



**HUMANITY IN ACTION, INC.**

**Seeking Web Maintenance Partner for Ongoing Support (Flat-Rate Contract Only)**

**Organization:** [Humanity in Action](#), Inc.

**Location:** Remote

**Start Date:** ASAP

**Application Deadline:** July 25th, 2025

Humanity in Action is a not-for-profit organization seeking a reliable, responsive, experienced and affordable **web maintenance company** to provide **comprehensive ongoing support** for our WordPress-based website.

**Scope of Work:**

We are looking to establish a **flat-rate monthly contract** with a firm that can offer **unlimited website maintenance and support**, including but not limited to:

- Troubleshooting and fixing bugs or broken functionalities
- Updating platform (WordPress), plugins, and theme
- Ensuring website speed, security, and uptime
- Managing backups and restoring the site if needed
- Supporting basic design tweaks, formatting updates, and content uploads
- Proactively identifying and resolving technical issues before they escalate
- Monitor hosting usage, performance, and resource thresholds (e.g., traffic limits, storage, uptime) within our Kinsta hosting environment
- Flag hosting issues or plan changes proactively and advise on any necessary hosting adjustments

**Key Requirements:**

- Demonstrated experience maintaining and troubleshooting WordPress websites
- Ability to provide **fast and responsive turnaround** on support requests
- Familiarity with accessibility and responsive design standards
- Familiarity with WPML and/or multilingual WordPress site management

- Understanding of and commitment to data protection best practices; **compliance with the General Data Protection Regulation (GDPR), California privacy compliance (CCPA/CPRA) and related regulations, where applicable**
- Willingness to work closely with our internal point person and act as a partner
- Ability to communicate clearly and provide documentation when needed

### **Contract Details:**

- **Monthly retainer** for unlimited website support within a clearly defined scope
- Clear escalation protocols for major or out-of-scope requests
- Initial 3-month contract with possibility for renewal

If your company values strong communication, proactive maintenance, and long-term partnerships, we'd love to hear from you.

Please submit:

- A brief description of your company and team
- Examples of websites you maintain (especially nonprofits or mission-driven organizations)
- Your standard flat-rate pricing model
- A list of services included in your flat-rate package
- Client references

Send submissions or questions to: [usa@humanityinaction.org](mailto:usa@humanityinaction.org)