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Introduction

This document outlines a Gatsby maintenance proposal from Docupal Demo, LLC to Acme, Inc (ACME-1). It details our approach to ensuring your Gatsby website remains secure, performs optimally, and stays current with the latest technologies.

Purpose of this Proposal

The primary objective of this proposal is to present a comprehensive maintenance plan tailored to the specific needs of ACME-1's Gatsby website. We aim to provide proactive solutions that prevent potential issues and maximize your website's effectiveness.

The Importance of Gatsby Maintenance

Ongoing maintenance is vital for Gatsby sites. Regular updates and security checks are essential to protect against vulnerabilities and ensure compatibility with evolving web standards. Neglecting maintenance can lead to decreased performance, security risks, and a subpar user experience. Our maintenance services are designed to mitigate these risks, allowing ACME-1 to focus on its core business objectives.

Scope of Services

This section details the maintenance services Docupal Demo, LLC will provide to ACME-1 for their Gatsby website. Our services are designed to ensure your website remains secure, performs optimally, and stays up-to-date. We tailor our approach to the unique architecture of Gatsby to maximize its benefits.

Core Updates

We will keep your Gatsby website's core framework and plugins current. This includes applying the latest updates and patches to the Gatsby core, along with all installed plugins. Timely updates minimize security vulnerabilities and ensure



compatibility with the latest web standards. This service covers testing updates in a staging environment before deploying them to the live site, minimizing potential disruptions.

Security Monitoring

Our security monitoring service provides continuous vigilance against potential threats. We conduct regular security scans to identify vulnerabilities. When security patches are released, we apply them promptly to safeguard your website. We also monitor for suspicious activity and implement measures to prevent unauthorized access.

Performance Optimization

We will ensure your Gatsby website operates at peak efficiency. Our performance optimization includes image optimization to reduce file sizes without sacrificing quality, improving page load times. We conduct code reviews to identify and resolve performance bottlenecks. We also leverage Gatsby's built-in performance features, such as code splitting and prefetching, to enhance user experience.

Content Updates

We offer content update services to keep your website fresh and relevant. This includes updating text, images, and other media as needed. We ensure all content is properly formatted and optimized for search engines. We manage content updates efficiently, adhering to established brand guidelines and SEO best practices.

Service Plans and Pricing

We offer three distinct Gatsby maintenance plans to suit your specific needs and budget: Basic, Standard, and Premium. Each plan provides a comprehensive suite of services designed to keep your website secure, up-to-date, and performing optimally.



Plan Options

- **Basic:** This plan is ideal for smaller websites or those with less frequent content updates. It includes essential security updates, performance monitoring, and basic content revisions.
- **Standard:** The Standard plan is a popular choice for growing businesses. It offers enhanced features, including priority support, regular content updates, and plugin management.
- **Premium:** Our Premium plan is designed for larger, more complex websites that require a high level of support and proactive maintenance. It includes all the features of the Standard plan, plus dedicated account management, advanced security monitoring, and custom development support.

Pricing Structure

Our pricing is transparent and straightforward. Each plan has a fixed monthly fee, allowing you to budget effectively for your website maintenance needs.

Feature	Basic	Standard	Premium
Monthly Fee	\$500	\$1000	\$2000
Security Updates	Included	Included	Included
Performance Monitoring	Included	Included	Included
Basic Content Revisions	Included	Included	Included
Priority Support		Included	Included
Regular Content Updates		Included	Included
Plugin Management		Included	Included
Dedicated Account Management			Included
Advanced Security Monitoring			Included
Custom Development Support			Included

Performance Monitoring and Reporting

We will closely monitor your Gatsby website's performance and security. This ensures optimal user experience and protects your online presence.



Key Performance Indicators (KPIs)

We will track the following KPIs:

- **Site Speed:** Measured by page load times.
- **Uptime:** Percentage of time the site is accessible to users.
- **Security Vulnerabilities Fixed:** Number of security issues identified and resolved.

Reporting Frequency

You will receive monthly performance reports. These reports provide a clear overview of your website's health and progress.

Performance Report Details

Our reports will include the following:

- **Site Speed Trends:** We'll track page load times to identify any slowdowns and areas for improvement.
- **Uptime Monitoring:** We'll report on website availability, ensuring your customers can always reach you.
- **Security Updates:** We'll detail all security vulnerabilities that have been addressed.

The data visualization, using line or area charts, will allow you to quickly understand performance trends over time. We will provide clear explanations of any identified issues and the actions taken to resolve them.

Technical Support and Issue Resolution

We are committed to providing prompt and effective technical support for your Gatsby website. Our support services are designed to minimize disruptions and ensure your site operates smoothly.

Support Channels

You can reach our support team through multiple channels:



- Email
- Phone
- Dedicated support portal

Response Times

We understand the importance of timely issue resolution. Our typical response times are:

- **Critical Issues:** Within 4 hours
- **Standard Issues:** Within 24 hours

Issue Resolution Process

Our support process includes:

1. **Issue Reporting:** Report issues through your preferred support channel.
2. **Initial Assessment:** Our team will assess the issue's severity and impact.
3. **Troubleshooting & Resolution:** We'll troubleshoot and implement the necessary fixes.
4. **Communication:** We will keep you updated on the progress of the resolution.
5. **Escalation:** If an issue requires specialized expertise, it will be escalated to senior developers.

We are dedicated to maintaining the stability and performance of your Gatsby website.

Team and Expertise

Our team at Docupal Demo, LLC brings extensive experience to the maintenance of your ACME-1 Gatsby website. We possess in-depth knowledge of the Gatsby framework and its ecosystem. Our expertise spans all critical areas, including plugin development, theme customization, and site performance optimization. We understand the intricacies of Gatsby's static site generation and its GraphQL data layer. This allows us to effectively troubleshoot issues, implement enhancements, and ensure your website operates at peak efficiency. Our developers are proficient in the technologies underpinning Gatsby, such as React, JavaScript, and Node.js. We are committed to staying current with the latest Gatsby updates and best practices, ensuring your website benefits from the most advanced techniques available.



Quality Assurance

We are dedicated to delivering high-quality maintenance services. To achieve this, we employ a comprehensive approach to quality assurance. This includes rigorous code reviews to identify and address potential issues early in the development process. We also utilize automated testing to ensure new code integrates seamlessly and existing functionality remains intact. Continuous monitoring provides real-time insights into your website's performance, enabling us to proactively address any emerging problems. Our commitment to quality extends beyond technical aspects. We focus on clear communication, responsiveness, and a collaborative approach to ensure your complete satisfaction.

Terms and Conditions

This section outlines the terms and conditions governing the Gatsby maintenance services provided by Docupal Demo, LLC ("Provider") to ACME-1 ("Client"). By engaging Docupal Demo, LLC for these services, the Client agrees to comply with the following terms.

Contractual Terms

The term of this agreement shall be twelve (12) months, commencing on the date of signature. Docupal Demo, LLC will provide Gatsby website maintenance services as detailed in the selected service plan. The scope of these services includes, but is not limited to, core updates, security patches, performance monitoring, and technical support.

Payment Terms

Payment for services rendered is due within thirty (30) days of the invoice date. All payments shall be made in United States Dollars (USD) to Docupal Demo, LLC at 23 Main St, Anytown, CA 90210. Late payments may be subject to a late fee of 1.5% per month on the outstanding balance.



Service Level Agreements (SLAs)

Docupal Demo, LLC commits to addressing and resolving website issues promptly. Our typical response times are detailed in the proposal. We aim to maintain a website uptime of 99.9%. Scheduled maintenance will be performed during off-peak hours to minimize disruption.

Cancellation and Renewal

Either party may terminate this agreement with thirty (30) days written notice. Upon termination, the Client will be responsible for payment for all services rendered up to the termination date. This agreement will automatically renew for subsequent twelve (12) month periods unless either party provides written notice of non-renewal at least thirty (30) days prior to the renewal date.

Conclusion and Next Steps

Key Client Takeaways

Maintaining your Gatsby site is vital for its continued success. Our maintenance plans are designed to keep your site performing at its best. We focus on both performance and security. Our plans are tailored to meet your specific needs. This ensures you get the most value from our services.

Next Steps

To move forward, please review the attached agreement. Sign the agreement to indicate your acceptance of the chosen maintenance plan. Return the signed agreement to us. We will then begin the onboarding process. This includes scheduling a kickoff meeting to discuss your specific requirements and integrate your site into our maintenance workflow. We are excited to partner with you and ensure the long-term success of your Gatsby website.

