SOW EXHIBIT A

Board of Water Supply – County of Kauai – Department of Water - Website Redesign

State/County Agency: Board of Water Supply, County of Kauai, Department of Water
Agency Contact: Ryan Smith
Agency Email: rsmith@kauaiwater.org
Agency Address: 4398 Pua Loke Street Lihue, HI 96766
Agency Phone: (808) 245-5400
Tyler Hawaii PM: Rosie Warfield
Tyler Hawaii PM Email: rosie.warfield@tylertech.com
Tyler Hawaii PM Phone: (808) 695-4629
Application Name: Website Redesign
Business Model: Fixed Rate
Estimated Deployment Date: February 2025

SCOPE OF WORK AND DELIVERABLES

Scope

Goals for the site include:

- Create a design that has a contemporary look and feel and matches BOARD's visual identity and branding.
- Mobile friendly, responsive design utilizing the latest web standards.
- Compliance with web accessibility requirements (WCAG 2.0 Level AA).
- Board meetings and agendas
    - Create a way to easily manage and publish meeting agendas and minutes for regular board, committee, and special meetings.
- Forms
    - We will include an easy-to-use form tool that can be used to create simple forms for:
        - Contact us
        - Feedback (to replace: http://kauaiwater.org/feedback.asp)
        - School visit request (to invite BOARD to speak at schools)
    - Forms not mentioned above would need to be evaluated on a case by case basis to determine whether they can be added. Fields that can't be added to this form tool include: payments, fields w/sensitive data or forms with a high number of submissions.
    - These measures are to ensure site performance and security are not affected.
- Facebook feed
    - Integrate with a third-party Facebook feed plugin to embed a feed on the site.
    - There is a free plugin that should meet most criteria but if the required features cannot be found in a free version, any additional fees for licensing the PRO version of a plugin will need to be paid by BOARD on an annual basis (typically less than $100/year). The main difference is that the free version doesn't display photos in the feed.
- News & media
    - The news area will be a place where users can come to learn about all the activities and projects BOARD is doing.

o We will develop a dynamic area to highlight a variety of news including press releases and stories/progress on construction and planning projects happening on Kauai.
o The news area will also include an archive of all past posts.
o BOARD will also be able to categorize each post by the type of news it relates to (Ex: projects, press releases, permits, etc).
- Specific content improvements/additions:
    o As part of any website redesign, we will work with you to migrate the content for all pages on the site. The two areas below are specifically called out since they were discussed as part of the requirements.
        ▪ Improve the information provided around building permits. This may include converting the existing PDF flowcharts into web pages or images and/or providing clear instructions for the BOARD related steps of the process.
        ▪ Create a page with information about employment opportunities and links where to apply on the BOARD job site.
- Integration with Google Analytics so BOARD can view site traffic and visitor information.

Delivery

The BOARD 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 BOARD notifies TYLER of material, non-compliance with the functional specifications, TYLER shall correct the same within fifteen (15) working days, unless the BOARD 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					
46 days after kickoff meeting	Wireframes	Create user personas, sitemap, and wireframes	Developer	34	$125	$4,250	
			Sr PM	14	$150	$2,100	
35 days after wireframes are approved	Design prototype	Design prototype (Image mockups of key pages, stylesheet)	Developer	36	$125	$4,500	
			Sr PM	12	$150	$1,800	
12 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment	Developer	124	$125	$15,500	**50% payment ($23,290.57)**
			Sr PM	71	$150	$10,650	
17 days after site is developed on TEST	Testing & final review	Finished test site	Developer	18	$125	$2,250	
			Sr PM	4	$150	$600	
After deployment of functional TEST system	**Approval to proceed**	**Sign off**					
9 days after testing approval	Website live	Website deployed in PROD environment	Sys Admin	2	$130	$260	
			Developer	11	$125	$1,375	

			Sr PM	8	$150	$1,200	
After website deployed in PROD environment	**Approval to proceed**	**Sign off**					**40% payment ($18,632.45)**
N/A	**Post Launch**	**Final invoice sent 90-days post launch**					**10% payment ($4,658.11)**
			Work Totals	**334**		**$44,485.00**	**$46,581.13**

NOTES

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 BOARD within 2 days after project kickoff meeting.

Prototype (June 27– October 17)

- Kickoff meeting (June 27)
- Create user personas and sitemap (June 28 – July 25)
- Create wireframe prototypes for key pages (home, subpages) (July 26 – August 29)
- Create stylesheet and visual design mockups and BOARD approval to proceed (August 30 – Oct 17)

Development and TEST Deployment (Oct 18 – Jan 9)

- Build templates (content areas) (Nov 15 – Jan 15)
- Integrate specific functionality (Board meetings, forms, Facebook feed) (Nov 15 – Jan 9)
- Migrate all content to new site (Nov 15 – Jan 9)

Testing, Training, and Launch (Jan 10 – Feb 14)

- Final TYLER internal testing (Jan 10 – Feb 3)
- Production prep (and approval to deploy to PROD) (Feb 4 – Feb 10)
- Deployment to production environment (Feb 11)
- Create training materials (Feb 12 - Feb 13)
- Training session (Feb 14)

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: $44,485.00 + $2,096.13 GET = **$46,581.13**

2. Annual Hosting Fees: $1,300.00 + $61.26 GET = **$1,361.26** with an annual increase of 5%

3. Annual Maintenance and Support Fees: $5,400.00 + $254.45 GET = **$5,654.45**

4. Transaction Fees: $0.00 There are no transaction fees.

5. Other Fees: $0.00

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed development cost for this project is **$46,581.13** ($44,485.00 + $2,096.13 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
January 2025	Payment upon deployment of functional test system and BOARD acceptance	$22,242.50	$1,048.07	$23,290.57 (50%)
February 2025	Payment at completion of testing, acceptance letter signed by BOARD, and deployment to production environment	$17,794.00	$838.45	$18,632.45 (40%)
May 2025	Payment at 90 days post-production launch	$4,448.50	$209.61	$4,658.11 (10%)
	TOTAL	$44,485.00	$2,096.13	$46,581.13

ADDITIONAL RESPONSIBILITIES OF BOARD

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