

PROPOSED STATEMENT OF WORK

Village of Menands Website Maintenance:

Scenario B: Next Step Digital Handles Content Updates

Developer Information

Next Step Digital, LLC
P.O. Box 401, Highland, NY 12528
888-871-0038
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Client Information

Village of Menands
250 Broadway, Menands, NY 12204

Statement of Work

This Statement of Work establishes a quarterly website maintenance retainer for ongoing day-to-day content updates requested by departments of the Village of Menands, along with the required website hosting, security, platform maintenance, and backup services needed to support the website.

Under this proposal, Next Step Digital will manage routine content updates submitted by Village departments, in addition to providing required technical maintenance for the website infrastructure.

Scope of Services

Services provided by Next Step Digital under this proposal include:

- Routine website content updates
- Text edits
- Document uploads
- Image changes
- CMS content updates
- Minor styling adjustments
- General website support requests submitted by Village departments
- Annual website hosting
- Website firewall service
- Monthly WordPress platform and plugin updates
- Monthly backup maintenance

All content update requests will be managed through an approved request system or email.

Retainer Structure

The content update retainer is structured as follows:

Monthly Value: \$500

Quarterly Billing: \$1,500, billed in advance at the start of each quarter

Annual Total for Content Updates: \$6,000

This retainer is intended for routine day-to-day website content updates requested by Village departments.

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

Total Cost Summary

Content Update Retainer:

\$500 per month

\$1,500 per quarter

\$6,000 per year

Required Annual Costs:

Firewall: \$400

Hosting: \$600

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

Required Annual Total: \$2,200

Total Annual Costs Including Retainer: \$8,200

Exclusions

This agreement does not include major enhancements, redesigns, new feature development, integrations, or projects requiring significant planning or execution.

Examples of excluded work may include new website sections, major page redesigns, custom functionality, third-party integrations, accessibility remediation projects, large-scale content restructuring, or other special projects outside normal day-to-day maintenance.

Such work will be separately estimated and approved in writing before work begins.

Overages and Special Requests

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

If any requested work exceeds the intended use of the quarterly maintenance retainer, Next Step Digital will notify the Village before proceeding and will either request approval for additional hourly billing or provide a separate estimate, depending on the nature of the request.

Term and Billing

The content update retainer will be billed quarterly in advance at the start of each quarter.

Required annual costs for firewall, hosting, and monthly platform/plugin updates and backups will be billed annually unless otherwise agreed upon in writing.

This agreement is for a 6-month term and renews automatically unless terminated with 30 days written notice. Fees are non-refundable once a billing period has begun.

Acceptance

Signing below indicates acceptance of this agreement.

Next Step Digital, LLC _____ Date _____

Village of Menands _____ Date _____