

PROPOSED STATEMENT OF WORK

Ecropolis is proposing to offer its services, listed below and general support to the SCORE Chapter at a fixed cost as described.

Ecropolis' mission as a SCORE approved vendor is to enhance, update, maintain and support SCORE Chapter websites and contribute to SCORE's overall Web communications strategy in its efforts to improve, increase, and promote SCORE services and brand.

WEB SERVICES & SUPPORT FOR CHAPTERS

- **Development and CMS Administration:** Priority, full-service management of the chapter website; including unlimited updates and changes as directed by chapter leadership. The scope of work includes creative services, content management and editorial services along with general troubleshooting and general oversight for the health of the website. Ecropolis can push the edge and offer advanced services that extend the functionality of the CMS without falling outside of SCORE's brand guidelines and best practices. One example of this our ability to develop and implement creative popup advertisements to better market events, services and special programs.
- **Quality assurance and advanced support:** Monitoring, diagnostics, testing, bug tracking and ongoing communication with SCORE national management, support personnel and external development teams with the goal of improving the chapter websites globally along with the entire Drupal platform.
- **Training:** One-on-one training via screen share as needed.
- **Phone Email/Support:** High priority-email and phone support for anything related to the chapter website.
- **Full-Service Digital Agency:** Each chapter will have high-priority access to a full suite of services including graphic design /creative services, content creation & authoring, front-end website development SEO and strategic consulting. (Note: Some of these services may incur additional cost such as creative services outside of the context of the website and content development.)

[View Examples](#)

[View Process](#)

LIMITATIONS

- All services are offered on a remote basis. We are not able to meet face to face.
- All service requests will need to ultimately be in writing for proper tracking and accountability.
- If a request will require more than 4 hours of our time – the work may need to be prioritized and scheduled for completion within a reasonable amount of time. We will provide transparent realistic timelines and strive to comply with them.

ACCOUNTABILITY

- Ecropolis provides a [ticketing system for Chapters on the Ecropolis website](#) (click on 'Get Help and Submit a Ticket'). Chapters can easily log requests and communicate with us.
- Ecropolis will send satisfaction surveys from time to time asking for feedback that we can share with SCORE National and other chapters.

TERMS & COST

In full consideration for the performance of the Services outlined in this agreement, the SCORE chapter shall pay ECROPOLIS as follows:

- SCORE Chapter agrees to a quarterly cost of \$600.00 (\$200/mo.)
- SCORE Chapter may elect to a one-time annual payment of \$2160 (10% discount).
- Invoices may be submitted to national for payment. [Procedures for Submitting Bills to HQ for Payment.](#)
- SCORE National has advised that non-discretionary funds reserved for marketing can be used for website maintenance, thus may be used to fund this agreement.
- Funds to be paid to Ecropolis LLC by mail/check or electronically within 15 days of receiving each invoice. A late charge of 1.5% of the balance assessed monthly.

TERMINATION BY EITHER PARTY

This Agreement may be terminated no sooner than 90 days from commencement and then upon 30 days written notice without cause or penalty by neither Ecropolis LLC nor the chapter.

SIGNATURES:

The undersigned authorized SCORE chapter representative agrees with the full scope of this proposal, as well as the associated costs, terms and conditions laid forth within this proposal. Client also agrees and understands that a change in scope not noted within the Statement of Work may require additional time and funds to complete. This agreement is for the period of one (1) year.