

# Visit Orlando

Block of Hours  
BOH12162019AH

Date: December 16<sup>th</sup>, 2019

**Contact:**

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## Scope of Services

- One-off requests for QA from a functional and cross-browser testing perspective
- WCAG testing and updates to content or functionality
- 3<sup>rd</sup> party API integrations or updates to API calls between third party products and the client's website
- Bug fixes caused by content / mis-use/ etc.
- General technical support services
- Training and / or documentation on the Agility CMS platform for out-of-the-box product features or customized solutions created by IMC
- Small development or functional changes to in-production systems (less than 6 hours of work)
- Content entry changes or additions via the client's CMS
- Project/Account Manager time to facilitate communications between client and IMC resources on BOH work items

## Costing Breakdown

- Standard hourly rate: \$200/hour
- Block of 10 hours or more: \$150/hour
- Standard Business Hours: 1 hour = 1 hour billed
- Weekdays After Hours: 1 hours = 2 hours billed
- Weekends and Holidays: 1 hours = 2 hours billed
- Reporting available on request
- All time is tracked using Harvest, online time tracking software

## Contacting Support

Please send all support requests to [support@imcba.com](mailto:support@imcba.com)

## Terms

All work performed will be estimated. Estimates will be approved by the Customer before the work begins. The amount billed will be based on the actual time spent, not the time estimated. If the time spent is significantly greater than the estimate, the Customer will be notified, and the difference will be explained.

Any work completed using a BOH contract is considered a time and materials project. ALL time put towards the project is billable. This includes planning, architecture, development, quality assurance testing, development bug fixes, code deployments, project management, support etc.

## Time Tracking and Reports

All work completed will be tracked in detail by the resource who performed the work. The client may request, from time to time, a report on completed hours.

## Fees and Taxes

The fees for the Block of Hours are set forth in the Agreement and are in USD. The invoice is due before any work can be applied. Applicable taxes may apply as well depending on your jurisdiction. Overdue amounts accrue interest at the RBC annual prime rate plus 4%, compounded monthly. If you do not pay fees when they are due, we will provide either verbal, email or written notice that we may suspend any Services and/or Subscriptions.

## Expiration of Hours

The hours that are purchased in this BOH do not expire until they have been consumed in their entirety by the client

## Renewal Process

IMC will alert the client when 80% of the hours have been consumed off the block of hours. At that time, the client will advise IMC as to whether they intend to purchase more hours, as well as the number of hours they would like to purchase.

## Invoice Schedule and Term

Schedule and Term		
<b>Block of 35 Hours</b>	<b>Cost: \$5250 USD</b>	<b>100% due on signing</b>

