

PROPOSED STATEMENT OF WORK

Village of Menands Website Maintenance:

Scenario A: Village Staff Handles Content Updates

Developer Information

Next Step Digital, LLC
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Client Information

Village of Menands
250 Broadway, Menands, NY 12204

Statement of Work

This Statement of Work establishes the required website hosting, security, platform maintenance, backup services, documentation, and training needed to support the Village of Menands website if Village staff will be responsible for performing day-to-day content updates internally.

Under this proposal, Next Step Digital will continue to provide required technical maintenance and support for the website infrastructure, while Village staff will manage routine content updates after documentation and training have been provided.

Scope of Services

Services provided by Next Step Digital under this proposal include:

- Annual website hosting
- Website firewall service
- Monthly WordPress platform and plugin updates
- Monthly backup maintenance
- WordPress documentation for Village staff
- WordPress training for Village staff

The monthly platform and plugin update service includes approximately one hour per month for WordPress core updates, plugin updates, general platform maintenance, and backup review.

Village Staff Responsibilities

Under this scenario, Village staff will be responsible for completing day-to-day content updates to the website after training has been completed. This may include routine updates such as text edits, document uploads, image changes, page edits, and similar content-related updates.

Support Requests

If Village staff requires assistance from Next Step Digital after training has been completed, support time will be billed separately in quarter-hour increments at Next Step Digital's standard hourly rate of \$100 per hour.

This may include phone calls, email support, troubleshooting, guidance, or assistance with content updates.

Exclusions

This proposal does not include ongoing content updates performed by Next Step Digital, major enhancements, redesigns, new feature development, integrations, or projects requiring significant planning or execution.

Any work outside of the scope outlined in this proposal will be separately estimated and approved in writing before work begins.

Required Annual Costs

The following costs are required regardless of whether Village staff handles content updates or Next Step Digital handles content updates:

Annual Firewall: \$400

Annual Hosting: \$600

Monthly Platform and Plugin Updates + Backups: \$1,200 per year

Required Annual Total: \$2,200

One-Time Setup Costs

The following one-time costs apply to this scenario:

WordPress Documentation: \$700 one-time

WordPress Training: \$200 one-time

One-Time Total: \$900

Total Cost Summary

First-Year Total: \$3,100

Annual Cost After First Year: \$2,200, plus any additional support requested by the Village and billed at the standard hourly rate.

Term and Billing

The required annual costs will be billed annually unless otherwise agreed upon in writing.

Any additional support requested by the Village will be billed separately in quarter-hour increments at Next Step Digital's standard hourly rate of \$100 per hour.

Special Requests

Requests that are larger in scope or fall outside normal day-to-day content maintenance will be considered special requests and will be scoped, estimated, and proposed separately.

Acceptance

Signing below indicates acceptance of this agreement.

Next Step Digital, LLC _____ Date _____

Village of Menands _____ Date _____