SOW EXHIBIT A

Honolulu Fire Department Website Redesign

County Agency:	City & County of Honolulu / Honolulu Fire Department
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Application Name:	HFD Website Redesign
Business Model:	Fixed Rate
Estimated Deployment Date:	Dec 22, 2020

SCOPE OF WORK AND DELIVERABLES

Scope:

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 HFD to design and develop the new website through facilitated meetings.

Goals for the HFD site include:

- A user focused site that better anticipates the needs of specific user demographics (citizens, teachers, etc) to assist HFD in their mission of educating the public about fire prevention and community risk reduction.
- Create a design that has a contemporary look and feel and matches their visual identity and brand values.
- Include images and photos that provide a greater visual representation of the important work they do in the community.
- Mobile friendly, responsive design utilizing the latest web standards.
- Compliance with ADA web accessibility requirements.
- Integrate with a third-party appointment scheduling plugin or Software as a Service (SaaS) to replace the Fire Safety Education Request form.
    - HIC has completed preliminary research on 30+ plugins and SaaS products.
    - HIC will integrate the site with one of these tools and include the initial set up and basic training to help HFD integrate it into their daily workflow.
    - The fee for licensing either a plugin or SaaS product will be payable by HFD on an annual basis (range estimated to be from $100 - $300/year)
    - No single tool will guarantee 100% of requirements for all 8 event types and flows, but most can cover the primary functions of allowing:
        - Set up of multiple appointment types w/ custom hours of availability for each
        - Integration with Google calendars
        - Email integration
        - Allowing approvals before finalizing

- Include an easy to use form tool so HFD can create forms for any purpose – from simple contact forms, to surveys, to taking questions from the public.
  - HIC will migrate the existing HFD Incident Report (IR) Request Form to the new site.
  - Submission data will be available within the WordPress admin area and via email.
  - No other forms will be migrated as part of this agreement.
- Include a feature on the site to prominently display alert messages via a banner. Alerts will show on all site pages and can be toggled on/off by the user. (Ex: COVID updates)

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	
Kickoff Meeting	Determine Start of Project Work	Work Plan with dates for each deliverable presented					
7 weeks after kickoff meeting	Discovery Meetings & Visual Design	Create user personas, user flows and sitemap. Interactive wireframes and visual design mockups	Developer	100	$80	$8,000	
			Sr PM	31	$120	$3,720	
15 working days after design phase completed	**Approval to proceed**	**Sign off**					
4 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment	Developer	121	$80	$9,680	
			Sys Admin	4	$100	$400	
4d after	Content Migration		Sr PM	32	$120	$3,840	
15 working days after website deployed in test environment	**Approval to proceed**	**Sign off**					**20% payment ($6,240.84)**

2 weeks after site deployed to TEST	Testing, training & review	1 training session for personnel	Developer	12	$80	$960	
			Sr PM	14	$120	$1,680	
15 working days after training session for HFD	**Approval to proceed**	**Sign off**					**20% payment ($6,240.84)**
4 days after testing approval	Website live	Website deployed in PROD environment	Sys Admin	4	$100	$400	**20% payment ($6,240.83)**
			Developer	2	$80	$160	
			Sr PM	8	$120	$960	
N/A	**Post launch**	**Final invoice sent 90-days post launch**					**40% payment ($12,481.67)**
			Work Totals	**328**		**$29,800.00**	**$31,204.18**

NOTES:

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 COUNTY within 2 days after project kickoff meeting.

Prototype (July 15– Sept 23)

- Kickoff Meeting (July 15)
- Create user personas, user flows and sitemap (including review and iterations) (July 16 – July 29)
- Create interactive wire-frame prototypes for key pages (including review and iterations) (July 30 – Aug 12)
- Create visual design and image mockups (including review and iterations) (Aug 13 – Sept 2)
- Obtain COUNTY signoff on design prototypes (Sept 3 – Sept 23)

Development and TEST Deployment (Sept 24 – Nov 16)

- Initial WordPress setup (Sept 24 – Sept 28)
- Integrate the interactive prototype into the site (Sept 29 – Sept 30)
- Add specific features (appointment scheduling, forms, alert bar) (Oct 1 – Oct 14)
- Integrate visual design into the site (Oct 15 – Oct 19)
- Migrate all content to new site (Oct 20 – Oct 23)
- Deployment to TEST environment (Oct 23)
- Obtain COUNTY signoff to proceed (Oct 26 – Nov 16)

Testing, Training, and Launch (Nov 17 – Dec 22)

- Final HIC testing (browsers, ADA) (Nov 17 – Nov 23)
- Create training materials (Nov 24)
- HFD WordPress training (Nov 25)
- COUNTY application testing (Nov 26 – Dec 16)
- Production prep (Dec 17 – Dec 21)
- Deployment to production environment (Dec 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: **$31,204.18 ($29,800 + $1,404.18 GET).**

2. Hosting Fees: **$800 annually**

   This is the base tier rate for hosting in Amazon Web Services.

3. Maintenance and Support Fees: **$1,200 annually**

   WordPress is an open source platform which means it is continuously evolving and improving. As such, HIC will complete updates on a quarterly basis. Updates require extensive testing to ensure all plugins and version upgrades continue to work on the website. Upon successful completion of testing, HIC will notify HFD and coordinate the time and date to release the changes.

   The fee also includes:
   - Annual website security scan including any necessary fixes to the code.
   - 1/h per month of support for HFD staff for assistance editing and maintaining the website.
   - Access to the website traffic statistics using Google analytics (included at no extra cost.)

   Additional licensing fees for appointment scheduling tools are to be paid by HFD. These are not covered as part of this contract and HFD will administer and manage those accounts.

4. Transaction Fees: $0.00

5. Other Fees: $0.00

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed cost for this project is $31,204.18 ($29,800 + $1,404.18 GET) 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**
Oct 2020	Payment upon deployment of functional test system and COUNTY acceptance	$5,960	$280.84	$6,240.84 (20%)
Nov 2020	Payment upon completion of testing and COUNTY acceptance	$5,960	$280.84	$6,240.84 (20%)
Dec 2020	Payment after acceptance letter signed by COUNTY and submittal of website for launch to production environment	$5,960	$280.83	$6,240.83 (20%)
March 2021	Payment at end of 90-day warranty period	$11,920	$561.67	$12,481.67 (40%)
	TOTAL	$29,800.00	$1,404.18	$31,204.18

ADDITIONAL RESPONSIBILITIES OF COUNTY

Additional licensing fees for appointment scheduling tools are to be paid by HFD. These are not covered as part of this contract and HFD will administer and manage those accounts.

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
- Customer service technical 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