



Canadian Association of Research Ethics Boards (CAREB-ACCER) Business Level Maintenance Plan Agreement

CAREB-ACCER (hereinafter called "the Client") has chosen to participate in the Business Level Monthly Maintenance agreement with 1456511 Ontario Limited o/a Upper Rapids (hereinafter called "the Developer") .

Developer Fees and Payment Schedule: Client shall be charged the following fee by the Developer in exchange for the Services and Deliverables (the "Fee"):

Developer will invoice Client for the Fee according to the following schedule:

\$1860 + HST annually, commencing on the date of the agreement for services provided for a period of one year following the date of the invoice. This agreement auto renews each year, with no term commitment.

- Description of Services:** Developer shall provide website hosting with maintenance features as outlined in Appendix A.
- Out of Scope:** Items considered out of scope by the Developer will be quoted and billed separately. Out of scope work will not be undertaken without first notifying the Client.
- Confidentiality**
The Developer agrees to maintain in confidence the Client's confidential and proprietary information, and not to disclose or use such information other than in connection with services and deliverables above.
- Termination**
This Agreement is effective as of the start of service, and shall continue until terminated, either immediately due to a material breach or either party's bankruptcy, insolvency or assignment for the benefit of creditors, or upon thirty (30) days written notice by one party to the other for any other reason. The termination or expiration of this Agreement shall not relieve the Client of its obligations to pay the Developer for any Services rendered or expenses incurred prior to termination, or relieve the Developer's obligation to maintain the confidentiality of the Client's information.

I agree with the terms and project scope set forth in this maintenance plan agreement. The Client wishes to proceed with this work.

CAREB-ACCER

Signed: Loei A. Walker
Name: Loei A. WALKER
Date: Feb 25 / 16

1456511 Ontario Limited o/a Upper Rapids

Signed: Adam White
Name: Adam White
Date: Feb 26 / 16

Appendix A: Business Level Maintenance Plan Agreement

This is a list of Features and Monthly Services provided in this maintenance plan:

3rd party accounts provided:

- Costs of hosting the website at the Personal Plan level at the Pantheon platform.
- Maintenance of separate Development and Testing environments for the website via the Pantheon platform.
- Daily backups of the production server maintained at Pantheon.

Priority maintenance:

- Drupal CMS Security Updates tested and installed once they are available.

Monthly scheduled maintenance:

- Drupal core CMS bug & performance fixes tested and installed once per month.
- Drupal contributed module bug & performance fixes tested and installed once per month.
- Backups tested once per month by restoring the production backups to the testing server.
- The website's error log will be reviewed once per month.
- Pages listed as "Page Not Found" in the error logs will be redirected using a 301 Permanent Redirect to the closest equivalent page on the current site.
- XML sitemaps of the existing and updated site content will be provided to Google and Bing.

Monthly reporting:

- A traffic report generated by Google Analytics will be emailed.

Developer services:

- 1 hour of website content management assistance will be available each month.
- An account on the JMR Logics / Upper Rapids help desk will be made available.