

Exhibit C

Scope of Work

- **Ongoing Maintenance:** The vendor will provide proactive maintenance to keep the Drupal environment secure, reliable and optimized. Services include:
 - Applying Drupal core security updates, patches and module/theme upgrades with compatibility testing
 - Monitoring and addressing security vulnerabilities
 - Performing database maintenance and optimization to support site performance and reliability
 - Work within Pantheon's development/test/live workflow
 - Documenting updates and providing maintenance reports
- **Custom Code Support:** SURF's websites include custom-built Education and Outreach features that require specialized support. The vendor is responsible for the following:
 - Maintain and troubleshoot existing custom code
 - Provide bug fixes, performance tuning and code optimization
 - Provide code documentation for any changes or updates to custom modules
 - Ensure ongoing compatibility with Drupal core and contributed module updates
- **Feature Enhancements and Development**
 - SURF will periodically request new functionality and enhancements. The vendor will design and implement new features and provide consulting as needed.
- **Technical Support and Issue Resolution**
 - The vendor will serve as a responsive support partner, addressing technical challenges as they arise. This includes troubleshooting and debugging backend issues, resolving errors, restoring system functionality, and optimizing site performance and stability.