SOW Amendment 1 EXHIBIT A

DBEDT SBRRB Website Services

State Agency: Department Of Business, Economic Development & Tourism
                                                 Small Business Regulatory Review Board
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NIC HI PM Phone: 808 - 695 - 4629
Application Name: Small Business Regulatory Review Board website updates
Business Model: Fixed rate
Estimated Deployment Date: June 15, 2021

SCOPE OF WORK AND DELIVERABLES

Scope

The Small Business Regulatory Review Board (SBRRB) currently has a website located at: sbrrb.hawaii.gov. The website was built in WordPress by NIC Hawaii and launched on August 13, 2019. The site is hosted by ETS.

This proposal was created after detailed discussions with the task force. Overall, the site works well but it's very focused on meetings and attendance. Since the target audience is small business and business intermediaries such as trade groups and associations they'd like to expand the site to include more content/resources specific to this group. They also want to be able to send more targeted emails to the various groups who attend their meetings.

NIC HI will work closely with SBRRB to complete the website updates through facilitated meetings. Goals include:

- **Redesigned homepage**
  - Make the homepage speak more directly to the three audiences: small business, business intermediaries such as trade groups and associations, and government
  - Provide more specific ways small biz can get involved with the board
  - De-emphasize focus on meetings
- **Add department level filtering to meetings/agendas/report**s (help users find info that relates to them more quickly)
  - Allow users to drill down to which agencies are being discussed in each meeting (by agency or county) via filters/tags
- **Updates to content pages**
  - Content updates for resource pages (resources, small biz, business organizations, gov't and rulemaking process).
  - Assist with updating rulemaking process graphic
- **Mailchimp** (send more targeted emails)

- o Update signup form to include email preferences (by agency/county)
- o Create email campaign to send existing users to let them categorize their preferences
- o Design new email template to match site

Delivery

The STATE 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 STATE notifies NIC HI of material, non-compliance with the functional specifications, NIC HI shall correct the same within fifteen (15) working days, unless the STATE consents in writing to a longer period.

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					
4 weeks after kickoff meeting	Wireframes/Design prototypes	3-4 facilitated workshops, (Wireframes, Design prototypes as needed)	Developer	25	$80	$2,000	
			Sr PM	3	$120	$360	
15 working days after completed design prototypes completed	Approval to proceed	Sign off					
4 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment	Developer	46	$80	$3,680	
			Sr PM	11	$120	$1,320	
15 working days after website deployed in test environment	Approval to proceed	Sign off					**20% payment ($1,876.44)**

1 week after site deployed to TEST	Testing, training & review	1 training session for personnel	Developer	6	$80	$480	
			Sr PM	4	$120	$480	
15 working days after testing website deployed in test environment	Approval to proceed	Sign off					**20% payment ($1,876.44)**
2 days after testing approval	Website updates live	Website updates deployed in PROD environment	Developer	2	$80	$160	
			Sr PM	4	$120	$480	
After website deployed in PROD environment	LOD	Sign off					**20% payment ($1,876.44)**
N/A	Post Launch	Final invoice sent 90-days post launch					**40% payment ($3,752.88)**
			Work Totals	**101**			**$8,960**

NOTES

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 STATE within 2 days after project kickoff meeting.

Wireframes/Design Prototypes (February 8 – March 29)

- Kickoff Meeting (February 8)
- Design prototype + feedback (February 8 – March 8)
- Obtain STATE signoff on prototypes (March 9 – March 29)

Development and TEST Deployment (March 30 – May 13)

- Initial WordPress Setup (March 30 – March 31)
- Integrate Wireframes and Visual Design Across All Pages (March 30 – April 1)
- Add Department Level Filtering to Meetings/Agendas/Reports (April 4 – April 15)
- Integrate Mailchimp Updates (April 4 – April 15)
- Page Content Updates (April 18 – April 22)
- SBRRB Approval to Proceed (April 25 – May 13)

Testing, Training, and Launch (May 16 – June 16)

- NIC HI website testing (May 16 – May 20)
- STATE website testing (May 23 – June 10)
- Production prep (June 13 - June 14)
- Deployment to production environment (June 15)
- STATE training (June 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: $8,960 + $422.20 GET = $9,382.20

2. Hosting Fees: $0.00 + GET = $0.00

3. Maintenance and Support Fees: $0.00 + GET = $0.00

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: **$9,382.20** ($8,960 + $422.20 GET) and will be invoiced and paid 30-days after the invoice is received according to the following schedule:

Invoice Schedule

Date	Deliverable	Price	GE Tax	Total
April 2022	Payment upon deployment of functional test pages and STATE acceptance	$1,792	$84.44	$1,876.44 (20%)
May 2022	Payment upon completion of testing and STATE acceptance	$1,792	$84.44	$1,876.44 (20%)
June 2022	Payment after acceptance letter signed by STATE and submittal of application for launch to production environment	$1,792	$84.44	$1,876.44 (20%)
August 2022	Payment at end of 90-day warranty period	$3,584	$168.88	$3,752.88 (40%)
	TOTAL	$8,960.00	$422.20	$9,382.20

ADDITIONAL RESPONSIBILITIES OF STATE

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

ADDITIONAL RESPONSIBILITIES OF NIC HI

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

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