



Pennsylvania State Association of Boroughs Point of Contact & Disclosure

12012021

PSAB Web Design Program Point of Contact & Disclosure

Please fill out the below information, sign, and return this document to PSAB via email, fax, or mail. This form may also be filled out online at <https://webdesign.boroughs.org/forms/disclosure>. Please note that any fields marked with an asterisk (*) are required information.

Web Design Program Fees

- \$389.00 per year - Yearly enrollment fee for the PSAB Web Design Program.
- \$50.00 one time - One time new participant setup fee.

If your borough is already enrolled and paid for and you are using this form simply to change the contact on the account, you will not be billed again until the renewal is due.

Municipality Information

Municipality Name* _____

Address* _____

City and Zip Code* _____

Phone* _____

Fax _____

Authorized Points of Contact

Primary Contact Name* _____

Primary Contact Title _____

Primary Contact Email* _____

Secondary Contact Name* _____

Secondary Contact Title _____

Secondary Contact Email* _____

Tertiary Contact Name _____

Tertiary Contact Title _____

Tertiary Contact Email _____

PSAB Web Design Program Features and Terms & Conditions

The PSAB Web Design Program is managed by PSAB and a third-party administrator. The terms and conditions outlined below apply to PSAB, its third-party administrator, and the participants of the program.

Communication

All instructions must be documented, in writing, through webdesign@boroughs.org. Accordingly, phone calls (including the time needed to document the phone call) will be charged against your service contract and may generate additional billings if contract time has been exhausted. At no time will instructions be accepted without written approval.

Points of Contact

Communication and support will only be accepted by the points of contacts on file. It is the responsibility of the municipality to notify the PSAB Web Design Program of any changes in point of contact information.

Contract Time

You receive seven (7) hours of time initially, and upon renewal. This time may be used in various ways, such as building a new site, transferring a site to WordPress, making updates throughout the year, support, WordPress training, upgrades to your site, website redesigns, and more. Contract time use requests may be placed through webdesign@boroughs.org.

Update Request Response Time

Updates to the municipality's site are usually completed within 24-48 hours from receipt of your material, depending upon the complexity of the updates and if there is a backlog. All website work and updates are scheduled and completed in the order they are received. During peak times, significant delays may occur. We confirm receipt of all communications via e-mail. If we did not confirm receipt of materials, we did not receive them, and completion of your request will be delayed.

Additional Time

Once your annual seven (7) hours of time are exhausted, additional block time is available for purchase at a discounted rate.

Contract Time Limitations

Contract time only applies to issues related to our equipment and websites hosted on our servers. The PSAB Web Design Program cannot provide any type of support or services for issues outside of our control or located on client computers, mobile devices, third party servers, etc.

Content

All content, including images, logos, and copy/materials, are to be provided by the client in an approved format (listed below). All content should be clearly labeled and detailed instructions concerning placement must be provided. The PSAB Web Design Program will not accept scanned or handwritten content unless the intent is to post that content, as is, in a pdf format. Time to organize content, create content, sort or adjust pictures, etc., is charged against your contract and may generate additional billings if allocated time is exhausted.

Approved Content Formats

- Images – JPEG, JPG, PNG, AI, PSD, SVG, PDF, TIFF, GIF
- Video – MP4, WMV, MOV, FLV, AVI
- Copy – DOC, DOCX, TXT, ODT, PDF (must not be an image)
- Audio – MP3, WAV, WMA
- Fonts – TTF
- Colors – Hex, Rgb
- Custom Icons – Solid Color SVG in a 1:1 ratio dimension file

Hosting

Storage

4GB of storage is included in the program. On average, including pictures and documents on every page, this would be enough space for hundreds of pages. Extra hosting storage available for an additional charge.

Note: Email boxes consume hosting storage space.

cPanel Point and Click Hosting Platform

Each account has their own hosting control panel. Think of this as being similar to the operating system on your computer. You can use this to control and configure most aspects of your web server.

Email

Unlimited Email Accounts

You can add, delete or change mailbox addresses through cPanel at any time. The number of email accounts are limited only by total storage used by those accounts.

Webmail

Allows you or your staff to receive or send email from any internet connected computer, anywhere in the world through an internet browser. Email may also use an email client like Outlook, Eudora, Thunderbird, etc.

Note: While email is supported by the hosting account, any support provided outside of Roundcube Webmail is unavailable. The PSAB Web Design Program is not responsible for the maintenance of email accounts (including adding or terminating email accounts).

Backups

The web design program plan includes courtesy backup management of the hosting account, which includes backups of the website and email.

Note: Backups are the responsibility of the client. The PSAB Web Design Program is not responsible or liable for backups or their availability of use.

Hosting Server Security

Every website is monitored for uptime, unusual activity, unauthorized use, and more. A managed perimeter firewall prevents brute force and password hack attempts, while a second Web Application Firewall monitors every request to your website for unauthorized activity. Both firewalls work from custom artificial intelligence scripting that is reviewed and updated constantly. We also deploy dual logon authorization and several security plugins on your website.

WordPress

All sites are built utilizing WordPress, the world's leading content management system. We are here to help, and you have seven (7) hours of time each year, so you are free to send us updates anytime and we will be glad to make them for you.

New Features as Available

WordPress is a plugin-based system. Therefore, there are new and improved features being released on a continual basis. The functionality and features through the program are updated when new plugin/theme releases are generated. Most updates are free, except for install time, which, in most cases, is covered under the yearly time.

Payment

If payment is not received within 90 days, your web services and site will be deactivated. If your site/services are deactivated, a \$50.00 reactivation fee will be assessed upon activation. This renewal/agreement will be valid, binding and payable from year to year unless written notice is provided by either party within 90 days of renewal date. Any outstanding invoice exceeding 90 days can result in the termination of your website, email, and the loss of your domain name.

Right to Terminate Service

The PSAB Web Design Program reserves the right to terminate service at any time and for any reason. In the event we terminate service, and your account is paid and in good standing, your domain name will be released to you and any monies not allocated to your contract period will be refunded. The PSAB Web Design program does not assume any liability for the management or assignment of your passwords, emails, web content, backups or any internet related issues regardless of whether said issues were caused by you, PSAB, or a PSAB third party contractor.

Features and Terms & Conditions Summary

The features and terms & conditions outlined above are subject to change. Changes to these terms and conditions will be announced through email.

Any dispute that arises that concerns these terms & conditions shall be construed for all purposes in accordance with the substantive law of the Commonwealth of Pennsylvania without regard to its conflict of laws principles that would result in the application of the laws of any other jurisdiction. In the event of a dispute the proper venue shall lie solely in the state and/or federal courts located in Dauphin County, Pennsylvania.

Approval & Authorization*

By signing this disclosure, you are agreeing to the PSAB Web Design Program Features and Terms & Conditions listed above.

Signature of authorized elected/appointed official

Printed Name

Date