

## SOW EXHIBIT A

### Department of Health – Alcohol and Drug Abuse Division - Opioid Settlement Project

**State Agency:** Department of Health, Alcohol and Drug Abuse Division

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**Tyler Hawaii PM:** TBD

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**Application Name:** Opioid Settlement Project Website

**Business Model:** Fixed Rate

**Estimated Deployment Date:** December 20, 2024

## SCOPE OF WORK AND DELIVERABLES

### Scope

The Department of Health (DOH), Alcohol and Drug Abuse Division (ADAD) is developing a new website to inform the public that the State has received and is still receiving a large amount of settlement funds from several lawsuits our State Attorney General's office entered into against a number of pharmacies and pharmaceutical manufacturers in relation to their years long over distribution of opioid painkillers nationwide.

The new website will serve as an informative tool offering a wide range of information about the State's Opioid Settlement Program (OSP), our partners, and projects. It will also provide transparency and accountability regarding state and county OSP spending, collaboration between sister agencies, and with community leaders who support opioid and other substance abuse remediation statewide.

The website will also contain information about OSP's efforts to assist people in recovery, with substance use prevention, and harm reduction, as well as an integrated feedback portal, intake of reports, and data elements.

This OSP website will be a welcome addition to an ADAD related work group and website founded several years ago called the Hawaii Opioid Initiative (HOI), whose primary purpose is to provide the public with information and assist people who suffer specifically from opioid use disorder.

This Scope of Work covers the design, implementation and launch of a new website that describes the Hawaii Opioid Settlement program, incorporating some existing element from the current Hawaii Opioid website found at HawaiiOpioid.org. The new website will provide a framework of connected components that enable transparency and documentation to the settlement funds initiative over time. It will also provide qualitative and quantitative information regarding the Hawaii opioid initiative.

Future Scope: A possible addition/integration of information from a data representation tool will be defined in an SOW Amendment.

### 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 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					
5 weeks after kickoff meeting	Wireframes	1-2 facilitated workshops, Site architecture (Sitemap, Home page explorations), wireframes as needed	Sr Developer	120	\$140	\$16,800	
			PM	40	\$150	\$6,000	
15 working days after completed wireframes	Approval to proceed	Sign off					
1 week after wireframes are approved	Design prototype	Design prototype (Image mockups of key pages)	Sr Developer	120	\$140	\$16,800	
			PM	40	\$150	\$6,000	
15 working days after design prototype completed	Approval to proceed	Sign off					
4 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment	Sr Developer	160	\$140	\$22,400	
	Approval to proceed		Sys Admin	5	\$130	\$650	
1 working day after website deployed in test environment	Approval to proceed	Sign off					<b>50% payment (\$42,931.92)</b>
1 week after site deployed to TEST	Testing, training & review	1 training session for personnel	Sr Developer	24	\$140	\$3,360	
			PM	24	\$150	3,600	
15 working days after testing website deployed in test environment	Approval to proceed	Sign off					

3 days after testing approval	Website live	Website deployed in PROD environment	Sys Admin	12	\$130	\$1,560	<b>40% payment (\$34,345.54)</b>
			Sr Developer	12	\$140	\$1,680	
			PM	21	\$150	\$3,150	
N/A	Post Launch	Final invoice sent 90-days post launch					<b>10% payment (\$8,586.38)</b>
			<b>Work Totals</b>	<b>578</b>		<b>\$82,000</b>	<b>\$85,863.84</b>

NOTES

N/A

**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.

Prototype (July-August)

- Kickoff Meeting (July)
- Design prototype (July)
- Review prototype internally (July)
- Review prototype with STATE(August)
- Obtain STATE signoff on prototype (August)

Development and TEST Deployment (September-October)

- Code the application (September-October)
- Deployment to TEST environment (October)

Testing, Training, and Launch (November-December)

- TYLER application testing (November)
- Application review and training with STATE staff ((November)
- STATE application testing (November)
- Bug fixes Round 1 (November)
- STATE application testing – test fixes (November)
- Bug fixes Round 2 and final STATE testing and approval (November)
- Production prep (December)
- Deployment to production environment (December)

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:  $\$82,000.00 + \$3,863.84 \text{ GET} = \$85,863.84$
2. Hosting Fees:  $\$1,300.00 + \$61.26 \text{ GET} = \$1,361.26$  with an annual increase of 5%
3. Maintenance and Support Fees:  $\$5,400.00 + \$254.45 \text{ GET} = \$5,654.45$
4. Transaction Fees:  $\$0.00$   
 There will be no Transaction Fees.
5. Other Fees:  $\$0.00$

**INVOICE AND PAYMENT SCHEDULE**

The total not-to-exceed development cost for this project is  $\$85,863.84$  ( $\$82,000.00 + \$3,863.84 \text{ GET}$ ) 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
	Payment upon deployment of functional test system and STATE acceptance	\$41,000.00	\$1,931.92	\$42,931.92 (50%)
	Payment at completion of testing, acceptance letter signed by STATE, and deployment to production environment	\$32,800.00	\$1,545.54	\$34,345.54 (40%)
	Payment at 90 days post-production launch	\$8,200.00	\$386.38	\$8,586.38 (10%)
	<b>TOTAL</b>	<b>\$82,000.00</b>	<b>\$3,863.84</b>	<b>\$85,863.84</b>

**ADDITIONAL RESPONSIBILITIES OF STATE**

List set of responsibilities for STATE that are specific to this project.

**ADDITIONAL RESPONSIBILITIES OF TYLER**

List set of responsibilities for TYLER that are specific to this project.

## 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