

SOW EXHIBIT A

DAGS-OIP-STATEWIDE CALENDAR

State/County Agency: Department of Accounting and General Services, Office of Information Practices

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Application Name: State Calendar

Business Model: No Cost

Estimated Deployment Date: February 4, 2021

SCOPE OF WORK AND DELIVERABLES

Scope:

Modernize the State Calendar website to improve the user experience, by incorporating responsiveness, accessibility, and an up-to-date look and feel. Include the ability for an agency administrative user to enter an emergency event or make a change to an event within 6 days of its occurrence, with certification that the event or change is necessary.

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)
	Signed Statement of Work	Signed SOW	N/A	N/A	N/A	N/A	
Kickoff / Review Prototype Meeting	Determine Start of Project Work	Work Plan with dates for each deliverable presented	PM	N/A	N/A	N/A	
Completed	Design prototype	Design prototype (Image mockups of key pages)	Designer	70	\$60	\$4,200	
			PM	16	\$80	\$1,280	

5 working days after design prototype completed	Approval to proceed	Sign off					
21 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment	Developer	458	\$80	\$36,640	
			PM	60	\$80	\$4,800	
			QA	90	\$80	\$7,200	
			Sys Admin	3	\$100	\$300	
15 working days after website deployed in test environment	Approval to proceed	Sign off					\$0.00 payment
2 weeks after site deployed to TEST	Testing, training & review – 3 - 6 weeks	1 training session	Developer	40	\$80	\$3,200	
			PM	40	\$80	\$3,200	
			Sys Admin	1	\$100	\$100	
15 working days after testing website deployed in test environment	Approval to proceed	Sign off					\$0.00 payment
5 days after testing approval	Website live	Website deployed in PROD environment	Developer	4	\$80	\$320	
			PM	4	\$80	\$320	
			Sys Admin	2	\$100	\$200	
15 working days after website deployed in PROD environment	Approval to proceed	Sign off					\$0.00 payment
N/A	Post Launch	Final invoice sent 90-days post launch					\$0.00 payment
			Work Totals	788		\$61,760 (Value)	

NOTES:

Not applicable.

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 (June 8 – June 19, 2020)

- Kickoff Meeting / Review Prototype with STATE (June 8 – June 12)
- Obtain STATE signoff on prototype (June 15 – June 19)

Development and TEST Deployment (June 22 – November 18, 2020)

- Code the application (June 22 – November 10)
- Deployment to TEST environment (November 12 – November 18)

Testing, Training, and Launch (November 19, 2020 – February 4, 2021)

- HIC application testing (November 19 – December 3)
- Application review and training with STATE staff (December 4 – December 10)
- STATE application testing (December 11, 2020 – January 4, 2021)
- Bug fixes Round 1 (January 5 – January 12)
- STATE application testing – test fixes (January 13 – January 20)
- Bug fixes Round 2 and final STATE testing and approval (January 21 – January 27)
- Production prep (January 28 – February 3)
- Deployment to production environment (February 4)

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
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 \$0.00.

ADDITIONAL RESPONSIBILITIES OF STATE

Not applicable.

ADDITIONAL RESPONSIBILITIES OF HIC

Not applicable.

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