

## EXHIBIT A

### SOW-CCHNL-OCC-LegislativeDocumentAccess

**County Agency:** City & County of Honolulu, Office of City Clerk

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**HIC PM:** Julie Shohet

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**HIC PM Phone:** (808) 687-6136

**Application Name:** Legislative Document Access

**Business Model:** Time & Materials

**Estimated Deployment Date:** December 3, 2019

### SCOPE OF WORK AND DELIVERABLES

#### Scope:

Phase I: Create a system that allows OCC employees to enter a unique link to legislative documents and to enter metadata associated with the documents, such as unique identifiers, keywords and descriptive text. Documents can be linked to one another and additions and changes to metadata can be made at any time to create new relationships among documents. System will include a front end interface for users to search documents and view search results.

The System will have the following:

- Public Facing Web Component, composed of a search input screen and search results screen, called a Measure Status Sheet
- Four Administrative Input Forms:
  - Measure Data Entry Form
  - Communications Data Entry Form
  - Agenda/Minutes Data Entry Form
  - Measure Action Data Entry Form

#### Delivery:

The COUNTY shall have fifteen (15) working days to review each deliverable and to either notify HIC of acceptance, or to provide HIC a detailed list of deficiencies that must be remedied prior to payment being made. In the event the COUNTY notifies HIC of material, non-compliance with the functional specifications, HIC shall correct the same within fifteen (15) working days, unless the COUNTY consents in writing to a longer period of time.

Milestone Schedule							
Task Duration	Description	Deliverable	Role	Hours	Rate (h)	Total	Payment Schedule (includes GET)
TBD	Signed Statement of Work	Signed SOW	N/A	N/A	N/A	N/A	N/A
Kickoff Meeting	Determine Start of Project Work	Work Plan with dates for each deliverable presented					
2 weeks after kickoff meeting	Design prototype	Design prototype (Image mockups of key pages)	Designer	16	\$60	\$960	
			PM	8	\$80	\$640	
15 working days after design prototype completed	Approval to proceed	Sign off					
7 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment	Developer	152	\$80	\$12,160	
			PM/QA	60	\$80	\$4,800	
			Sys Admin	2	\$100	\$200	
<b>Upon website deployment in test environment</b>	<b>Approval to proceed</b>	<b>Sign off</b>					<b>20% payment (\$4,996.86)</b>
1 week after site deployed to TEST	Testing, training & review	1 training session for personnel	Developer	24	\$80	\$1,920	
			PM/QA	32	\$80	\$2,560	
			Sys Admin	1	\$100	\$100	
<b>15 working days after deployment of website in test environment</b>	<b>Approval to proceed</b>	<b>Sign off</b>					<b>20% payment (\$4,996.86)</b>
3 days after testing approval	Website live	Website deployed in PROD environment	Developer	2	\$80	\$160	
			PM	2	\$80	\$160	
			Sys Admin	2	\$100	\$200	

Upon website deployment in PROD environment	Approval to proceed	Sign off				20% payment (\$4,996.85)
N/A	Post Launch	Final invoice sent 90-days post launch				40% payment (\$9,993.71)
			Work Totals	301		\$23,860.00
						\$24,984.28

**NOTES:**

The Access Hawaii Committee, which needs to approve the SOW, meets once per quarter. This may affect the approval date and the start of the project.

**Work Plan/Deliverables:**

HIC is to provide a detailed description of all the tasks that are to be completed to accomplish each of the deliverables in the table above. This will serve as a road map for the project.

The following is the work plan determined at the time of SOW creation. An updated work plan will be provided to the COUNTY within 2 days after project kickoff meeting.

Prototype (July 8 – July 26, 2019)

- Kickoff Meeting (July 8 – July 12)
- Design prototype (July 15 – July 22)
- Review prototype internally (July 23 – July 26)
- Review prototype with COUNTY (July 29 – July 31)
- Obtain COUNTY signoff on prototype (August 1 – August 7 or 15 workdays)

Development and TEST Deployment (August 8 – October 2, 2019)

- Code the application (August 8 – September 30)
- Deployment to TEST environment - (October 1 – October 2)

Testing, Training, and Launch (October 3 – December 2, 2019)

- HIC application testing (October 3 – October 10)
- Application review and training with COUNTY staff (October 11 – 17)
- COUNTY application testing (October 18 – November 1)

- Bug fixes Round 1 (November 4 – November 8)
- COUNTY application testing – test fixes (November 11 – November 15)
- Bug fixes Round 2 and final COUNTY testing & approval (November 18 – November 22)
- Production prep (November 25 – November 27)
- Deployment to production environment (December 2)

HIC shall, at the commencement of project discussions, also identify and define all dependencies that may occur for each stage of the project and present those dependencies in writing, as part of this section, prior to signing of the SOW.

## **FEES**

Include total cost (including general excise tax) and breakdown of all other fees (i.e. development, hosting, maintenance and support, transaction and other fees).

1. Development Fees: \$24,984.28
2. Hosting Fees: \$0.00
3. Maintenance and Support Fees: \$0.00
4. Transaction Fees: \$0.00
5. Other Fees: \$0.00

**INVOICE AND PAYMENT SCHEDULE**

The total not-to-exceed cost for this project is \$24,984.28 and will be invoiced and paid 30-days after invoice is received according to the following schedule:

<b>Invoice Schedule</b>				
<b>Date</b>	<b>Deliverable</b>	<b>Price</b>	<b>GE Tax</b>	<b>Total</b>
October 2, 2019	Payment upon deployment of functional test system and COUNTY acceptance	\$4,772.00	\$224.86	\$4,996.86 (20%)
November 22, 2019	Payment upon completion of testing and COUNTY acceptance	\$4,772.00	\$224.86	\$4,996.86 (20%)
December 3, 2019	Payment after acceptance letter signed by COUNTY and submittal of application for launch to production environment	\$4,772.00	\$224.85	\$4,996.85 (20%)
March 2, 2020	Payment at end of 90-day warranty period	\$9,544.00	\$449.71	\$9,993.71 (40%)
	<b>TOTAL</b>	\$23,860.00	\$1,124.28	\$24,984.28

**ADDITIONAL RESPONSIBILITIES OF COUNTY**

N/A

**ADDITIONAL RESPONSIBILITIES OF HIC**

N/A

## CHECKLIST OF SERVICES HIC WILL PROVIDE

### Idea Development

- Analysis of existing processes, workflows and systems
- Roadmap creation
- Workflow process re-engineering
- Alternative solution exploration

### Customer Service

- Customer service via phone, web chat, and email during state business hours
- Monthly customer service statistics
- Technical support for users

### Strategic Marketing

- Business cards and postcards
- Email and text notifications and reminders
- Posters and multimedia presentations
- Content modifications for online and offline collateral
- Social media integration

### Project Management

- Agile process and experienced project teams
- Requirements collection and development
- Workflow reengineering
- Solution estimating
- Alternative approach planning and development

### Web Design and Development

- Accessibility and 508 compliance
- 24/7 customer service support
- Java application development
- Mobile applications (Android and iOS)
- Responsive web design
- User feedback data pipelines
- User centered design
- User experience, user interface, and visual design
- Web Content Management Systems

### Servers & Security

- Endeavor Data Center with 99.99% uptime
- Secured redundant UPS power systems

- Regular server monitoring and tracking
- 24/7 security and video surveillance
- Smoke detection and dry pipe fire systems

**3rd Party Merchant Processing**

- Level-3 PCI DSS compliance
- Secure configuration with external PCI scans
- Credit card and electronic check payments
- ACH and manual disbursements
- Chargeback and refund support
- Collection and frontline customer support for all payments
- Reporting modules