

## SOW EXHIBIT A

### CCHNL – OCC – LEGISLATIVE DOCUMENT ACCESS AMENDMENT 2

<b>County Agency:</b>	City & County of Honolulu, Office of City Clerk
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<b>NIC HI PM Phone:</b>	(808) 687-6136
<b>Application Name:</b>	Legislative Document Access
<b>Business Model:</b>	Fixed Rate
<b>Estimated Deployment Date:</b>	March 16, 2022

### SCOPE OF WORK AND DELIVERABLES

#### Scope

Phase III: Enhance the Legislative Document Access System by:

- Implementing the ability for the public to submit testimony, for Council Members to view and search testimony, and for staff to more efficiently process testimony submissions.
- Allowing Council Members and staff to electronically upload documents to the System to increase the speed of public access
- Adding site improvements including revising the look and feel to more closely resemble the upcoming Honolulu City Council site design, adding links, better managing uploads to agendas, and showing descriptions of committee reports.
- Creating a service to display the measures of most interest based on user views.

#### 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**

**Delivery: Phase III – Testimony Module, Staff Uploads Module, Site Improvements, Trending Items**

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	PL				
1 week after work plan approved	Design Prototype	Design Prototype (image mockups of key pages)	Developer	13	\$80	\$1,040	
			PM	4	\$80	\$320	
5 working days after Prototype completed	Approval to proceed	Sign off					
13 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment:					
	Testimony Module		Developer	168	\$80	\$13,440	
			QA Testing	12	\$80	\$960	
			PM	8	\$80	\$640	
			Sys Admin	2	\$100	\$200	
	Staff Uploads Module		Developer	80	\$80	\$6,400	
			QA Testing	8	\$80	\$640	
			PM	6	\$80	\$480	
			Sys Admin	1	\$100	\$100	
	Site Improvements		Developer	22	\$80	\$1,760	
			QA Testing	6	\$80	\$480	

			PM	4	\$80	\$320	
			Sys Admin	1	\$100	\$100	
	Trending Items		Developer	30	\$80	\$2,400	
			QA Testing	6	\$80	\$480	
			PM	4	\$80	\$320	
			Sys Admin	1	\$100	\$100	
<b>Upon website deployment in test environment</b>	<b>Approval to proceed</b>	<b>Sign off</b>					<b>20% payment (\$7,237.69)</b>
1 week after site deployed to TEST	Testing, agency training & review	1 training session for agency personnel	Developer	17	\$80	\$1,360	
			QA	14	\$80	\$1,120	
			PM	16	\$80	\$1,280	
			SysAdmin	1	\$100	\$100	
<b>15 working days after deployment of website in test environment</b>	<b>Approval to proceed</b>	<b>Sign off</b>					<b>20% payment (\$7,237.69)</b>
2 days after testing approval	Website live	Website deployed in PROD environment	Developer	2	\$80	\$160	
			PM	2	\$80	\$160	
			SysAdmin	2	\$100	\$200	
<b>Upon website deployment in PROD environment</b>	<b>Approval to proceed</b>	<b>Sign off</b>					<b>20% payment (\$7,237.70)</b>
<b>N/A</b>	<b>Post Launch</b>	<b>Final invoice sent 90-days post launch</b>					<b>40% payment (\$14,475.39)</b>
			<b>Work Totals</b>	<b>430</b>		<b>\$34,560.00</b>	<b>\$36,188.47</b>

## NOTES

The COUNTY and NIC HI do not control when the Honolulu City Council will implement design changes to their website. Consequently, the COUNTY may choose not to deploy the site redesign portion of the Site Improvements to production.

If the site redesign portion of the Site Improvements is not deployed to production per COUNTY request, the COUNTY agrees to be invoiced for the 17 hours of work at \$80/hour + GET, \$1,424.08, to implement the changes.

## **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 (October 11, 2021 – November 5, 2021)

- Kickoff Meeting (October 11 – October 13)
- Design prototype (October 14 – October 21)
- Review prototype internally (October 22 – October 25)
- Review prototype with COUNTY (October 26 – October 28)
- Obtain COUNTY signoff on prototype (October 29 – November 5) or 15 workdays

Development and TEST Deployment (November 8, 2021 – February 3, 2022)

- Code the application (November 8 – February 2)
- Deployment to TEST environment (February 3)

Testing, Training, and Launch (February 4, 2022 – March 16, 2022)

- NIC HI application testing (February 4 – February 10)
- Application review and training with COUNTY staff (February 11 – February 14)
- COUNTY application testing (February 15 – February 28)
- Bug fixes (March 1 – March 4)
- Final COUNTY application testing and approval (March 7 – March 14)
- Production prep (March 15)
- Deployment to production environment (March 16)

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: \$36,188.47
2. Hosting Fees: \$0.00
3. Maintenance and Support Fees: \$12,600.00 annually. Maintenance and support fees for this service are not changing for this amendment – they remain at \$12,600.00.
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 \$36,188.47 and will be invoiced and paid 30-days after invoice is received according to the following schedule:

**Invoice Schedule**

<b>Date</b>	<b>Deliverable</b>	<b>Price</b>	<b>GE Tax</b>	<b>Total</b>
February 3, 2022	Payment upon deployment of functional test system and COUNTY acceptance	\$6,912.00	\$325.69	\$7,237.69 (20%)
March 14, 2022	Payment upon completion of testing and COUNTY acceptance	\$6,912.00	\$325.69	\$7,237.69 (20%)
March 16, 2022	Payment after acceptance letter signed by COUNTY and submittal of application for launch to production environment	\$6,912.00	\$325.70	\$7,237.70 (20%)
June 14, 2022	Payment at end of 90-day warranty period	\$13,824.00	\$651.39	\$14,475.39 (40%)
<b>TOTAL</b>		<b>\$34,560.00</b>	<b>\$1,628.47</b>	<b>\$36,188.47</b>

**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