



Contract - Terms and Conditions

The Kings Hill Parish Council website will provide a totally internet based web design tool that requires no additional software to be purchased or to be placed on your computers. The website can be operated from any computer that has an internet connection.

Length of Contract

Contracts are ongoing on an annual basis. Invoices for year two onwards are sent out two months prior to the end of year date in order to ensure time for consultation with clients regarding website changes, continuation or arrangement for ending the contract.

Vision ICT Ltd reserves the right to remove your website from the internet if invoices are not paid within the agreed period.

Year 1 Contract Detail

- Date purchased 07/01/2009
- Year one costs relate to Initial website design and setting up of the website facilities as detailed in this contract.
- Ongoing telephone support for help and advice when required relating to aspects of the editing and development of your website (standard call rate only).
- The Vision Website facility enables additional standard web pages to be added on the website by you at any time and at no additional cost.

Year 2 Contract Detail

- Two months before the end of the initial contract we will invoice you for costs relating to Year 2. If you wish to continue with your website and continue your contract we will require payment by that date.
- On receipt of payment your website remains available for continued use and further development as required.

Year two costs relate to:

- Maintaining your access to your website through the Vision Website system.
- Ability to add unlimited pages, pictures and files
- Website hosting.
- Ongoing telephone support for help and advice when required relating to any aspect of the editing and development of your website (standard call rate).
- Website warranty

Breakdown of Website costs

	Year 1	Year 2 onwards
Upgraded Website development Prices exclude VAT	£845	£382

Responsibilities

Kings Hill Parish Council will be responsible for:-

- Maintaining the content of the website.
- Payment of fees as detailed in this contract.

Vision ICT Ltd will be responsible for:-

- Provision and hosting of the Kings Hill website within the Vision Website framework as set up and detailed below:-
 - A clear and easy to use navigation system.
 - As many pictures, files and website links as required can be added to your website pages.
 - A password protected system for all administrative areas of the site.
 - Provision of support and advice by telephone if required.

No external advertising

Advertising through pop ups, banners or other means will not appear on your Vision Website. All the website content is under your complete control

DDA Compliance

Your website is designed and programmed in a manner that makes reasonable efforts for accessibility to those with disabilities in order to comply with the requirements of the Disability Discrimination Act at WAI Priority Level 2.

(Please note that to maintain DDA compliance you must ensure that when adding pictures to your website you complete the 'Alternative Text' box to describe the picture you are adding and also ensure that any text has a clear colour contrast to the page).

Copyright

All copyright and intellectual rights regarding the content and website design remains with Kings Hill Parish Council and you are responsible for the verification of copyright regarding all website content. The website framework and CMS of the website remains the ownership of Vision ICT Ltd.

Website Hosting and Emails

Vision ICT Ltd. currently has its own dedicated server within the Rackspace secure data centre environment that provides:-

- Industry leading 1-Hour Hardware Replacement
- Unlimited access to 24x7x365 dedicated support team including Level 3 Technical Support
- Instant Emergency Response
- Fully resilient DNS infrastructure
- Automated Microsoft Security Patching
- Tier-1 network utilising multiple bandwidth providers such as MCI, Sprint, Tiscali, Abovenet and LINX
- Dedicated firewall
- Weekly Full Back-ups with Daily Differentials, 2 week on-site retention
- 128 bit encrypted SSL secured log in and website editing

Warranty

Vision ICT Ltd provides an ongoing warranty for your website relating to the functionality of your website.

Vision ICT Ltd can be normally be contacted during office hours on 01392 669497 and outside of those times and at weekends at if the office is not staffed the business line is transferred to a mobile phone connection and we will aim to correct any fault within three working days.

Complaints Policy

Any complaint regarding any breach of contract by Vision ICT Ltd is detailed in the Vision ICT Ltd Complaints Policy available on request.