



Outsourced Webmastering Service Overview

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Introduction

Omega Technical Services ("Omega") offers a full range of site design, implementation and maintenance services - with reasonable hourly rates and NO monthly minimums or service charges. We work closely with your in-house marketing and IT staff members to ensure that your website meets your business, technical and security requirements.

Our experienced web development staff can deliver the website you envision, whether you are starting from scratch or have an existing site that needs improved visual appeal, better navigational flow, new interactive functionality, lower maintenance costs - or all of these.

Webmastering Services

Omega can help you maintain and enhance your web presence by providing any or all of these professional and cost-effective services:

- Making simple HTML and graphics updates as needed, typically with less than 24-hour turnaround time
- Making technical improvements, such as HTML Templates, re-useable code "includes" and cascading style sheets (CSS), that result in lower-maintenance costs
- User-friendly interface design for interactive page elements, such as feedback forms, surveys, and questionnaires
- Production implementation and testing in Internet Explorer, Mozilla Firefox and Netscape Navigator at various screen resolutions
- Troubleshooting site problems such as HTTP and JavaScript runtime errors and eliminating them
- Researching and contracting the best third-party Internet service providers as required: shopping carts, site indexing, web conferencing, etc.
- Periodically analyzing your site to eliminate/archive obsolete content and ensure efficient disk usage
- Assisting with META tag creation and optimization
- Acting as technical liaison with third-party Internet service providers

Getting Started with Omega Technical Services

Prior to any web development or maintenance activities, a Standard Consultant Agreement with Non-Disclosure Statement will be in place between the client company (or their agent) and Omega Technical Services.

In addition, the client company is requested to:

- Authorize Omega to act as a technical contact with web hosting and other third-party Internet service providers.
- Grant Omega full access to all host and third-party service "Control Panels", full HTTP and FTP access to all site files, test logins to restricted areas of the public site, test user accounts for web applications, and administrative rights for databases, if applicable.
- Allow Omega to maintain copies of site files and databases on a local developmental server that, for security purposes, is not connected the Internet and will not be available via HTTP to the client company.
- Agree that site change previews before "go live" may be setup as password-protected "orphans" on the client company Production Server until approved for release.
- Ensure that appropriate staff members will be available to discuss, via telephone and e-mail, site "look & feel" and functionality requirements, as required.

IMPORTANT: While it is preferred that no other entity is authorized to make changes to a Production site, it is understood that the client company will retain full access to all site files.

If the client company or other third-party makes any change to the Production site, it is the client company's responsibility to **notify Omega of the changes immediately**, so that the Omega developmental site remains in synchronization with the Production site.

Day-to-Day Outsourced Webmastering Process

Once Omega has been retained to perform outsourced webmastering services, the client company may feel free to contact us any time via phone, fax or email with requests for site additions, modifications or deletions.

Simple additions/changes to HTML or JavaScript code and static graphics are typically performed within 1 business day of the request, with a maximum turnaround of 2 business days.

For more complex change requests, such as additions/changes to HTML form processing, or advanced services such as application or multimedia development, Omega staff will analyze the technical requirements and determine a feasible delivery date, to be mutually agreed upon.

Initial Site Setup Cost

The initial invoice for Omega to get “up to speed” with a new client website will be somewhat larger than a typical monthly maintenance invoice. (See Rate Schedule and Service Levels on page 5.)

At the inception of an outsourced webmastering contract, Omega will provide a cost estimate for the following initial setup tasks, based on the number of pages and complexity of functionality of the existing site. The estimate will be based on a rate of \$70/hour.

- Discussions with client company staff to gain an understanding of their Internet vision / direction and any urgent requirements for site changes / upgrades
- Download and synchronization of all site files and functionality to Omega developmental server (site structure, database connectivity, custom scripts, etc.)
- Thorough familiarization with:
 - Public site interface and functionality by navigating to every static and dynamically generated page in the site and testing all forms, data return pages, etc.
 - Templates, CSS and server-side includes
 - Database structures (tables, views, reports and stored procedures), including some data analysis
 - Site “control panel” and email administration tools provided by web hosting provider and other third-party web service providers.

Payment Terms

Billing for services rendered is on a 1099 vendor basis. Invoices will be generated monthly on the last business day of each month. Payment terms are zero down, invoice total due 30 days from date of invoice (0% Net 30).

Monthly invoice calculated on a Time and Material (T&M) basis, **with no monthly minimum fees**, at the hourly rates listed in the Rate Schedule and Service Levels section on page 5. A detailed statement of work performed will be included with each invoice.

Material costs may include, but are not limited to, contracting with third party web service providers and purchase of stock photography or other artwork, upon approval by client company staff. Copies of third-party invoices, if any, will be included with monthly invoice.

Rate Schedule and Service Levels

Type of Work	Hourly Rate	Service Level
<p>Simple Site Updates</p> <p>Addition and modification of static HTML pages, and web graphics; minor changes to HTML forms; inclusion/modification of HTML templates and Cascading Style Sheets (CSS); client-side JavaScript routines (graphical rollovers, client-side form validation, etc.)</p>	\$60.00 / hour	Typically one business day; maximum 2 business days
<p>Complex Site/Application Updates & DBA Services</p> <p>Addition and modification of interactive elements such as complex HTML forms & form processing, existing database applications and administration of underlying databases</p>	\$ 70.00 / hour	Delivery schedule to be agreed upon on a per project basis.
<p>New Application Development</p> <p>Design and implementation of ASP site maintenance tools for non-technical personnel (e.g. Event Calendar, News Items)</p>	\$ 70.00 / hour	Delivery schedule to be agreed upon on a per project basis
<p>Flash and Multimedia Development</p> <p>Flash Animation, QuickTime[®] Movies, Streaming Audio or Video with Real Media[®]</p>	\$ 70.00 / hour	Delivery schedule to be agreed upon on a per project basis
<p>Technical Consulting and Troubleshooting</p> <p>Acting as technical liaison with third-party Internet service providers, troubleshooting / eliminating reported problems with the site, and researching new services</p>	\$ 70.00 / hour	As required, with as minimal disruption to site functionality as possible

Web Development Tools

Omega will provide the following services using the design and development tools listed and, if necessary, will acquire any additional tools needed to perform work requested by a client company.

Note: All development tools to be used are on Microsoft Windows platform. Any files supplied by client companies or third parties that are created on Macintosh platform must be converted to Windows compatible format.

Web Development Services	Development Tools
Site Development and Maintenance <ul style="list-style-type: none">▪ Static HTML / HTML Forms / META tags and other header information▪ JavaScript / CSS Authoring▪ ASP Page Authoring (w/ VB Script or JavaScript)▪ Site Optimization and Error Elimination	Macromedia Dreamweaver 8.0
Optimized Web-Ready Graphics (JPG and GIF)	Macromedia Fireworks 8.0
Animation Development	Macromedia Flash 8.0

Web Browser and Screen Resolution Specifications

All web pages will be tested for display integrity at both 1024x768 and 1290x1024 screen resolutions in these browsers:

- Microsoft Internet Explorer 6.0 and higher
- Mozilla Firefox 1.0 and higher
- Netscape Navigator 7.1 and higher

Site Credits/Use of Company Name and Logo

The following professional courtesies are requested by Omega, but are **not** required. If client company is agreeable to this, these items will be included in the Standard Consultant Agreement.

- 1) Inclusion of an HTML comment, similar to the following, in page headers. This will be seen by users only if they view the HTML source of a web page.

```
<!--Site and Application Maintenance and Development |  
Omega Technical Services | omega-techservices.com -->
```

- 2) Permission to use client company name, logo, site screenshots and brief description of services rendered on the Omega public website, with the stipulation that client company must approve all narrative copy and graphics before these items go live on omega-techservices.com.

Omega Technical Contact Information

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