

## SOW EXHIBIT A

### Hawaii County Police Department – Website Redesign

**County Agency:** County of Hawaii - Hawaii County Police Department

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**Application Name:** Hawaii County Police Department Website Redesign

**Business Model:** Fixed Rate

**Estimated Deployment Date:** August 27, 2024

### SCOPE OF WORK AND DELIVERABLES

#### Scope

The Hawaii County Police Department (HCPD) is committed to providing the highest quality of police service and forming partnerships with the community to achieve public satisfaction making the Big Island a safe place to live, visit, and conduct business.

The goal of this project is to redesign the existing website. Tyler Hawaii will work closely with HCPD to design and develop the new website through facilitated meetings. The new site url will change to hawaiiipolice.gov. We will also keep a limited version of the old site available at hawaiiipolice.com that contains only the historical media release archives and the site search.

#### Goals for the redesigned site include:

- A user focused site that better anticipates the needs of specific user demographics (media, educators, prospective HCPD employees, etc).
- Create a design that has a contemporary look and feel and matches HCPD'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 HCPD to display their events in a calendar format.
- Job board
  - Build out a more robust recruitment page with information about positions, benefits, job information, testimonials, etc. As part of this, we will include a job board so HCPD can publish and manage any open positions as well as provide info to applicants about how to apply.
- History area
  - Build an area of the site to highlight the department's long history, with highlights and images from the past 80+ years.
- FAQs
  - Build an area where the most frequently asked questions can be displayed.

- Online Forms
  - The three forms on the current site will be migrated to the new site:
    - Have a Question? Something to Say?
    - Submit a Tip About an Unsolved Homicide Edit
    - Submit Your Appreciation for a Police Officer
  - Any new forms will need to be evaluated on a case-by-case basis to determine whether they can be added to the built in form tool (Gravity Forms). Items that can't be added to this form tool include: payments, sensitive data or high volume forms where a large volume of users need to submit at once.
  - These measures are to ensure site performance and security are not affected.
- The site URL will change from <https://www.hawaiipolice.com> to <https://hawaiipolice.gov>.

**On the limited version of the hawaiipolice.com site we will:**

- Remove all content pages from the site.
- Remove the side menu with links to the chief/deputy chief bio's, links, etc.
- Set the new homepage to show only the archives: <https://www.hawaiipolice.com/news/media-release-archives>.
- Rename the site to Hawaii Police Media Archives (or similar) and change the metadata so the name on the old site is not the 'Hawaii Police Department.'
- Determine a cutoff date for posts dependent on when the new site will launch. Ideally, we will keep only the current years posts in the new site.
  - Ex: If we go live in June 2024, we will migrate all posts from Jan 1, 2024 – June 2024 to the new site.
  - It is possible to go back as far as 2022 but not before, since the NextGen plugin was used through April 2021.

Why this approach? Most of HCPD's media releases were built with a plugin called NextGen gallery. We stopped use of it in 2021 due to issues with it no longer working as expected and replaced it with a solution called Kadence. However, because of how the NextGen plugin stores the images associated with each of the approximately 12,000 posts it's used on, it introduces significant complexity to the work needed to migrate the posts to a new site without losing the images or affecting the styling and layout.

We will address this by keeping the limited version of the old site available at hawaiipolice.com. We will host and maintain it and it will serve as the historical media release archive going forward.

**Delivery**

The COUNTY 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 COUNTY consents in writing to a longer period.

### Milestone Schedule

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					
61 days after kickoff meeting	Wireframes	Create: user personas, sitemap, and wireframes.	Developer Sr PM	47 16	\$125 \$150	\$5,875 \$2,400	
7 weeks after wireframes are approved	Design prototype	Design prototype (Image mockups of key pages and stylesheet)	Developer Sr PM	45 8	\$125 \$150	\$5,625 \$1,200	
14 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment	Developer Sr PM Sys Admin	94 95 2	\$125 \$150 \$130	\$11,750 \$14,250 \$260	<b>50% payment (\$25,769.62)</b>
13 days after site is developed on TEST	Testing & final review	Finished test site	Developer Sr PM	28 8	\$125 \$150	\$3,500 \$1,200	
<b>After deployment of functional TEST system</b>	<b>Approval to proceed</b>	<b>Sign off</b>					
9 days after testing approval	Website live	Website deployed in PROD environment	Sys Admin Developer Sr PM	2 10 11	\$130 \$125 \$150	\$260 \$1,250 \$1,650	
<b>After website deployed in PROD environment</b>	<b>Approval to proceed</b>	<b>Sign off</b>					<b>40% payment (\$20,615.70)</b>
Hosting and support fees for hawaiiipolice.gov and hawaiiipolice.com	Website live	Website deployed in PROD environment	NA NA	NA NA	NA NA	\$4,397.57	<b>1st years hosting fee (\$4,604.79)</b>
<b>N/A</b>	<b>Post Launch</b>	<b>Final invoice sent 90-days post launch</b>					<b>10% payment (\$5,153.93)</b>
			<b>Work Totals</b>	<b>366</b>		<b>\$53,617.57</b>	<b>\$56,144.04</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 COUNTY within 2 days after project kickoff meeting.

Discovery & Visual Design (Dec 13, 2023 – April 24, 2024)

- Kickoff meeting (Dec 13)
- Create user personas and sitemap (Dec 14 – Jan 24)
- Create stylesheet and wireframe prototypes for key pages (home, subpages) (Jan 25 – March 6)
- Create visual design mockups and COUNTY approval to proceed (March 7 – April 24)

Development and TEST Deployment (April 25 – July 31)

- Build templates (content areas) (April 25 – May 15)
- Design integration/styling (May 16 – June 5)
- Integrate Specific Functionality (Events, Jobs, Forms, History area, FAQs) (June 6 – July 24)
- Stage hawaiiipolice.com Changes on TEST (July 25 – July 31)
- Migrate all content to new site (June 6 – July 31)

Testing, Training, and Launch (August 1 – August 30)

- Final TYLER testing (August 1– August 19)
- Production prep (and approval to deploy to PROD) (August 20 – August 26)
- Deployment to production environment (August 27)
- Update hawaiiipolice.com Website (Media Archives Only) (August 27)
- Create training materials (August 28 - August 29)
- Training session (August 30)

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 (GET) and breakdown of all other fees (i.e. development, hosting, maintenance and support, transaction and other fees).

### Hawaiiipolice.gov

1. Development Fees: \$49,220 + \$2,319.25 GET = \$51,539.25
2. Hosting Fees (Annual): \$800 + \$37.70 GET = \$837.70
3. Maintenance and Support Fees (Annual): \$2,400.00 + \$113.09 GET = \$2,513.09
4. **TOTAL: \$54,890.04**

### Hawaiiipolice.com

1. Development Fees: \$0.00
2. Hosting Fees (Annual): \$1,197.57 + \$56.43 GET = \$1,254.00 (existing hosting fee)
3. Maintenance and Support Fees: \$0.00
4. **TOTAL: \$1,254.00**

**GRAND TOTAL: \$56,144.04**

## INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed development and the first year’s hosting fees for this project is \$56,144.04 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
July 2024	Payment upon deployment of functional test system and COUNTY acceptance	\$24,610	\$1,159.62	\$25,769.62 (50%)
August 2024	Payment at completion of testing, acceptance letter signed by COUNTY, and deployment to production environment	\$19,688	\$927.70	\$20,615.70 (40%)
August 2024	Hosting and support fees for hawaiiipolice.gov and hawaiiipolice.com	\$4,397.57	\$207.22	\$4,604.79
November 2024	Payment at 90 days post-production launch	\$4,922	\$231.93	\$5,153.93 (10%)
<b>TOTAL</b>		\$53,617.57	\$2,526.47	\$56,144.04

### ADDITIONAL RESPONSIBILITIES OF COUNTY

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