website
 - Non-3rd Party Related – issue does not include 3rd party systems or data
 - 3rd Party Related – issue involves 3rd party systems or data (e.g. Qmatic data)
 - General Technical Questions / Support – anything aside from an Outage or Incorrect Information
- Monday through Friday 8:00 AM – 5:00 PM MT, holidays excepted.
- Methods of Contact and SLAs
 - Phone 303-300-2640
 - Acknowledgement / Response Time:
 - Outage: Within 30 minutes
 - Incorrect Information: Within One (1) Business Hour
 - General Technical Questions / Support: Within One (1) Business Day
 - Resolution Time
 - Incident Type – Outage:
 - Immediate and continuous effort with progress reporting at least every 30 minutes
 - See sections - WP Engine High Availability (C3) and As per WP Engine’s current website above
 - Expected resolution within 15 minutes
 - Incident Type – Incorrect Website Information (Non-3rd Party Related):
 - Immediate and continuous effort with progress reporting every one (1) business hour.
 - Expected resolution or workaround within two (2) business hours.
 - Incident Type – Incorrect Website Information (3rd Party Related):
 - Immediate and continuous effort with progress reporting every four (4) business hours.
 - Expected resolution within two (2) business days. However, we are reliant on the response times of the 3rd party.
 - Email to support@webolutions.com
 - Acknowledgement Time: Within One (1) Business Day

Extended Hours

- Type of Support Available: Outages
- Monday through Friday 6:00 AM – 8:00 AM and 5:00 PM – 9:00 PM MT
- Saturday and Sunday 6:00 AM – 9:00 PM MT
- Holidays 6:00 AM – 9:00 PM MT
- Method of Contact and SLA
 - Phone 303-300-2640, Initiate Emergency Transfer (Dial 2)
 - Acknowledgement Time: Within 45 minutes
 - Immediate response is available directly from WP Engine. We will provide a login to get direct access to WP Engine support. <https://wpengine.com/support-contact/>

Overnight

- 9:00 PM – 6:00 AM MT
- Type of Support Available: Outages
- Method of Contact and SLA
 - Phone 303-300-2640, Initiate Emergency Transfer (Dial 2)
 - Acknowledgement Time: Within 5 Hours
 - Immediate response is available directly from WP Engine. We will provide a log in to get direct access to WP Engine support. <https://wpengine.com/support-contact/>

Election Nights

- Type of Support Available: Outages
- 5:00 PM – 9:00 PM MT
- Method of Contact and SLA
 - By alerting Webolutions 5 business days prior. Up to two (2) per calendar year.
 - Phone 303-300-2640, Initiate Emergency Transfer (Dial 2)
 - Acknowledgement Time: Within 5 minutes

Website Management & Support

Services may include:

- Timely WordPress software version updates
- Timely WordPress plugin software version updates and subscription maintenance
- Monthly Hardware & Website Backups
- Website Troubleshooting and Incident Resolution. May include:
 - Website Error Correction & Support
 - Specific Team Server Needs - Clearing Cache
 - Election Night Planning
 - Election Night Coordination & Execution of Services
 - Creating Beta Environments, for non-project items
- Website Configuration Changes
- Website Broken Links Scan Reporting & Corrections
- Creation of Performance Intelligence Dashboards
- Performance Intelligence Reporting and Collaboration
- Monthly Account Reconciliation
- Ad Hoc Communications and Meeting Coordination
- Additional deliverables as authorized by County

**Associated Pricing – Monthly Labor
Website Management & Support**

Deliverable	Cost Per Website	Cost Per Month
Monthly Hardware with WP Engine	Fixed	Included with SOSA 2026-002
Weboolutions Management of WP Engine Solution - 2 hours / month Total	Fixed	\$300.00
WordPress and Core Plugin Software Updates - 1 hour / month / website	\$ 150.00	\$150.00
Website Troubleshooting and Incident Resolution – 8 hours/month (One Website)	Fixed	\$1,200.00
Monthly Account Tracking & Reconciliation, Strategic Planning and Communications	Fixed	Included
Monthly Subtotal		\$1,650.00
Annual Total		\$19,800.00

Weboolutions provides third-party software including WordPress and associated plugins on an “as is” basis. If WordPress or the incorporated plugins make programming changes, issues may arise. The plugins may need reconfigured or replaced with new ones to work on the new platform. This will result in additional programming fees. In extreme situations a replacement plugin may not be available.

Invoicing Procedures

- Monthly Recurring Labor: Weboolutions will invoice for the full monthly amount on the 15th of each month, with payment due on or by the final day of the month.
- Ad hoc services will be priced and invoiced as per project.