

AMPP Maintenance & Support Retainer Agreement

1. Parties

Developer: Christopher Nagel ("Developer")

Client: Association of Med-Peds Physicians ("AMPP")

Effective Date: _____, 2026

2. Background

Developer has designed and built a custom WordPress plugin ecosystem for AMPP consisting of seven interconnected plugins and a shared core library. This agreement establishes an ongoing retainer for maintenance, support, and minor development of this ecosystem.

3. Systems Covered

This agreement covers the custom WordPress plugin ecosystem developed by Developer for AMPP, consisting of a shared core library (AMPP Core) and six plugins: Member Directory, National Mentorship Program, MP4MP Business Directory, CAMPP Sites, Events Calendar, and Webinar Archive. Together these systems power AMPP's membership infrastructure, community features, and public-facing content.

4. Retainer Terms

4.1 Monthly Hours & Rate

Included Hours: Ten (10) hours per calendar month

Retainer Rate: \$65.00 per hour

Monthly Total: \$650.00

Overage Rate: \$70.00 per hour for any hours exceeding the monthly allocation

4.2 Hour Rollover

Unused retainer hours roll over to the following month, up to a maximum bank of twenty (20) hours. Hours beyond the 20-hour cap expire at the end of the month. Rollover hours are used before new monthly hours.

4.3 Hour Tracking

Developer will provide a monthly summary of hours worked, including a brief description of tasks completed. Overage hours, if any, will be itemized separately.

5. Services Included Under Retainer

The following services are covered by the monthly retainer:

- Bug fixes and issue resolution across all covered plugins
- WordPress core, theme, and PHP version compatibility updates and testing
- MemberPress version update compatibility testing and adjustments
- Security monitoring, patching, and hardening of custom code

- Minor feature adjustments and enhancements (individual tasks under 4 hours)
- Database and transient cache optimization
- Monthly status check-in via email or brief call

6. Services Excluded (Quoted Separately)

The following are not covered by the retainer and will be scoped and quoted as standalone projects:

- New plugin development (e.g., classifieds system, new feature modules)
- Major feature additions or redesigns exceeding four (4) hours of work
- Server, hosting, or infrastructure management (unless separately agreed upon)
- Third-party plugin support outside the AMPP custom ecosystem
- Content creation, copywriting, or graphic design
- Training sessions or documentation beyond standard handoff notes

7. Response Times

Priority	Definition	Response Time
Urgent	Site down, security breach, or broken critical functionality	Within 4 business hours
Standard	Bugs, feature tweaks, general requests	Acknowledged within 1 business day; completed within billing period
Low	Nice-to-haves, cosmetic changes, future planning	Addressed as time permits within the monthly allocation

Business hours are defined as Monday through Friday, 9:00 AM to 6:00 PM Pacific Time, excluding federal holidays.

8. Billing & Payment

Billing Cycle: Monthly, invoiced on the 1st of each month

Payment Terms: Net 30 days from invoice date

Payment Method: Electronic transfer, check, or mutually agreed method

Overage hours, if any, will be invoiced with the following month's retainer.

9. Intellectual Property

All custom code, plugins, and assets developed specifically for AMPP under this agreement and prior project engagements are the property of AMPP. Developer retains the right to reuse general-purpose techniques, patterns, and non-proprietary code components in other projects.

10. Term & Termination

Initial Term: This agreement is effective from the date signed and continues on a month-to-month basis.

Cancellation: Either party may terminate this agreement with thirty (30) days written notice.

Final Invoice: Upon termination, Developer will invoice for any outstanding hours worked, including partial-month retainer fees and overage hours.
Rollover hours are forfeited upon termination.