Proposal for Server Upgrade

CharlestonAnimalSociety.org

Charleston Animal Society
2455 Remount Road • N. Charleston, S.C. 29406

Presented by

Nebula Technologies

(Developer)

Scope of Work

Overview

This proposal is to upgrade the web server for the following Charleston Animal Society web properties:

charlestonanimalsociety.org

carolinatails.org

nokillsouthcarolina.org

pickmesc.org

secondchanceresale.org

Charleston Animal Society is currently using LiquidWeb as their web server provider. LiquidWeb has one of the best reputations for support and service for web hosting. This proposal is to upgrade the service, keeping LiquidWeb as the vendor. We are simply proposing to upgrade to newer technology. No new accounts or relationships are necessary.

Purpose

The existing server hosting these web properties is operating sufficiently, therefore it is prudent to answer the question of why to upgrade the server at all. The primary benefit for Charleston Animal Society is to save money. The secondary benefits come from the enhanced features of the server upgrade, which allow for faster development, and critical improvements to web services.

Savings

The below table shows the historic costs associated with the current web server for 2020 alongside the projected costs for one year's service with the new server. The proposed upgrade service includes free SSL certificates and a high monthly bandwidth, avoiding "usage" charges. The estimated savings will be over $1000/year.

	2020 billing	Proposed fees with Upgrade
Monhly fees	$1962	$1020
Usage	$39.24	included
SSL Certificates	$200	included
Total	*$2201.24*	*$1020.00*

Improved Serivces

The upgraded service includes a web host management service (cPanel & WHM) which provides the following functionality not currently available on the current web server:

- **Free SSL's** – cPanel uses the autoSSL protocol to automatically deploy SSL certificates, free of charge. Not only does this save money, it prevents embarrassing security messages from showing on your websites. (YES, this has happened more than once)

- **Automated Backups** – There is currently no backup system in place for any of the Charleston Animal Society websites. This is very bad. The upgraded service provides for automated scheduled backups, including remote backups. Regular backups are important in the event of software corruption, through failed upgrades, human error and malicious attacks. Offsite backups protect against physical hardware failure. A server is a computer not much different than a laptop computer. It has all the same moving parts, which can and do fail. Loosing website data for any reason is extremely detrimental to any organization.

- **Secure Shell Access** – The current web server requires file changes to be made by the outdated FTP protocol which is slow and less secure. As an example, to download the entire CAS main website takes 3-4 hours. With secure shell access (SSH protocol), this can be done in about 30 minutes. Additionally, the transfer is secure, as in it is protected from intercept, and more difficult for an attacker to gain access to the web server.

- **Faster Development Time** – The features offered in the cPanel and WHM software allow developers to do work more rapidly. This means when bad things happen like the website isn't working correctly, it gets fixed faster and costs less to fix. Also, general back-end server work (such as blackbaud integrations, Petpoint integrations, deploying new websites) is less expensive.

Cost and Timeline

The cost for Nebula Technologies to assist in this server upgrade is $850.00 and is based on an estimated 8 hours of labor. This will be a fixed cost, with no additional charge for additional labor. In order to get the lowest rate for the new upgraded service, billing must be done on an annual basis ($1020.00). During the upgrade, it will be necessary to pay for one billing cycle of overlap between both services. The monthly fee and usage charges of $163.50 and $3.27 may be incurred one last time, depending on how quickly we act. The billing cycle begins on the 4th of every month.

The timeline for the work is approximately 7-10 days from approval. The timeline is approximated below in detail. Work may complete early, but it should not complete any later than 10 days. No website should be down for longer than 2-3 hours, but may be down for as long as 24 hours. In order to ensure maximum availability for the most important domains, transfer will be done on lower traffic domains first.

Day 1	Order and pay for new service
	All website updates stop at this point
Day 1 – 3	Liquidweb provisions new server and copies all data to new server
Day 4 – 5	Nebula Technologies confirms correct operation of websites on new server. Resolve any problems related to PHP/Apache version. Configure backup systems and access keys. Optimize server. Public facing versions (live versions) of all websites are still on the old server.
Day 5 – 8	Update DNS settings for nokillsouthcarolina.org, pickmesc.org, secondchanceresale.org so public facing versions are on the new server. Resolve any issues.
Day 6 – 10	Update DNS settings for charlestonanimalsociety.org, carolinatails.org so public facing versions are on the new server. Resolve any issues, anticipating any issues based on experience with three previous domain.
Final Day	Notify Liquidweb to cancel old server service and request partial service credit as applicable.
	Website updates resume at this point

Thank you for this opportunity to submit a proposal for our services.