

EXHIBIT A

SOW-CCHNL-OCC-Legislative Document Access AMENDMENT 1

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

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Application Name: Legislative Document Access

Business Model: Fixed Rate

Estimated Deployment Date: October 27, 2020

SCOPE OF WORK AND DELIVERABLES

Scope:

Phase II: Enhance the new Legislative Document Access System by implementing expanded search capability, the ability to export search results, by implementing a notification system to allow the public to track legislation, by adding the ability for staff to generate and update HTML meeting agendas in a supported system, and, by allowing staff to automatically produce a measure certificate.

The System will have the following:

- Expanded advanced search options, including Optical Character Recognition (OCR) search
- Exportable public search results
- Notification system for the public to monitor legislation status
- Ability to create and update HTML meeting agendas that are used by legislators and the public
- Measure certificate generation tool

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.

Delivery: Phase II – Full Text Search, Export, Notifications, Agenda, and Measure Certificate

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	
Kickoff Meeting	Determine Start of Project Work	Work Plan with dates for each deliverable presented	PL				
1 week after work plan approved	Design Prototype	Design Prototype (image mockups of key pages)	Designer	8	\$60	\$480	
			PM	4	\$80	\$320	
5 working days after Prototype completed	Approval to proceed	Sign off					
23 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment:					
	Full Text Search		Developer	100	\$80	\$8,000	
			QA Testing	10	\$80	\$800	
			PM	8	\$80	\$640	
			Sys Admin	1	\$100	\$100	
	Search Results Export		Developer	24	\$80	\$1,920	
			QA Testing	3	\$80	\$240	
			PM	2	\$80	\$160	
			Sys Admin	1	\$100	\$100	
	Notifications		Developer	40	\$80	\$3,200	
			QA Testing	5	\$80	\$400	
			PM	4	\$80	\$320	
			Sys Admin	1	\$100	\$100	

	Agenda Upload & HTML Generation		Developer	120	\$80	\$9,600	
			QA Testing	14	\$80	\$1,120	
			PM	12	\$80	\$960	
			Sys Admin	1	\$100	\$100	
	Measure Certificate Generation		Developer	16	\$80	\$1,280	
			QA Testing	2	\$80	\$160	
			PM	1	\$80	\$80	
			Sys Admin	1	\$100	\$100	
Upon website deployment in test environment	Approval to proceed	Sign off					20% payment (\$7,388.48)
1 week after site deployed to TEST	Testing, agency training & review	1 training session for agency personnel	Developer	20	\$80	\$1,600	
			QA	12	\$80	\$960	
			PM	24	\$80	\$1,920	
			SysAdmin	1	\$100	\$100	
15 working days after deployment of website in test environment	Approval to proceed	Sign off					20% payment (\$7,388.48)
1 week after testing approval	Website live	Website deployed in PROD environment	Developer	2	\$80	\$160	
			PM	2	\$80	\$160	
			SysAdmin	2	\$100	\$200	
Upon website deployment in PROD environment	Approval to proceed	Sign off					20% payment (\$7,388.47)
N/A	Post Launch	Final invoice sent 90-days post launch					40% payment (\$14,776.96)
			Work Totals	441		\$35,280.00	\$36,942.39

NOTES:

N/A

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 (March 6 – March 27, 2020)

- Kickoff Meeting (March 6 – March 11)
- Design prototype (March 12 – March 18)
- Review prototype internally (March 19 – March 23)
- Review prototype with COUNTY (March 24 – March 27)
- Obtain COUNTY signoff on prototype (March 30 – April 3 or 15 workdays)

Development and TEST Deployment (April 6 – September 1, 2020)

- Code the application (April 6 – August 28)
- Deployment to TEST environment - (August 31 – September 1)

Testing, Training, and Launch (September 2 – October 27, 2020)

- HIC application testing (September 2 – September 10)
- Application review and training with COUNTY staff (September 11 – September 17)
- COUNTY application testing (September 18 – September 30)
- Bug fixes Round 1 (October 1 – October 7)
- COUNTY application testing – test fixes (October 8 – October 14)
- Bug fixes Round 2 and final COUNTY testing & approval (October 15 – October 21)
- Production prep (October 22 – October 26)
- Deployment to production environment (October 27)

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: \$36,942.39

2. Maintenance and Support Fees: \$12,600.00 annually

3. Transaction Fees: \$0.00

4. Other Fees: \$0.00

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed cost for this project is \$36,942.39 and will be invoiced and paid 30-days after invoice is received according to the following schedule:

Invoice Schedule				
Date	Deliverable	Price	GE Tax	Total
August 31, 2020	Payment upon deployment of functional test system and COUNTY acceptance	\$7,056.00	\$332.48	\$7,388.48 (20%)
October 21, 2020	Payment upon completion of testing and COUNTY acceptance	\$7,056.00	\$332.48	\$7,388.48 (20%)
October 28, 2020	Payment after acceptance letter signed by COUNTY and submittal of application for launch to production environment	\$7,056.00	\$332.47	\$7,388.47 (20%)
January 25, 2021	Payment at end of 90-day warranty period	\$14,112.00	\$664.96	\$14,776.96 (40%)
	TOTAL	\$35,280.00	\$1,662.39	\$36,942.39

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

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