

EXHIBIT A

SOW LRB Website Redesign

State/County Agency:	Legislative Reference Bureau
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Application Name:	Legislative Reference Bureau Website Redesign
Business Model:	Time & Materials
Estimated Deployment Date:	December 2, 2019

SCOPE OF WORK AND DELIVERABLES

Scope:

The Legislative Reference Bureau is a nonpartisan legislative service agency, that provides a wide variety of services to legislators, legislative committees, and in some cases, members of the public.

The scope of this project includes the creation of two websites. One for the Legislative Reference Bureau (LRB) and one for the Public Access Room (PAR), a division of LRB. HIC will work closely with LRB and PAR to collect, develop, and design the new websites through facilitated meetings.

LRB is looking for a custom design and simplified website. The current site has been live for 15+ years and they are planning to move non LRB content off to the library catalogue so the new site will contain only LRB content. HIC will assist in the migration and planning efforts for LRB to complete this work.

Goals for the LRB site include:

- Create a presence for each of the 5 separate divisions within LRB (Research, Statute Revision, Systems Office, Legislative Reference Library, and the Public Access Room.)
 - PAR will have its own site to be managed independently from LRB. See section below titled 'Goals for PAR include.'
- Responsive web design
- Social media integration
- Make the library catalogue easily accessible throughout site.
- Include a site search
- Move site to a .gov domain (tentative: lrb.hawaii.gov) instead of current .org.
- Provide more news on the overall activities of LRB via dynamic posts
- Redesign the Hawaii State Constitution section: lrbhawaii.org/con
- Redesign the Government guide, lrbhawaii.org/capitoli/dirguide

- Redesign the Session Actions section, lrbhawaii.org/reports/bill.html, to make it easier to read and include dynamic filtering.
- Restructuring content within reports & publications areas
 - We will work to rename, reclassify, and re-sort existing categories to make information more intuitive and easier to find using standard naming conventions.
- A high-level tentative sitemap is as follows:
 - Home
 - About
 - Overview
 - History
 - Publications*
 - LRB reports
 - Session actions
 - Handbooks, manuals, guides
 - Hawaii Constitutional Convention Studies 1978
 - * Actual menu items will be changed based on how we reclassify/rename these existing types of content. The end result may be something closer to: Studies, Reports, Manuals, Hawaii Constitution, Government directory, etc)
 - Legislative Reference Library
 - Overview & services offered
 - How to use
 - Library catalogue (link to catalog only, catalog is a separate system)
 - iClips
 - Public Access Room
 - See sitemap in ‘Goals for PAR include’ section below
 - Contact
 - Sitemap

Goals for PAR include:

- Responsive web design
- Social media integration
- Move site to a .gov domain (tentative: lrb.hawaii.gov/par)
- Include a site search
- Tentative sitemap is as follows:
 - Home
 - About
 - Mission
 - History
 - Services
 - Policies
 - Staff
 - Learn
 - Guide to government
 - Overview of the legislative process
 - How to use the HRS & SLH

- Workshops
 - Kids page
- Engage
 - Participating in the public hearing process
 - How to videos
 - Broadcasts & websites
- Persist
 - How to enjoy a public hearing
 - How to communicate with legislators
 - Advocacy
 - Using the interim
- Resources
 - Session directories
 - Newsletters (PAR already has an existing process for sending newsletters, we'll just be building space in to the site for users to sign up)
 - Links
- Contact
- Sitemap

Delivery:

The STATE 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 STATE notifies HIC of material, non-compliance with the functional specifications, HIC shall correct the same within fifteen (15) working days, unless the STATE 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					
5 weeks after kickoff meeting	Design workshops	2-3 facilitated workshops, Site architecture, Home page explorations.	Developer	23	\$80	\$1,840	
			Sr PM	25	\$120	\$3,000	
4 weeks after design workshops	Design prototype	Design prototype (Image mockups of key pages)	Developer	52	\$80	\$4,160	
			Sr PM	10	\$120	\$1,200	

15 working days after design prototypes completed	Approval to proceed	Sign off					
6 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment	Developer	147	\$80	\$11,760	
			Sys Admin	4	\$100	\$400	
			Sr PM	8	\$120	\$960	
15 working days after testing website deployed in TEST environment	Approval to proceed	Sign off					20% payment (\$7,585.34)
3 weeks after site deployed to TEST	Content migration, testing, LRB training & review	1 training session for LRB personnel	Developer	14	\$80	\$1,120	
			Sr PM	86	\$120	\$10,320	
15 working days after training session for LRB personnel	Approval to proceed	Sign off					20% payment (\$7,585.34)
6 days after testing approval	Website live	Website deployed in PROD environment	Sys Admin	5	\$100	\$500	20% payment (\$7,585.34)
			Developer	6	\$80	\$480	
			Sr PM	4	\$120	\$480	
N/A	Post launch	Final invoice sent 90-days post launch					40% payment (\$15,170.67)
			Work Totals	384		\$36,220.00	\$37,926.69

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 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 STATE within 2 days after project kickoff meeting.

Prototype (May 14 – August 8)

- Kickoff meeting (May 14)
- Design workshops (May 15 – June 20)
- Design prototypes & iterations (June 20 – July 18)
- Obtain STATE signoff on prototypes (July 20 – August 8)

Development and TEST Deployment (August 9–Oct 10)

- Deployment to TEST environment (August 9 – August 12)
- Code website features (August 12 – Oct 10)

Content Migration, Testing, Training, and Launch (Oct 11 – Nov 29)

- HIC to migrate site content (Oct 11 – Oct 24)
- HIC site testing (Oct 25 – Oct 31)
- Site review and training with STATE staff (Nov 1 – Nov 5)
- STATE site testing (Nov 5 – Nov 12)
- Bug fixes round 1 (Nov 12 – Nov 18)
- STATE application testing – test fixes (Nov 19 – Nov 22)
- Bug fixes round 2 and final STATE testing and approval (Nov 23 – Nov 25)
- Production prep (Nov 25 – Nov 29)
- Deployment to production environment (Dec 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: \$37,926.69
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 \$37,926.69 (\$36,220 + \$1,706.69 GET) and will be invoiced and paid 30-days after invoice is received according to the following schedule:

Date	Deliverable	Price	GE Tax	Total
Oct 10, 2019	Payment upon deployment of functional test system and STATE acceptance	\$7,244	\$341.34	\$7,585.34 (20%)
Nov 22, 2019	Payment upon completion of testing and STATE acceptance	\$7,244	\$341.34	\$7,585.34 (20%)
Dec 2, 2019	Payment after acceptance letter signed by STATE and submittal of application for	\$7,244	\$341.34	\$7,585.34 (20%)

	launch to production environment			
March 1, 2020	Payment at end of 90-day warranty period	\$14,488.00	\$682.67	\$15,170.67 (40%)
	TOTAL	\$36,220	\$1,706.69	\$37,926.69

ADDITIONAL RESPONSIBILITIES OF STATE

There are no additional responsibilities of the state.

ADDITIONAL RESPONSIBILITIES OF HIC

There are no additional responsibilities HIC.

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