EXHIBIT A

SOW ETS Hawaii.gov Website Refresh

State/County Agency:	Office of Enterprise Technology Services (ETS)
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Application Name:	Hawaii.gov website (portal.ehawaii.gov)
Business Model:	No Cost
Estimated Deployment Date:	June 24, 2020

SCOPE OF WORK AND DELIVERABLES

Scope:

This purpose of this project is to create a fresh new look for the Hawaii.gov site. The website refresh will leave most of the core of the website's functionality and code intact, with the focus being on updating the visual appearance of the site with new graphics and styling in order to give it a new look and feel.

In addition to the visual refresh, we'll be conducting an audit of all site existing page content and updating various libraries for jQuery, Font Awesome and Bootstrap.

The site was last redesigned in 2014 and has been the recipient of 17 awards.

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.

The table below illustrates what the STATE would have paid if there was a development fee.

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	Developer	6	$80	$480	
			Sr PM	8	$120	$960	
5 weeks after Kickoff Meeting	Visual design prototypes	Design prototypes (Image mockups of home and subpages)	Developer	60	$80	$4,800	
			Sr PM	20	$120	$2,400	
1 week after visual design prototypes completed	Approval to proceed	Sign off					
4 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment	Developer	80	$80	$6,400	
			Sys Admin	8	$100	$800	
			Sr PM	20	$120	$2,400	
2 days after testing website deployed in TEST environment	**Approval to proceed**	**Sign off**					**20% payment ($5,662.83)**
2 weeks after site deployed to TEST	Content migration, testing & QA	Site ready for launch	Developer	20	$80	$1,600	
			Sr PM	40	$120	$4,800	
2 days after testing & QA complete	**Approval to proceed**	**Sign off**					**20% payment ($5,662.83)**
4 days after testing approval	**Website live**	**Website deployed in PROD environment**	Sys Admin	8	$100	$800	**20% payment ($5,662.82)**
			Developer	8	$80	$640	
			Sr PM	8	$120	$960	
N/A	**Post launch**	**Final invoice sent 90-days post launch**					**40% payment ($11,325.65)**
			Work Totals	**286**		**$27,040.00**	**$28,314.13**

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 16– April 28)

- Kickoff Meeting (March 16)
- Visual design prototype & iterations (March 17 – April 21)
- Obtain STATE signoff on prototype (April 22 – April 28)

Development and TEST Deployment (April 29 – May 28)

- Beta/deploy websites to TEST (April 29 – May 26)
- Partner approval to proceed (May 27 – May 28)

Testing, Training, and Launch (May 29 – June 24)

- Migrate Content, Testing, Training and Review (May 29 – June 16)
- Approval of testing – signoff (June 17 – June 18)
- Production prep (June 19 – June 23)
- Deployment to production environment (June 24)

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: $0.00 (detailed explanation if needed)

2. Hosting Fees: $0.00 (detailed explanation if needed)

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 $0.00 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**
N/A	Payment upon deployment of functional test system and STATE acceptance	$0.00	$0.00	$0.00 (20%)
N/A	Payment upon completion of testing and STATE acceptance	$0.00	$0.00	$0.00 (20%)
N/A	Payment after acceptance letter signed by STATE and submittal of application for launch to production environment	$0.00	$0.00	$0.00 (20%)
N/A	Payment at end of 90-day warranty period	$0.00	$0.00	$0.00 (40%)
	TOTAL	$0.00	$0.00	$0.00

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