

SCOPE OF WORKS

WordPress Website Hosting Services

36-Month Service Contract

CONTRACT DETAILS	INFORMATION
Client	SANPC
Document Title	Scope of Works — WordPress Website Hosting
Contract Duration	36 Months
Commencement Date	30 June 2026
Expiry Date	01 Jul 2029
Document Version	v1.0
Classification	Confidential

1. Introduction & Background

This Scope of Works (SOW) sets out the terms, deliverables, and service standards governing the provision of WordPress website hosting services to SANPC by the Service Provider for a period of 36 months from the commencement date specified above.

The Service Provider shall ensure that all hosting services are delivered in a reliable, secure, and professional manner in accordance with industry best practices and the specifications detailed in this document.

2. Scope of Services

The Service Provider shall provide the following hosting services to the Client for the duration of the contract:

2.1 Hosting Infrastructure

- Dedicated WordPress hosting environment optimised for performance and stability
- 10 GB SSD hard disk storage allocated exclusively to the Client's website and associated files
- Unlimited bandwidth — no data transfer caps or throttling applied at any time
- Support for the latest stable versions of PHP compatible with WordPress
- MySQL / MariaDB database hosting with adequate resources for WordPress operations
- Access to cPanel or equivalent hosting control panel for Client administration

2.2 WordPress Environment

- Pre-configured WordPress installation or migration of existing WordPress website
- Support for WordPress plugins, themes, and customisations as required by the Client
- PHP version management to ensure compatibility with Client's WordPress installation
- Access to phpMyAdmin or equivalent database management tool
- FTP / SFTP / SSH access credentials provided to authorised Client personnel

2.3 Email Hosting

- Professional email hosting associated with the Client's domain
- Support for up to 10 email accounts (additional accounts available upon request)
- Webmail access via browser-based interface
- IMAP / POP3 / SMTP configuration support
- Spam filtering and basic email security measures

2.4 SSL Certificate

- Provision and installation of a valid SSL/TLS certificate (Let's Encrypt or equivalent)
- Automatic renewal of SSL certificate prior to expiry throughout the contract period
- HTTPS enforcement with HTTP-to-HTTPS redirect configuration

2.5 Backup Services

- Automated daily backups of all website files, databases, and email data
- Backup retention period of a minimum of 30 days
- Off-site backup storage to ensure data redundancy and disaster recovery capability
- On-request restoration of backups within 24 hours of a restore request
- Client access to backup restoration requests via support ticket or designated contact

2.6 Security Services

- Server-level firewall configuration to protect against unauthorised access
- Malware scanning and monitoring on a weekly basis
- DDoS (Distributed Denial of Service) mitigation measures
- Brute-force login protection at server level
- Regular server operating system and software security patching

- Notification to Client within 24 hours of any detected security incident

2.7 Performance & Uptime

- Guaranteed minimum uptime of 99.9% measured monthly, excluding scheduled maintenance windows
- Server-level caching configuration (e.g., Apache, Memcached) to optimise WordPress performance
- Content Delivery Network (CDN) integration support
- Resource monitoring and proactive capacity management

2.8 Domain Name Services

- DNS management for the Client's registered domain name
- Support for A records, CNAME records, MX records, TXT records, and other standard DNS record types
- DNS propagation monitoring and troubleshooting support

3. Service Level Agreement (SLA)

Service Metric	Target	Measurement Period
Website Uptime	≥ 99.9%	Monthly
Support Response Time (Critical)	≤ 4 hours	Per incident
Support Response Time (General)	≤ 1 business day	Per incident
Backup Frequency	Daily	Ongoing
Backup Restoration	≤ 24 hours	Per request
Security Scan	Weekly	Ongoing
Scheduled Maintenance Notice	≥ 48 hours	Per event

If uptime falls below the guaranteed 99.9% threshold in any given month (excluding approved maintenance windows), the Service Provider shall provide a pro-rated service credit to the Client for the affected period.

4. Roles & Responsibilities

4.1 Service Provider Responsibilities

- Provision and maintenance of all hosting infrastructure and environments as described in Section 2
- Monitoring of server health, performance, and security on a 24/7 basis
- Timely communication of planned maintenance windows, service disruptions, or security incidents
- Provision of monthly uptime and performance reports upon Client request
- Maintenance of up-to-date server software, operating systems, and security patches
- Provision of technical support via email/ticketing system during agreed business hours

5. Technical Specifications

Component	Specification
Disk Space	10 GB SSD Storage
Bandwidth	Unlimited (unmetered)
Databases	MySQL / MariaDB
PHP Version	Latest WordPress-compatible stable release
SSL Certificate	Let's Encrypt or equivalent — auto-renewed
Email Accounts	Up to 10 accounts included
Backups	Daily automated — 30-day retention — off-site
Control Panel	cPanel or equivalent
File Access	FTP / SFTP / SSH
Uptime Guarantee	99.9% monthly uptime SLA

6. Contract Term & Renewal

This agreement shall commence on 30 JUNE 2026 and shall remain in force for a period of 36 months, expiring on 01 July 2029, unless terminated earlier in accordance with the termination provisions below.

Upon expiry of the initial 36-month term, the contract shall be eligible for renewal. The Service Provider shall notify the Client in writing no less than 30 days prior to the expiry date with renewal terms and any proposed changes to pricing or service specifications.

7. Termination

Either party may terminate this agreement by providing 30 days' written notice to the other party. In the event of a material breach that remains unremedied after 14 days' written notice, the non-breaching party may terminate the agreement with immediate effect.

Upon termination, the Service Provider shall provide the Client with a full export of all website files, databases, and email data within 7 business days. Hosting services shall remain active for 30 days post-termination to allow the Client to migrate to an alternative provider.