

WEBSITE SUPPORT, HOSTING & SECURITY MONITORING

May 7, 2025

Pennsylvania Intergovernmental Cooperation Authority
1500 Walnut Street, 16th Floor
Philadelphia, PA 19102

Attention: Marisa Waxman

Dear Marisa,

This Agreement will set forth the terms and conditions on which **Pennsylvania Intergovernmental Cooperation Authority** (“you” or “your”) agree to employ operating as **karmadharma US Inc.** (“we” or “us”) and we agree to serve as your strategy and marketing agency.

01 Project Description & Scope of Work (the “Project”)

karmadharma will provide the following Services and Deliverables for the website: <https://www.picapa.org/>

Service Dates for Website Support:

- Active as of April 2025 on site launch

Website
Support

45 Days Post-Launch

- Additional revisions or changes to previously approved elements
- Hourly rate of \$145/h
- Any new functionality or changes will be charged at hourly web dev NFP rate of \$170/h

\$145 USD per hour

Website
Support

Ongoing –After 45 Days Post-Launch

- Any new changes or functionality
- New features and additions can also be quoted on a case-by-case basis

\$170 USD per hour
Rate in effect as of June 11, 2025

Service Dates for Website Hosting & Security Monitoring:

- April 2025-March 2026 included in original [Agreement](#)
- April 2026 onwards is subject to the fees outlined below

Website Hosting

Tier 1, Single Site

Dedicated Server Hosting for sites with steady traffic:

- **10 GB** bandwidth per month.
- **SSL Certificate:** Secure, encrypted connection.
- **Enterprise-Grade Hosting:** Faster performance with advanced architecture.
- **Enterprise-Grade Security:** Firewalls and network analysis for defense against attacks.
- **Content Delivery Network (CDN):** Faster load times and scalability.
- **Next-Gen Server:** Optimized for top page performance.

\$600 USD per year

WordPress Monitoring Services

Core and plugin updates, monitoring, and backups

- WordPress Core and Plugin updates within 48 hours of release
- Daily backups of posts, pages, comments, images, and configuration settings
- Fixes of general site issues caused by a WordPress core or Plugin update
- Restoration of files and database if the situation ever arises
- 24-Hour Website uptime monitoring and alerts if issues are reported
- Malware Cleanup and Blacklist removal if a site ever becomes infected

\$600 USD per year

02 Fees

Our compensation for the services set forth in Section 1 above will be invoiced on a monthly basis, dependent on the number and type of requests submitted. These fees will be invoiced on a monthly basis according to the hours worked on project, for the period

commencing on April 21, 2025, which you agree to pay upon reception of your monthly invoice.

The compensation set forth in this Section 2 does not include any disbursements we may incur on your behalf. If this Agreement terminates on a date other than the first of a month, a prorated share of the minimum fee will be due for the final month.

Any additional services not included in section 1 and agreed upon between both parties prior to commencing additional work, will be invoiced monthly in accordance with the number of hours worked.

The hourly rate will be calculated according to hour Rate Card (**See Appendix A**)

- The balance of the terms and conditions of your [Agreement](#) signed on November 21, 2024 remain unchanged.

By their signatures set forth below, and intending to be bound by this Services Agreement, karmadharma and Client hereby execute this Agreement as of the date set forth above.

Acknowledged & Agreed

karmadharma US Inc.

Per 

Print Name ANNIK DAOUST

Title COO

Date 09/05/25

Pennsylvania Intergovernmental Cooperation Authority

1500 Walnut Street, 16th Floor
Philadelphia, PA 19102

Per 

Print Name MARISA WAXMAN

Title Executive Director

Date 08/05/25

APPENDIX A

our services - à la carte.

Because we believe that an hourly rate doesn't offer much clarity on total cost, we prefer talking to you to really get your needs and offer a package that fits your project and your needs better. However, this can give you guidance on our services and their hourly rate!

SERVICES	2025 RATE
Senior Strategist	378
Mid Level Strategist	270
Junior Strategist	189
Project Management	140
Creative Strategy	297
Graphic Design	140
Production Design	108
Content Strategy	189
Copywriting	140
Digital & Social Media Strategy	189
SEO Strategy	189
Website Development	170
Website Design	140
Media Buying & Planning	140
Campaign Management (Traditional & Digital)	20%
Stock Images Rights	\$ 25 / image *
Stock Video Rights	\$ 50 / video **
License and Fee, Productions video, audio, photography, prints, music & image rights, talents	Per Project or Platform

* For images from a stock image bank

** Depending on video selection, the price could be higher









2025-05 - Service Agreement - Website Support, Hosting & Security Monitoring - PICA

Final Audit Report

2025-05-09

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