

EXHIBIT A

SOW DAGS SFCA Website Redesign

State/County Agency:	Hawaii State Foundation for Culture & the Arts (SFCA)
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Application Name:	SFCA website redesign (sfca.hawaii.gov)
Business Model:	Fixed Rate
Estimated Deployment Date:	Sept 22, 2020

SCOPE OF WORK AND DELIVERABLES

Scope:

The Hawaii State Foundation for Culture and the Arts was established by the Hawaii State Legislature in 1865 as the official arts agency of the State of Hawaii. Their mission is to promote, perpetuate, preserve and encourage culture and the arts as central to the quality of life of the people of Hawaii. They are administratively attached to the Department of Accounting and General Services.

The goal of this project is to redesign the existing website and restructure existing content in order to present information from a user's perspective. By better anticipating the needs of specific user demographics, we can more effectively drive users to the information they are seeking. HIC will work closely with SFCA to design and develop the new website through facilitated meetings.

Goals for the SFCA site include:

- A user focused site that better anticipates the needs of specific user demographics (DOE, job seekers, non-profits, etc).
- Create a design that reflects the priorities and style laid out in the SFCA 2019-2023 strategic plan.
- Create a design that has a contemporary look and feel and matches their visual identity and brand values.
- Visuals / photos that provide a greater visual representation of their involvement in the arts
- Mobile friendly, responsive design
- Social media integration to increase engagement

- Include an easy to use form tool so SFCA can create forms for any purpose – from simple contact forms, to surveys, to taking questions from the public. HIC will migrate their existing RSVP form and data to new site (sfca.hawaii.gov/rsvp). No other forms will be migrated as part of this agreement.
- Integrate new site with existing calendar plugin (All in one event calendar) and import past event data as needed.
- Allow users to search the art catalogue directly from the SFCA site by passing through the search term to the Art in Public Places Online Catalog.

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	Discovery workshops + interactive prototype	Wireframes of home and subpages	Developer	32	\$80	\$2,560	
			Sr PM	21	\$120	\$2,520	
4 weeks after discovery workshops	Visual design prototypes	Design prototypes (Image mockups of home and subpages)	Developer	44	\$80	\$3,520	
			Sr PM	8	\$120	\$960	
15 working days after visual design prototypes completed	Approval to proceed	Sign off					
5 weeks after design	Beta deployment	Website deployed in	Developer	77	\$80	\$6,160	
			Sys Admin	4	\$100	\$400	

prototype approved		TEST environment	Sr PM	3	\$120	\$360	
15 working days after testing website deployed in TEST environment	Approval to proceed	Sign off					20% payment (\$4,598.95)
2 weeks after site deployed to TEST	Content migration, testing, training & QA	1 training session for SFCA personnel	Developer	20	\$80	\$1,600	
			Sr PM	22	\$120	\$2,640	
15 working days after training session for SFCA personnel	Approval to proceed	Sign off					20% payment (\$4,598.95)
6 days after testing approval	Website live	Website deployed in PROD environment	Sys Admin	4	\$100	\$400	
			Developer	6	\$80	\$480	20% payment (\$4,598.96)
			Sr PM	3	\$120	\$360	
N/A	Post launch	Final invoice sent 90-days post launch					40% payment (\$9,197.90)
Work Totals				244		\$21,960.00	\$22,994.76

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.

Design Prototypes (March 18 – June 12)

- Kickoff meeting (March 18)
- Discover workshops & interactive prototypes (March 19 – April 23)
- Visual design prototype & iterations (April 24 – May 21)
- Obtain STATE signoff on prototypes (May 22 – June 12)

Development and TEST Deployment (June 15 – August 7)

- Beta/deploy websites to TEST (June 15 – July 17)
- Partner approval to proceed (July 20 – August 7)

Testing, Training, and Launch (August 10 – Sept 22)

- Migrate Content, Testing, Training and Review (August 10 – August 21)
- Approval of testing – signoff (August 24 – Sept 11)
- Production prep (Sept 14 – Sept 21)
- Deployment to production environment (Sept 22)

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: \$22,994.76 (\$21,960 + \$1,034.76 GET).
2. Hosting Fees: \$0.00 (site will be hosted at ETS)
3. Maintenance and Support Fees: \$0.00 (detailed explanation if needed)
4. Transaction Fees: \$0.00 (detailed explanation if needed)
5. Other Fees: \$0.00 (detailed explanation required)

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed cost for this project is \$22,994.76 (\$21,960 + \$1,034.76 GET) and will be invoiced and paid 30-days after invoice is received according to the following schedule:

Date	Deliverable	Price	GE Tax	Total
July 2020	Payment upon deployment of functional test system and STATE acceptance	\$4,392	\$206.95	\$4,598.95 (20%)
Sept 2020	Payment upon completion of testing and STATE acceptance	\$4,392	\$206.95	\$4,598.95 (20%)
Oct 2020	Payment after acceptance letter signed by STATE and submittal of application for launch to production environment	\$4,392	\$206.96	\$4,598.96 (20%)
Feb 2021	Payment at end of 90-day warranty period	\$8,784.00	\$413.90	\$9,197.90 (40%)

ADDITIONAL RESPONSIBILITIES OF STATE

List set of responsibilities for STATE that are specific to this project.

ADDITIONAL RESPONSIBILITIES OF HIC

List set of responsibilities for HIC that are specific to this project.

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