



<b>Title:</b>	Authorization to Contract for Website Hosting and Managed Services	
<b>Resolution number:</b>	23-032	
<b>Prepared by:</b>	Name: Alex Steele, GIS Coordinator Phone: 952.641.4581 asteele@minnehahacreek.org	
<b>Reviewed by:</b>	Name/Title: Samantha Maul – Acting Outreach Manager	
<b>Recommended action:</b>	Board authorization to enter into a contract for website migration and launch services, and on-going website hosting and managed services	
<b>Schedule:</b>	6/15 to 7/13 – Site technical audit period 7/14 to 8/4 – Website migrated from staging to production environment 8/14 – Website launch (tentative)	
<b>Budget considerations:</b>	Fund name and code: 1-1003-4320 – IT Contract Services Fund budget: \$108,000.00 Expenditures to date: \$34,874.56 Requested amount of funding: <ul style="list-style-type: none"><li>• \$7,425.00 for one-time site audit, migration and launch services</li><li>• \$1,500.00 per month for website hosting and managed services</li></ul>	
<b>Past Board action:</b>	Res #: 21-093	Authorization to release Request for Proposals for Phase II Website design and build
	Res #: 22-009	Select Vendor and Authorize Contract of Phase II Website Design/Build Project

**Background:**

Following a request for proposals, on February 10, 2022, the Board of Managers, approved Resolution 22-009 authorizing a contract with Love Communications (Love), to design and build a new website for MCWD. Love’s work builds on an organizational outreach strategy, and a website content strategy, previously approved and adopted by the Board of Managers, both of which drew on guidance from the Citizens Advisory Committee, public and private stakeholders, residents, staff and advisors.

Within MCWD’s Outreach Strategy, the overarching goals for the website included:

- Connect people to the information they want quickly and intuitively with a visually engaging design
- Highlight MCWD’s Balanced Urban Ecology vision, partnership approach, and project portfolio throughout
- Focus on curating the most important content, and move the website away from being an archive

At the March 23, 2023 PPC Meeting, staff provided a walkthrough of the draft website, provided a status report, collected feedback, and mapped next steps and timeline for moving the website to launch in 2023.

Since that meeting, staff and Love have made significant progress toward completing remaining work across the website. As content nears substantial completion in the coming weeks, staff will provide the Board an overview of the website on June 22, 2023 and seek approval to begin the beta testing period.

Beta testing is a final quality assurance review process to ensure the new website's functionality and content are ready for launch. Feedback gathered through the beta testing process will be incorporated into the site and all content will be finalized in advance of the website's launch.

**Summary:**

While the beta testing process seeks to identify and rectify issues related to content and functionality, additional technical work is required to prepare the website for launch. Following the website's launch, regular maintenance is needed to ensure the website remains online, backed-up, and secure.

As the website has been under active development over the past fourteen months, staff have worked to define the process for preparing the site for launch and have explored options for ongoing hosting and managed services. Both Love and the District's current website host and managed service provider, fjorge, provided proposals for launch preparation and ongoing hosting and managed services.

The District's current website has been supported and hosted by fjorge since 2017. Over that period, fjorge has been a strong collaborator. Fjorge has successfully maintained the site's security and has provided quick resolution for issues and timely assistance for adjustments and enhancements to the current website. Due to the local firm's solid track record, the District has worked with fjorge to develop a proposal for launching, hosting, and managing MCWD's new website.

Fjorge's proposed process for launching the District's new website occurs in two steps: (1) a site audit, and (2) migration of website files. An overview of each step in the process is outlined below.

Site Audit

In order for fjorge to best support, maintain, and enhance the District's new website, a deep level of technical understanding is needed. This baseline knowledge is built through a detailed audit of the new website's structure, which includes quality assurance on site functionality, source code review, documentation review, server configuration, performance review and security/vulnerability scanning. Through the site audit, fjorge gains the necessary understanding to technically manage the District's website into the future. Additionally, the site audit is essentially a third-party review of Love's development, ensuring the District's new website is built to industry best practices.

The site audit is proposed as 40-hours of work over four weeks, at a cost of \$5,400.

Migration and Launch

Migration is the process of transferring all website files (database, source code, content) from the current location on Love's staging server to the final hosting server managed by fjorge. The hosting server will be configured with a testing environment and a production environment, as guided by best practices. Following migration, site functionality will again be tested to ensure all components work as designed. Launch will be coordinated by staff with assistance from the District's IT managed service provider, Solution Builders, in consultation with Love and fjorge.

Migration and launch services are proposed as 15-hours of work over two to three weeks, at a cost of \$2,025.

Ongoing Hosting and Managed Services

The final environment where website files are stored, and where all web traffic is directed, is the hosting server. Fjorge will host the District's website with Amazon Web Services (AWS), a cloud-based provider. MCWD's current website is hosted by fjorge on AWS. A well-established cloud provider like Amazon ensures the District's website will be online and accessible to the public.

In addition to hosting, fforge will provide twelve hours per month for managing the District's website. These managed services include:

- Updates of all software components
- Quality assurance reviews and reporting
- Uptime monitoring
- Backups
- Ticket and resolution for any technical issues
- Continuous development including road mapping and implementing site enhancements

Through managed services, the District will receive fforge's support to resolve and technical bugs or issues that may arise, ensure all critical website files are backed-up, and update and secure all website components. Additionally, fforge will develop and implement enhancements to the website, which is core to the District's goal of moving away from an archive-like website.

Following launch, Love will be responsible for responding to and resolving issues for 30-days, as contractually obligated. Love will work collaboratively and proactively with fforge to ensure a smooth launch and transition.

Monthly hosting and 12-hours of managed services from fforge costs \$1,500 each month.

**Supporting documents (list attachments):**

1. Fforge proposal for audit, migration, hosting and managed services for MCWD



**RESOLUTION**

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**Resolution number:** 23-032

**Title:** Authorization to Contract for Website Hosting and Managed Services

- WHEREAS on December 16, 2021, the Board adopted Resolution 21-093 authorizing the release of a request for proposals for consulting services for the Phase II website design and build; and
- WHEREAS the Board adopted Resolution 22-009, on February 10, 2022 selecting Love Communications as the vendor to build and develop the District’s new website; and
- WHEREAS the District’s strategy and overarching goals for the website include: connect people to the information they want quickly and intuitively, highlight MCWD’s Balanced Urban Ecology vision and partnership approach, and focus on curating the most important content to move the website away from being an archive; and
- WHEREAS District staff provided a status update and collected feedback on the website rebuild project at the PPC meeting on March 23, 2023; and
- WHEREAS since that time, the District and Love have made substantial progress in completing all remaining work, are nearing the end of the process, and preparing the website for beta testing and launch; and
- WHEREAS the District has solicited a proposal from fforge, the District’s current website host and managed service provider, for one-time services to audit, migrate and launch the new website, and ongoing costs to host and manage the website long-term; and
- WHEREAS costs for auditing and developing technical documentation for the website, in addition to migrating website files to the hosting server and support for launch are not-to-exceed \$7,425.00; and
- WHEREAS following launch, ongoing costs for hosting and 12 hours/month for managed services are \$1,500.00 per month for a period of one year;

NOW, THEREFORE, BE IT RESOLVED that the Minnehaha Creek Watershed District Board of Managers authorizes the District Administrator, on the advice of counsel, to execute a contract with fforge, for one-time audit, migration and launch services in an amount not-to-exceed \$7,425.00, and ongoing hosting and 12-hours of managed services per month at a monthly cost of \$1,500.00, for a period of one year.

Resolution Number 23-032 was moved by Manager \_\_\_\_\_, seconded by Manager \_\_\_\_\_. Motion to adopt the resolution \_\_\_ ayes, \_\_\_ nays, \_\_\_ abstentions. Date: 6/8/2023

\_\_\_\_\_  
 Secretary Date: \_\_\_\_\_



[minnehahacreek.org](http://minnehahacreek.org)

## CMS Managed Services Proposal

Hannah Kaney [hannah.kaney@fjorgedigital.com](mailto:hannah.kaney@fjorgedigital.com)  
Solutions Designer: Andrew Heller

LET'S BUILD SOMETHING GREAT, TOGETHER.



FJORGE // 15 S 5TH ST SUITE 500 MINNEAPOLIS, MN 55402 // 612-877-3840

## Overview

fjorge offers managed development services to help our clients maintain websites and applications on an on-going basis. We're excited to partner with Minnehaha Creek Watershed District on your site [minnehahacreek.org](http://minnehahacreek.org) so that we can deliver trusted and resilient web performance.

The new [minnehahacreek.org](http://minnehahacreek.org) is built on WordPress. The new site include a new custom API developed by Minnehaha Creek Watershed District

Site Security is the top priority of our CMS Managed Services plans. We monitor servers and SSL certificates, perform malware scans, and implement core and plugin updates to ensure your site is current with changing technology.

Our second priority is helping your team get the most out of your website potential by resolving bugs and deploying enhancements. At the end of this agreement is an infographic and description of the services you'll find in our CMS Managed Services plans.

To meet this level of service, our plan offerings gain you access to a Systems Administrator, Project Manager/Product Owner and team of developers, plus optional ticket-based support from UI/UX, Solutions Architecture, and Quality Assurance!

## Site Audit & Onboarding

## Overview

Our approach will start with a site audit to make sure your performance is in ship-shape. The site audit will include:

- Onboarding of your team to fforge Managed Services processes and tools
- QA of the site to test all existing functionality at the time fforge acquired the site
  - If needed, participate in a call with the former developers to ask questions regarding the audit
- Review of Core and Plugins
  - Update core and all plugins if not updated.
    - If updates break the site on staging, we will alert you and provide a remediation recommendation as part of the audit summary.
  - Remove inactive plugins
- Review or Reverse Engineer code to:
  - Assess complicated sections of the site
  - Identify versions and End of Life schedules for relevant technologies
  - Document findings
  - Familiarize our team with the code base from previous developers
  - Familiarize our team with the most commonly used templates and/or flexible content fields in your CMS Dashboard for content entry
- Test build process and deployment pipeline with a test ticket
- Review server setup (if not on fforge servers) and provide recommendations for improvements.
  - if planning to migrate to fforge servers, this time could instead be spent putting together a finalized server migration plan, timeline, and updated estimate, if necessary
- Perform security scan and provide summary of vulnerabilities to prioritize resolving
- Conduct a performance review:
  - Penetration scan
  - Site speed scan
  - ScreamingFrog scan (SEO)
  - SiteImprove scan (Accessibility and SEO)

*fforge has provide a T&M budget for the site audit. Should fforge determine during the site audit that your site is more complex than the average site and would benefit from a more in-depth audit, fforge will contact you with an estimate for approval, if desired.*

## Initial Migration

## Overview

If moving your site to fforge's servers:

- We have set aside a number of hours to migrate your site
- Timeline for migration will be estimated during the audit
- If migrating to fforge servers, the website should behave the same on fforge server as it behaved on previous server (no development changes or updates), with possibility of speed improvements
  - This may require some discovery to verify all the existing functionality and expectations of the application's functionality pre-migration. Client is responsible for sharing as much information as reasonably possible to share, such as server side scripts, CDNs, etc.
- Setting up of a development site and repository to fforge specifications is included as part of migration
- fforge can change the DNS with provided credentials, or coordinate with a third party to have the DNS changed at a scheduled time after file migration is complete

Initial Migration Time Does Not Include:

- Additional tickets or issues after migration has been completed. Tickets will require T&M approval if no budget remains in your Client Managed Request hours.

*fforge has provide a T&M budget for the migration. Should fforge determine during the audit that your migration will be more complex than initially anticipated fforge will include a summary for approval if additional budget is required.*

## Monthly Services



## Overview

### Optional hosting on fforge AWS Servers (size and traffic restrictions apply)

- Platform and software support
- Hosted at Amazon EC2
- Database hosted on RDS or EC2

### Monthly Maintenance and Updates

- Monthly CMS and plugin updates (version updates)
  - If a CMS core or plugin update causes a significant issue on your site, fforge will gain approval to use Client Managed Request (CMR) time or overage time to remediate, or client can choose to postpone the update for a future month.
- Monthly monitoring of programming language, database, and component major releases, and known versioning vulnerabilities
  - Upcoming or recent major releases will be communicated via a "fforge recommendation" ticket that can be prioritized and scheduled through CMR hours.
- Monthly Quality Assurance Review of site files and database
- Quarterly Report of monthly maintenance and monitoring performance

### Uptime Monitoring

- Uptime Monitoring Service
- Should your site go down, fforge will be alerted via our monitoring service and our team will remediate the outage
  - If your site goes down for any reason that requires more than a server re-boot, Client Managed Request hours will be used to remediate. Client is assumed to automatically approve overages, if there are not enough hours remaining in the monthly retainer to get the site back up.

### Backups

When hosted by fforge, the below will be completed. If client chooses to use their own hosting provider (non- fforge), client will need to work with third party host to setup backup schedule.

- Database backed up daily
  - Most recent 10 backups will be saved
- Database and files backed up weekly
  - Most recent 10 backups will be saved

### Hourly Support

## Overview

We recommend the Silver plan, which includes 8 hours per month for regular **Client Managed Requests (CMR)** that could include, but is not limited to, the following:

- Project Manager/Product Owner (~25% of CMR total)\*
  - Customer Service Management
  - CMS administration support
  - Requirements gathering, consultation, and roadmapping
  - Progress updates, communications, and reporting
  - Resource scheduling
  - Budget management
- Technical Support (~75% of CMR total)\*
  - Remediation of site glitches
  - Estimations, discovery, and Solutions Architecture
  - Continuous development, and site enhancements
  - Non-routine server support, and enhancements
  - On-Call/Emergency response
  - Collaboration with client vendors

*\*Percentages are based on typical managed services account trends and may vary month to month.*

## Client Deliverables Required Prior to Onboarding

- CMS Admin access for developers@fjorgedigital.com
- Server access (cPanel or FTP and Database Access)
  - If not fjorge hosted
- Version Control access
  - If not fjorge hosted, and collaboration is required with another development team
- Credentials or License/Keys for any third party integrations or premium plugins
- DNS credentials (recommended, not required)
- Google Analytics access for MaintenanceTeam@fjorgedigital.com (recommended, not required)
- Google Developer account access for MaintenanceTeam@fjorgedigital.com (recommended)

# PER PLAN FEATURES

	Bronze	Silver	Gold
<b>General Overview</b>			
Max Plugins	15	30	45
Core/Plugin Update Frequency	Bi-Weekly	Weekly	Weekly
SSL Renewals	Yes	Yes	Yes
<b>Systems Administration (if fforge hosted)</b>			
Quarterly Uptime Average	99.5%	99.8%	99.8%
Server	Shared	Dedicated	Dedicated
<i>Instance</i>	<i>M5 Large (shared)</i>	<i>M4 Large</i>	<i>M4 Large</i>
<i># Processors</i>	<i>2 (shared)</i>	<i>2</i>	<i>2</i>
<i>Memory</i>	<i>8 GB (shared)</i>	<i>8 GB</i>	<i>8 GB</i>
Database	Shared	Dedicated	Dedicated
Database Backups	Daily	Daily	Daily
File Backups	Weekly	Weekly	Weekly
<b>Plan Hours</b>			
Hours Tracker Tool	Yes	Yes	Yes
Total Hours	6	12	20
<i>Client Managed Request (CMR) Hours</i>	<i>4</i>	<i>8</i>	<i>14</i>
<i>CMS/Plugin Updates Hours</i>	<i>2</i>	<i>4</i>	<i>6</i>
<i>*WooCommerce Extra Update Hours</i>	<i>2</i>	<i>4</i>	<i>6</i>
Contract Period	Monthly	Monthly	Monthly
<b>CMS Plans Pricing</b>			

	Bronze	Silver	Gold
Max Monthly Server Cost (included)	\$35	\$100	\$100
Monthly Cost	\$750	\$1,500	\$2,500
CMS + WooCommerce Plans Pricing			
Monthly Cost*	\$1,000	\$2,000	\$3,250

Learn more about our [Managed Services plans here](#).

## PRICING

NAME	PRICE	QTY	SUBTOTAL
Site Audit (T&M)			
Audit & Onboarding	\$135.00	40	\$5,400.00
<input type="checkbox"/> Supplemental Budget	\$135.00	50	\$6,750.00
			<b>\$5,400.00</b>
Server Migration and Launch(T&M)			
<input checked="" type="checkbox"/> Launch Launches can range from 8-25 hours	\$135.00	15	\$2,025.00
			<b>\$2,025.00</b>
Monthly Managed Services			
<input type="radio"/> Bronze CMS Managed Service Plan	\$750.00	1	\$750.00
<input checked="" type="radio"/> Silver CMS Managed Service Plan	\$1,500.00	1	\$1,500.00
<input type="radio"/> Gold CMS Managed Service Plan	\$2,500.00	1	\$2,500.00
			<b>\$1,500.00</b>

## Payment Terms

### *For Audit & Onboarding and Initial Migration:*

These projects will be billed on a time & materials basis, meaning fjorge will bill you for the time we spend on the project. If your project includes a budget estimate, fjorge will make an effort to alert you before going over this budget, but cannot guarantee this.

### *For Monthly Managed Services:*

This plan will be billed monthly on a fixed fee basis. fjorge will bill you 10 days prior to the beginning of the next month for the coming month's plan and bill any overages separately at the end of the month. Regular monthly invoices will be due on the first of the month.

AutoPay can be set up via credit card for recurring monthly invoices and fjorge will waive the merchant fee.

You can terminate this agreement with 30 days written notice.

### *For entire project:*

Invoices will be due on receipt. fjorge will assess an 18% annualized interest rate penalty on late payments. Any additional costs, litigation fees, or lost work expenses due to failure to pay will be incurred by the client and must be settled in courts local to fjorge Minnesota.

## Conditions

- Month to month contract
  - Downgrade plan level or cancel with 30 days notice. A signed agreement will be required for proper record keeping.
  - Plan hours are not pro-rated for a mid-month cancellation.
  - Support hours do not roll over from month to month.
- Initial audit, setup, account onboarding, and migration tasks will be completed separate from the plan hours.
  - If no audit & onboarding project is signed, first month Client Managed Request hours will be used.
- When hosted on fforge AWS servers, this plan covers a maximum limit for web and database hosting costs. Should the hosting needs of your site require an upgrade with a higher cost limit, fforge will inform the client of the trend and propose a supplemental change accordingly.
  - Choosing to host outside of fforge AWS does not reduce the monthly plan cost.
- Uptime Guarantees for plan levels are in alignment with AWS Server SLA, for sites hosted with fforge. Guarantees are based on quarterly averages.
  - If below SLA but higher than 95.0% = 1 hour overage credit to account
  - Below 95.0% = 2 hour overage credit to account
- When support needs exceed budgeted plan hours, fforge will notify the client and gain approval to bill Time and Materials (T&M) at \$150/ hour.
- Sites that are not hosted on fforge servers do not qualify for systems administration routine tasks, including but not limited to management of backups, SSL renewals, server reboots, server disk allocation and general server health management, or server-level updates and security patches. These tasks can be supported by fforge Systems Administrators, using client managed request (CMR) hours, with written client approval.
- On-Call hours are 8am-10pm CT, 7 days a week, including holidays. Normal ticket requests are addressed during regular business hours Monday-Friday 9:00am-5:00pm, excluding major US holidays.
- fforge deploys code changes only on weekdays before 2pm, with no deployments on Fridays or the day before a holiday.
- This project is not a white labeled service.

Client Signature	Date

## **Master Services Agreement**

A Master Services Agreement will need to be executed before work begins.