SOW EXHIBIT A

Honolulu Emergency Services Department (HESD) Website Redesign

County Agency: City and County of Honolulu Emergency Services Department
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Application Name: HESD Website Redesign
Business Model: Fixed Rate
Estimated Deployment Date: Feb 17, 2022

SCOPE OF WORK AND DELIVERABLES

Scope

The goal of this project is to redesign the existing HESD website. NIC Hawaii will work closely with HESD to design and develop the new website through facilitated weekly meetings.

Goals for the HESD site include:

- An intuitive user experience designed to meet the needs and goals of specific user groups and audiences (i.e. surfers, teachers, tourists, etc.)
- A custom user interface (UI) designed with a modern, relevant look-and-feel, while maintaining the HESD's visual identity and brand values.
- Inclusion of imagery (graphics, photos, etc.) which provide a cohesive and impactful visual representation of the important work HESD provides to the community.
- A mobile-friendly, responsive design utilizing current technologies and the latest web standards.
- Compliance with ADA web accessibility requirements.
- Simple, interactive data visualizations
  - All graphs and charts created will be built directly in WordPress using a third-party plugin.
  - Most of these plugins offer 6-12 standard chart / graph types, including everything from simple line and pie charts to more advanced implementations like geo maps and scatter plots.
  - Examples include:
    - demo.themeisle.com/visualizer
    - wordpress.iqonic.design/graphina/demo
  - Example graphs include: number of drownings by year, number of ambulance transports by year, number of rescues.
  - All data will live in WordPress.
  - HESD staff will be responsible for keeping data up to date (likely by importing a CSV file or through a custom-built interface in WordPress).
- Interactive online forms

- o Include an easy-to-use form tool so HESD can create forms for any purpose – from simple contact forms, to surveys, to taking questions from the public.
  - NIC HI will migrate the existing form used to request EMS participation in school or community events.
  - NIC HI will create a patient/customer feedback form to receive feedback from the public (complaints/comments)
- Media section
  - o Includes all press releases and a press release archive
  - o Videos including Public Safety Announcements
    - Videos will be hosted in a third-party platform such as YouTube or Vimeo and embedded on the website.
  - o Social media integration as needed
  - o Links to other news stories
- Alert banner
  - o 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)
  - o This feature is standard and included on all sites for no cost.
  - o See demo for example: https://wpdemos.aakashweb.com/announcer/fixed-position
- Site content
  - o NIC Hawaii will work closely with HESD to design and develop all pages on the website through facilitated meetings. While not a complete list of all site content, we will ensure all topics specifically requested below will be incorporated as we work through the site redesign.
    - Info about text to 911
    - Jobs/recruitment
    - Notice of Privacy Practices, and information of how to obtain a copy of or amend your patient care report, etc. (A HIPAA page)
    - A page with suggested/important links (i.e. Pulsepoint, DOH EMS Website, DCAA, KCC EMS Program, AHA, direct people to local CPR/AED classes, etc.)

Delivery

The COUNTY shall have fifteen (15) working days to review each deliverable and to either notify NIC HI of acceptance, or to provide NIC HI a detailed list of deficiencies that must be remedied prior to payment being made. In the event the COUNTY notifies NIC HI of material, non-compliance with the functional specifications, NIC HI 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					
11 weeks after kickoff meeting	Discovery Meetings & Visual Design	Create user personas, site architecture, wireframes, and high-fidelity visual design mockups.	Developer	112	$80	$8,960	
			Sr PM	36	$120	$4,320	
15 working days after visual design completed	**Approval to proceed**	**Sign off**					
7 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment	Developer	102	$80	$8,160	
			Sr PM	16	$120	$1,920	
			Sys Admin	2	$100	$200	
15 working days after website deployed in test environment	**Approval to proceed**	**Sign off**					**20% payment ($5,545.55)**
1 week after site deployed to TEST	Testing & review	Testing complete	Developer	10	$80	$800	
			Sr PM	2	$120	$240	
15 working days after testing website deployed in test environment	**Approval to proceed**	**Sign off**					**20% payment ($5,545.55)**
4 days after testing approval	Website live	Website deployed in PROD environment & Training complete	Sys Admin	2	$100	$200	
			Developer	9	$80	$720	
			Sr PM	8	$120	$960	
15 working days after website deployed in PROD environment	**Approval to proceed**	**Sign off**					**20% payment ($5,545.54)**
N/A	Post Launch	**Final invoice sent 90-days post launch**					**40% payment ($11,091.10)**
			Work Totals	**299**		**$26,480.00**	**$27,727.74**

Work Plan/Deliverables

NIC HI 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 (August 17– Nov 24)

- Kickoff Meeting (Aug 17)
- Create user personas and Site Architecture (Aug 18 – Sept 7)
- Create wireframe prototypes for key content areas (home, subpages) (Sept 8 – Oct 5)
- Create High Fidelity Visual Design Mockups (Oct 6 – Nov 2)
- Obtain COUNTY signoff on prototype (Nov 3 – Nov 24)

Development and TEST Deployment (Nov 25 – Feb 4)

- Initial WordPress Setup (Nov 25 – Nov 26)
- Integrate the Site Structure/Wireframes Across all Pages (Nov 29 – Dec 10)
- Integrate Specific Features (Data visualizations, Announcer, Forms) (Dec 13 – Dec 31)
- Integrate Visual Design to Site (Jan 3 – Jan 14)
- Migrate All Content to New Site (Jan 3 – Jan 14)
- Obtain COUNTY signoff to proceed (Jan 17 – Feb 4)
- Deployment to TEST environment (Feb 4)

Testing, Training, and Launch (Feb 7, 2022 – Feb 21, 2022)

- Final NIC HI testing (Feb 7 – Feb 11)
- Approval of testing by COUNTY (Feb 14)
- Production prep (Feb 15 – Feb 16)
- Deployment to production environment (Feb 17)
- Create training materials (Feb 18)
- Training session (Feb 21)

NIC HI 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: **$27,727.74** ($26,480 + $1,247.74 GET)

2. Hosting Fees: **$800.00 annually**

This is the bast tier rate for hosting in Amazon Web Services. For the first year's hosting, the amount will be prorated based on the launch date and included with the site launch invoice.

3. Maintenance and Support Fees: **$1,200.00 annually**

NIC Hawaii will administer and manage the WordPress installation for the life of the site. WordPress is an open-source platform which means it is constantly evolving and improving. As such, NIC HI will complete all WordPress version and plugin updates on a quarterly basis (at minimum). This involves extensive testing to make sure all the updates are still compatible and scheduling the launch time with HESD. As sites age, often larger changes will need to be addressed (for example, if a plugin we use gets retired we will have to find and install a new solution).

The fee also includes:

- Annual security app scans including any necessary fixes to the code.
- 1h per month of support for HESD staff for assistance editing and maintaining the website.
- Access to the website traffic statistics using Google analytics (included at no extra cost)
- Daily site backups

4. Transaction Fees: $0.00

5. Other Fees: $0.00

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed development cost for this project is **$27,727.74** 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
Nov 2021	Payment upon deployment of functional test system and COUNTY acceptance	$5,296.00	$249.55	$5,545.55 (20%)
Jan 2022	Payment upon completion of testing and COUNTY acceptance	$5,296.00	$249.55	$5,545.55 (20%)
February 2022	Payment after acceptance letter signed by COUNTY and submittal of application for launch to production environment	$5,296.00	$249.54	$5,545.54 (20%)
May 2022	Payment at end of 90-day warranty period	$10,592.00	$499.10	$11,091.10 (40%)
	TOTAL	**$26,480.00**	**$1,247.74**	**$27,727.74**

ADDITIONAL RESPONSIBILITIES OF COUNTY

N/A

ADDITIONAL RESPONSIBILITIES OF NIC HI

N/A

CHECKLIST OF SERVICES NIC HI 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