



**Tim Fisher, Board Member**

**Pinecrest Permittees Association**

c/o Hohne, Hoyt & Aguilera  
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The purpose of this letter is to set forth the details of the proposed **Pinecrest Permittees Website** engagement, define the known scope, assign responsibilities for its completion, and provide a time estimate of our fees.

## Project Brief: Pinecrest Permittees Website

Initiative	<b>Pinecrest Permittees Website</b>
Sponsor	Tim Fisher
Stakeholder(s)	<b>Primary:</b> Tim Fisher <b>Secondary:</b> Board & Cabin Owners
Primary Contact	Tim Fisher
Business Issue(s)	<ol style="list-style-type: none"> <li>1. Drupal version is “end of life.”</li> <li>2. Files functionality has ceased to work properly.</li> <li>3. Site security has been compromised, and webform nodes have been Spammed.</li> </ol>
Business Objective(s)	<ol style="list-style-type: none"> <li>1. Update the design of the site, mobile-friendly.</li> <li>2. Build site on Drupal 8.</li> </ol>



## Scope of Work

Based on the goals discussed during our initial meeting, we have identified several objectives for this process that we will collaboratively use as guidelines for the **Pinecrest Permittees Website project**:

- Port the existing website design (pinecrestpermittees.org) over to a new version of the Drupal Content Management System.
- Migrate all existing content into the new Drupal CMS system.
- Implement a content management software platform that...
  - will be economical to maintain;
  - will scale with a growing organization;
  - offers mobile-friendly interface design capabilities;
  - will be intuitive to manage content.
- Optimize web site graphics, markup, and content to minimize download times over a variety of audience connection speeds, including Mobile devices such as smart phones and tablet computers.
- Train and Support client in ongoing website administration.

## Technology Brief

[Drupal](#) is an open source content management platform powering millions of websites and applications. It's built, used, and supported by an active and diverse community of people around the world.

Drupal is distributed under the terms of the GNU General Public License (or "GPL"), which means anyone is free to download it and share it with others. This open development model means that people are constantly working to make sure Drupal is a cutting-edge platform that supports the latest technologies that the Web has to offer. The Drupal project's principles encourage modularity, standards, collaboration, ease-of-use, and more.



## Site Outline

### **Home**

### **About Pinecrest**

### **Services**

### **News** (article content-type + view)

### **USFS Issues**

- Correspondence
- CUFFA
  - Summary
  - Parcel Maps
  - Typical Lot Designations
- CFA
  - Introduction
  - Updates
- FERC

### **Files Area** (Content-type + view; authentication)

### **Contact Us** (form + ReCaptcha)

- Contact List

## Technical Requirements

### **User Authentication**

### **Member-only access to file resources**



# Time & Cost Estimate

## Service Fees

Task	Est. Hours	Est. Cost
Project Management & Meetings	2	-
Drupal Installation and Configuration	4	-
Responsive Template Refinements (tablet/mobile optimization)	10	-
Template Construction (Content-types + Views)	16	-
Quality Assurance & Testing	2	-
Deployment	1	-
Total Time Estimate	<b>35</b>	-

Total One-Time Cost **\$4,900**

\* Based on our standard hourly rates for the consultants utilized, consulting fees will be between **\$4,165 and \$5,635** (± 15%). If during the course of the engagement, we determine circumstances are such that substantially greater work is required than estimated, we will discuss it with you and gain approval before proceeding.

## Timeline

Provided that all content and source materials are made available to the project team in a timely manner, preferably upon project commencement, this project should take approximately 1-2 weeks.

The **project start date will be determined upon acceptance** of this Letter of Engagement. We work tirelessly to deliver on the timelines and schedules requested by our clients.

Should the Client cause a project progress delay of more than 30 days to the agreed upon timeline and content delivery schedule, the project will be billed for services rendered to date and closed. As the Client becomes available to reconvene their responsibilities to the project, a new Letter of Engagement will be written to



accommodate additionally needed project management time, changes in project scope, any necessary software updates due to the time lag, and team resource scheduling.

## Your Responsibilities

You and your staff will need to fulfill the following responsibilities:

1. Make available appropriate resources for this engagement to be completed in a timely manner: e.g., site content, logos, and photography.
2. Provide feedback on the progress of the site development.
3. Ensure appropriate staff is available for phone and/or face-to-face interviews without interruption.

## Web Site Audience Browsers

The site will be designed in a “**mobile-first**” manner. The mobile experience is increasingly the most important, as current and prospective customers increasingly use mobile computing devices to access website information. These include smart phones and tablet computers.

The site will be implemented with current, standards-based design and web publishing techniques in order to optimize download time, enhance accessibility, and to facilitate scalability over time. For these reasons, current, standards-compliant browsers will render the site optimally (Internet Explorer 8.x+, Safari, Mozilla 1.x+, Google Chrome), with degraded support for out-of-date, non-standards-compliant browsers (Internet Explorer 7.x and below, Netscape 4.x and below).

## Training & Support

MITC will provide training and support to key staff during the web site development project timeline. Online documentation and support are available at the Drupal web site and numerous on-line communities dedicated to the Drupal software platform. On-going, specific support needs can be addressed by MITC.

## Engagement Team

**Earl W. Jessee** will assume project manager responsibility for this engagement and will deploy the project with other members of our team, as needed. **Greg Delorey** will provide backup to Earl W. Jessee in the event that the



primary project manager is unavailable. Other members of MITC specialize in particular areas (hardware, networking, accounting software, Internet, education services) and will assist where applicable.

## Our Process

### Discover

Discuss web site design details with Pinecrest Permittees Association representatives;

Identify a maximum of 3 Pinecrest Permittees Association employees as primary contacts throughout project implementation. Note that these roles can be addressed by one, two or three individuals:

- **Project Manager:** This individual is responsible for keeping in constant communication with the MITC Project Manager regarding overall project progress, issues, concerns and proposed changes throughout project. The MITC Project Manager will communicate primarily with this individual.
- **Content Manager:** This individual is responsible for ensuring that all necessary and required web site content is complete, concise, produced in a timely manner, and is free of grammar and spelling errors. Additionally, this individual is responsible for keeping in constant communication with the Pinecrest Permittees Association Project Manager.
- **Design Manager:** This individual is responsible for ensuring that the proposed graphic design is commensurate with Pinecrest Permittees Association's organizational style standards, and will ultimately approve or deny the proposed look-and-feel of the redesigned site. Additionally, this individual is responsible for keeping in constant communication with the Pinecrest Permittees Association Project Manager.

**MILESTONE:** Sign-off by Pinecrest Permittees Association Project Manager and MITC Project Manager that documentation generated during the Discover process has been completed according to Pinecrest Permittees Association expectations.

### Design

- Propose an Information Architecture for the site;
- Create a unique graphical site prototype design for review by Pinecrest Permittees Association Design Manager;



- Make minor modifications as requested by Pinecrest Permittees Association Design Manager to the proposed graphic design;
- Prepare and optimize website graphics.

**MILESTONE:** Sign-off by Pinecrest Permittees Association Project Manager and MITC Project Manager that designs and documentation generated during the Design process has been completed according to Pinecrest Permittees Association's expectations.

## Develop

- Create the look and feel of the site with the optimized interface design that visually differentiates between different primary web site sections;
- Develop site sections, templates, views and content pages;
- Iteratively publish all content and site sections to the selected web host for ongoing review and feedback from Pinecrest Permittees Association project leaders.

**MILESTONE:** Sign-off by Pinecrest Permittees Association Project Manager and MITC Project Manager that published site and documentation generated during the Develop process has been completed according to Pinecrest Permittees Association's expectations.

## Deploy

- Deploy site to live server;
- Make minor adjustments to content of site as required;
- Test all site sections, dynamic functionality, images & forms to ensure all are working as expected;
- Finalize the site, making it live to the intended audiences.

**MILESTONE:** Sign-off by Pinecrest Permittees Association Project Manager and MITC Project Manager that finished site and documentation generated during the Deploy process has been completed according to Pinecrest Permittees Association's expectations.

## Support

- Provide 2 business weeks of bug-fixes to correct broken links, malfunctioning or broken dynamic functionality, broken images, and other errors specifically related to the tasks outlined in the scope of work.
- Following this 2-week period, support tasks will be billed at standard hourly rates on a time and materials basis.



## Terms of Payment

We bill for our services monthly around specific project completion points. Payment is due upon invoice receipt. Out-of-pocket expenses, such as phone charges and travel costs, are billed in addition to consulting. If it appears the details or scope require us to exceed this amount, we will not proceed without your approval.

You may request that we perform additional services at a future date not contemplated by this engagement letter. Engagements for additional services will necessitate that we issue a separate engagement letter to reflect the obligations of both parties.

## Ownership

Pinecrest Permittees Association will maintain ownership of all the constituent content, graphics and photography that comprise the final web site. Pinecrest Permittees Association is granted an open-license to the constituent documentation, markup, style sheets, and graphics that comprise the final web site. The open license grants Pinecrest Permittees Association the right to reuse, revise, and/or integrate any elements of the final web site into derivative projects as needed.

MITC reserves the right to re-use software developed in-house during the course of this project, and shall maintain ownership of all techniques, design methodologies and processes used in the development of this project. We reserve the right to use materials created during this project solely for our promotional purposes, and not for derivative works unless authorized by Pinecrest Permittees Association

## Future Updates and Support

Upon completion of this engagement, minor site updates, technical support, and training are billed at our standard hourly rates. If significant changes to the site are requested, we will produce a formal proposal to set a cost and timeline for completion. Our Web development team is available to provide technical assistance during normal business hours.

ClearIT<sup>SM</sup> Managed Partners will receive responsive technical support according to their partner agreement.





## Warranties and Limitations

MITC’s liability for damages with respect to the services provided shall in no event exceed the charges previously paid by Pinecrest Permittees Association to MITC for these services. Warranties for any computer software products installed as part of this engagement may or may not be provided by the manufacturer of those products. We offer no warranties, expressed or implied, regarding the functionality or capabilities of the software products installed as part of this engagement.

## Closing

We sincerely appreciate the opportunity to serve you. If the foregoing is in accordance with your understanding, please sign and date this letter and return a copy to MITC.

Kindly yours,

**Earl Jessee**, Senior Consultant  
Matson & Isom Technology Consulting  
[earl@mitcs.com](mailto:earl@mitcs.com)

## Accepted:

I have read, and am in agreement with, the arrangements contained in this letter.

By: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

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