

**EXHIBIT A**  
**SCOPE OF SERVICES AGREEMENT 2026-06 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 **NINETY-TWO THOUSAND TWO HUNDRED EIGHTY DOLLARS AND ZERO CENTS (\$92,280.00)**. 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.

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## EXHIBIT 1

### Website Hosting & Management Services (Douglas County Secondary Sites)

#### 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 Inc. To begin, services are provided for the following seven (7) websites under this agreement:

	Website Name	Website Domain
1	Douglas County Fair & Rodeo	<a href="https://douglascountypartnership.org/">https://douglascountypartnership.org/</a>
2	Douglas County Art Encounters	<a href="https://artencounters.douglas.co.us/">https://artencounters.douglas.co.us/</a>
3	Douglas County Public Notices	<a href="https://publicnotices.douglasco.gov">https://publicnotices.douglasco.gov</a>
4	Douglas County Partnership	<a href="https://www.douglascountypartnership.org/">https://www.douglascountypartnership.org/</a>
5	Douglas County Economic Development Corp.	<a href="https://douglascountyedc.com/">https://douglascountyedc.com/</a>
6	23 <sup>rd</sup> Judicial District	<a href="https://coda23.gov/">https://coda23.gov/</a>
7	MACC Website	<a href="https://metroareacc.org/">https://metroareacc.org/</a>

Should any website(s) change their domain during the term of this agreement, the terms of the agreement will remain applicable to the website(s) on the new domain(s).

#### 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.

#### Exception

The MACC website (<https://metroareacc.org/>) is constructed using a shared codebase. It is not hosted with High Availability or N+1 Load Capacity. It cannot be extracted from Webolutions Inc.' hosting

environment. Uptime guarantees; backups; support, maintenance, and training services; and SLA defined herein apply.

### **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.

### **Support, Maintenance, and Training**

#### **Services Include**

- 24x7 support for critical issues with SLA-based response tiers
- Ability to provide both Functional and Technical helpdesk support for end users, content authors and site administrators
- Provide systems administration duties such as user set up, role definitions, and menu changes

- Provide all development related services
- Development and maintenance of training materials and standards documentation
- Train content editors, approvers and administrators on relevant tasks and system functionality
- 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
  - 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

## **Service Level Agreement (SLA)**

This SLA applies to the following services:

- Website Hosting and Availability
- User Account Management
- Technical Support and functional Incident Management
- Feature Request Handling
- How-To questions
- Scheduled Maintenance

### **3. Service Commitments**

The provider commits to delivering high availability, timely support, and proactive communication. Performance is measured against the SLA table below and reviewed quarterly.

### **4. Customer Responsibilities**

- Report issues via the designated support portal or email.
- Provide accurate information and access for troubleshooting.
- Maintain compliance with the Acceptable Use Policy.

### **5. Support Hours**

- Standard Support: Monday–Friday, 8:00 AM to 6:00 PM (Customer’s Local Time)
- Emergency Support: 24/7 for Critical and High Incidents (P1,P2)

## 6. Escalation Path

1. Support Agent
2. Support Manager
3. Customer Success Manager
4. Executive Sponsor

## 7. SLA Review

This SLA is reviewed annually or upon major changes to the service offering.

## 8. SLA Table

Service Area	Priority	Description	Response Time	Resolution Time	Availability Target
Platform Availability	N/A	Uptime of the WPE platform	N/A	N/A	99.95% monthly
Incident Management	P1 - Critical	Site down, data loss, major outage	15 minutes (24/7)	4 hours	
	P2 - High	Major functionality broken, no workaround	1 hour	8 hours	
	P3 - Medium	Minor functionality issue, workaround available	4 hours	2 business days	
	P4 - Low	Cosmetic issues, general inquiries	1 business day	5 business days	
Feature Requests	N/A	New feature suggestions	Acknowledged in 2 days	Reviewed quarterly	
Scheduled Maintenance	N/A	Planned updates and patches	5 days advance notice	N/A	

## Associated Pricing – Monthly Labor

### Website Management & Support

<b>Deliverable</b>	<b>Cost Per Website</b>	<b>Cost Per Month</b>
Monthly Hardware with WP Engine	Fixed	3,200.00
Webolutions Management of WP Engine Solution - 2 hours / month Total	Fixed	\$300.00
WordPress and Core Plugin Software Updates - 1 hour / month / website for six (6) websites	\$ 150.00	\$900.00
Website Hosting and Related Support Services for MACC Website	\$140.00	\$140.00
Website Troubleshooting and Incident Resolution – 3 hours / website / month for seven (7) websites	T&M	\$3,150.00
Monthly Account Tracking & Reconciliation, Strategic Planning and Communications	Fixed	Included
<b>Monthly Total</b>		<b>\$7,690.00</b>
<b>Annual Total</b>		<b>\$92,280.00</b>

Webolutions Inc. 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: Webolutions Inc. will invoice for the full monthly amount on the 15<sup>th</sup> 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.