

## SOW EXHIBIT A

### HTDC – Website Redesign

**State Agency:** Hawaii Technology Development Corporation

**Agency Contact:** Wayne Layugan

**Agency Email:** wlayugan@htdc.org

**Agency Address:** 521 Ala Moana Blvd, Suite 255, Honolulu, Hawaii 96813

**Agency Phone:** (808) 539-3702

**Tyler HI PM:** Rosie Warfield

**Tyler HI PM Email:** rosie.warfield@tylertech.com

**Tyler HI PM Phone:** (808) 695-4629

**Application Name:** HTDC Website Redesign

**Business Model:** Fixed Rate

**Estimated Deployment Date:** March 12, 2024

### SCOPE OF WORK AND DELIVERABLES

#### Scope

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

Goals for the site include:

- A user focused site that better anticipates the needs of specific user demographics (businesses, tech workers, etc).
- Create a design that has a contemporary look and feel and matches HTDC’s visual identity and brand values.
- Mobile friendly, responsive design utilizing the latest web standards.
- Compliance with web accessibility requirements (WCAG 2.0 Level AA).
- Event calendar
  - Create an area for HTDC to display their ongoing events in a calendar format.
- Job board
  - Allow both HTDC and third parties to post job openings in Hawaii tech/manufacturing sector w/ form submission, moderation, and auto removal after expiration.
- Appointment scheduling
  - Integrate with a third-party appointment scheduling plugin or Software as a Service (SaaS) to allow the public to schedule free legal appointments on the 1<sup>st</sup> and 3<sup>rd</sup> Wednesdays of each month (16 total timeslots available per month).
  - Tyler Hawaii has completed preliminary research on 20+ plugins and SaaS products.
  - Tyler Hawaii will integrate the site with one of these tools and include the initial set up and basic training to help HTDC integrate it into their daily workflow.
  - Our goal is to find a free plugin that meets most criteria but if the required features cannot be found in a free version, any additional fees for licensing either a plugin or SaaS product will need to be paid by HTDC on an annual basis (range is estimated to be from \$50 - \$300/year).
- Learning area
  - Create area to make training materials (videos/handouts) available online but require an email address before allowing users to view the content.

- Forms
  - Include an easy-to-use form tool so HTDC can create forms for any purpose – from simple contact forms, to surveys, to taking questions from the public.
  - Tyler Hawaii will include a contact us form as part of the redesign.

## Delivery

The STATE shall have fifteen (15) working days to review each deliverable, unless otherwise specified, and to either notify TYLER of acceptance, or to provide TYLER a detailed list of deficiencies that must be remedied prior to payment being made. In the event the STATE notifies TYLER of material, non-compliance with the functional specifications, TYLER shall correct the same within fifteen (15) working days, unless the STATE consents in writing to a longer period.

## Milestone Schedule

Milestone Schedule							
Task Duration	Description	Deliverable	Role	Hou rs	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					
41 days after kickoff meeting	Wireframes	Create: user personas, sitemap, and wireframes.	Developer	38	\$125	\$4,750	
25 days after wireframes are approved	Design prototype	Design prototype (Image mockups of key pages and stylesheet)	Sr PM Developer	14 46	\$150 \$125	\$2,100 \$5,750	
5 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment	Sr PM Developer	12 98	\$150 \$125	\$1,800 \$12,250	
70 days after site is developed on TEST	Testing & final review	Finished test site	Sr PM Developer	67 16	\$150 \$125	\$10,050 \$2,000	<b>50% payment (\$22,060.20)</b>
9 days after testing approval	Website live	Website deployed in PROD environment	Sr PM Sys Admin Developer Sr PM	4 2 11 8	\$150 \$130 \$125 \$150	\$600 \$260 \$1,375 \$1,200	
After deployment of functional TEST system	Approval to proceed	Sign off				\$42,135	<b>40% payment (\$17,648.16)</b>
N/A	Post Launch	Final invoice sent 90-days post launch					<b>10% payment (\$4,412.04)</b>
<b>Work Totals</b>				<b>316</b>		<b>\$42,135</b>	<b>\$44,120.40</b>

## Work Plan/Deliverables

TYLER 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.

### Discovery & Visual Design (August 28 – November 27)

- Kickoff meeting (August 28)
- Create user personas and sitemap (August 29 – Sept 18)
- Create stylesheet and wireframe prototypes for key pages (home, subpages) (Sept 19 – Oct 23)
- Create visual design mockups and HTDC approval to proceed (Oct 24 – Nov 27)

### Development and TEST Deployment (Nov 28 – Feb 19)

- Build templates (content areas) (Nov 28 – Dec 18)
- Design integration/styling (Dec 19 – Jan 8)
- Integrate specific functionality (Bookings, Events, Jobs, Forms, Learning) (Jan 9 – Feb 19)
- Migrate all content to new site (Jan 9 – Feb 19)

### Testing, Training, and Launch (Feb 20 – March 15)

- Final TYLER testing (Feb 20 – March 4)
- Obtain STATE approval to deploy site to PROD (March 4)
- Production prep (March 5 – March 11)
- Deployment to production environment (March 12)
- Create training materials (March 13 - March 14)
- Training session (March 15)

TYLER 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: \$44,120.40 (\$42,135 + \$1,985.40 GET)
2. Hosting Fees: \$800 + \$37.70 GET = \$837.70
3. Maintenance and Support Fees: \$2,400.00 + \$113.09 GET = \$2,513.09

## INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed development cost for this project is \$44,120.40 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>
December 2023	Payment upon deployment of functional test system and STATE acceptance	\$21,067.50	\$992.70	\$22,060.20 (50%)
March 2024	Payment at completion of testing, acceptance letter signed by STATE, and deployment to production environment	\$16,854.00	\$794.16	\$17,648.16 (40%)
June 2024	Payment at 90 days post-production launch	\$4,213.50	\$198.54	\$4,412.04 (10%)
<b>TOTAL</b>		\$42,135.00	\$1,985.40	\$44,120.40

**ADDITIONAL RESPONSIBILITIES OF STATE**

N/A

**ADDITIONAL RESPONSIBILITIES OF TYLER**

N/A

**CHECKLIST OF SERVICES TYLER 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