City of Rapid City Website
Statement of Work

Version 1.7
16 January 2015

Presented by:
Dustin Floyd, TDG Communications

Time and Materials

Client name	City of Rapid City
Client's administrator	Jim Gilbert
Project name	City of Rapid City Website Development
Engagement duration	Approximately Ten Months
Begin date	February 3, 2015
End date	November 25, 2015

This Document

This statement of work document is meant to supplement the Website Development Agreement ("Agreement") and clarify the scope of work, milestones ("Coordination Steps") and payment schedule. In the Agreement, this document may be referred to as the "Order" or "Project Outline."

Schedule of Rates

Project cost will be billed upon initial delivery of project components and/or milestones. Costs as noted below are revisions of figures from a proposal dated and submitted on October 23, 2013, with an estimated total of $34,750 for the Development Phase plus an additional $14,760 for the Support Retainer (a total of $49,510, collectively the "Development Fee").

TDG Communications will invoice the Development Fee according to the schedule below.

Item description	*Delivery schedule*	*Cost*
Milestone: Start of Work	February 3, 2015	$16,503
Milestone: First Sandbox Review	April 6, 2015	$16,503
Milestone: Development Completion	May 25, 2015	$16,504

Payment Terms

Client will be invoiced upon milestone completion noted above and below. Payment is due NET 30 following receipt of invoice.

Milestone	Invoice Date	Payments due
Start of Work	February 3, 2015	March 5, 2015
First Sandbox Review	April 6, 2015	May 6, 2015
Project Complete	May 25, 2015	June 24, 2015

Project Outline

Site Features

The project will include the following functional elements. Functionality or software modules not explicitly noted below are considered out-of-scope.

Content Management System: The City of Rapid City website will be built on the Joomla! content management system software.

Responsive Design: The site template will be fully responsive and tested on multiple platforms before site launch.

Granular Permissions: The site will be configured with at least two layers of customizable permissions: through the Joomla ACL and the K2 ACL. TDG will configure permissions based on user lists provided by the City of Rapid City IT Department and/or indidividual department heads. This scope of work assumes up to 50 content administrators.

Design Customization by Departments: Though the site will be created with a unified look and feel, individual departments will have some control over design and messaging elements.

Staff Directory: A centralized database of all city employees, created with data provided in standard databse format by the City of Rapid City IT Department.

Easy Print Function: Users will be able to print a simplified version of site pages from within the browser.

Sandbox Testing Platform: The site will be developed in a sandbox that's accessible by authorized City of Rapid City personnel.

Content Sorting: Content editors will be able to sort site content based on the day it was last edited.

Modules & Third-Party Plugins: These elements will be documented and the information shared with the City of Rapid City.

Forms: The site will employ a number of custom forms for different departments. These forms will capture and store data on the back-end as well as delivering the information by e-mail to select personnel. TDG will create and configure up to 15 separate forms on the City of Rapid City website. TDG will use the Contacts Enhanced extension for Joomla! to build and process the forms.

RSS Feeds: RSS feeds for particular departments or categories can be establsihed based on information provided by the City of Rapid City to TDG Communications early in the production phase.

Google Map Integration: Google maps will be integrated into as many as five pages on the site. Points of interest will be identified using information provided by the City of Rapid City. Note: this includes only the free version of Google Maps, which has limitations on the number of user views.

Document Management Archive: Use the Docman extension to create a document management archive for 15 departments. TDG will design a creation and posting process for document management of public meeting minutes and agendas. Process will be tested and debugged prior to launch.

ADA Complaint Menu: The site's menu system will be ADA compliant, responsive, and will be editable on the back-end.

ADA Fields for Images: The K2 site extension will automatically create an item title when a content editor uploads an image for a K2 content item. The image title tag will mirror the title of the K2 item (which is required). K2 automatically generates alt tags for uploaded images.

Calendar of Events: Installation and configuration of the Jcal module for Joomla, with testing for category permissions and up to 10 different permission states.

Content Entry: TDG will not enter any content into the site, aside from the items explictly noted in this document (including, but not limited to the staff directory, forms and Google Maps integration). TDG may also enter placeholder content at its discretion on certain pages for testing purposes. All other content will be entered and published by City of Rapid City personnel.

Debug & Launch: Pre-launch checklist includes URL rewrite for 100 links, configuration of SEF or SH404SEF, and installation of admin tools and sitemap for SEO purposes.

Department News Items: Content editors will be able to create news items within the K2 extension that will be displayed on department landing pages. Also within the K2 extension, a content administrator with sufficient privleges will be able to identify and mark certain news items for display on the site's home page.

Social Media Integration: Certain page templates (for example, regular internal page content or news items) will be configured with sharing functions from major social media networks. TDG will give the city a list of available social networks (including Facebook, Twitter, Google+, Pinterest and LinkedIn), and the city will choose which networks it would like integrated on certain page templates.

Site Search: Sitewide search functionality will be provided by two extensions: ACE Search and K2 Search & Filter. With both extensions, the site will give users the option of restricting search results to department and, likely, content type.

Department-Based FAQ: Content editors will be able to add content to an FAQ or How-Do-I section. Users can access this content on a department-by-department basis, or all at once.

iFrame Compatibility: TDG understands that access to third-party services (such as billing or citizen communication tools) will need to be integrated into the site with iframes. This integration is within this scope of work, as long as the service isn't running SSL and/or is built with iframe support.

Support & Training: Before development is complete, TDG will create a knowledge base of searchable articles and tutorials to guide content administrators through common tasks. In addition, the agency will provide a six-month retainer that includes in-person first-round training in content administration with city personnel. Multiple training sessions may be scheduled during a single calendar day. Follow-up training will be provided as-needed, by phone or video chat anytime, and in-person at agency's discretion. Continuing support for content entry questions by phone, e-mail and webconference will be provided by agency over the course of the retainer; inquiries during business hours (8-5, M-F) will receive a response within two hours, while inquiries outside those times may not receive a response until the next business day. Agency will also provide consulting support for content procedures as-needed by individual city departments. TDG also agrees to troubleshoot functionality for all modules and software components installed by

agency, and to provide appropriate solutions to restore functionality to pre-launch standards. Agency will also install software upgrades and security patches as-needed for the duration of the retainer. Retainer does not include new software licensing fees, if any are required.

Phases of Work

Discovery/Site Architecture: The TDG project team will meet with the City of Rapid City (including representatives of the IT Department and other interested personnel, such as department heads – at the City's discretion) to review design approach, content organization, and functional configuration of software modules. After the initial discovery meeting, client and agency may communicate by phone, e-mail and webconference as-needed throughout this phase.

Design & Layout: The TDG project team will develop a content organization approach and begin the design phase. We'll provide four key wireframes before moving into full page design. Client will have the opportunity to review wireframe and page mockups and make as many changes as needed, assuming adherence to the milestone schedule below.

Production & Programming: Once design and content organization are approved, the project team will begin installation and configuration of software modules, they'll build out the main template and menu system, and define content administrator permissions.

QA/Testing: The TDG team will test the site with major browsers, take care of the URL rewrites and debug any functionality issues.

Support & Training: Before development is complete, TDG will create an online knowledge base of searchable tutorials for City of Rapid City personnel. After development, agency will provide a six-month support tutorial to answer content administration questions and handle any software issues that arise before and after launch.

Milestones/Coordination Events

Start of Work:	3 Feb 2015
Meeting to Define Architecture & Layout:	9 Feb 2015
Agency Delivers Example Permissions Scheme to Client:	13 Feb 2015
Delivery of Wireframes (Four); Client Review:	18 Feb 2015
Client Delivers Image Assets to Agency:	20 Feb 2015
Client Delivers Department Directory Data Scheme to Agency:	20 Feb 2015
Wireframes Approved by Client:	20 Feb 2015
Department Database Delivered to Agency:	27 Feb 2015
Delivery of Page Mockups (Four):	2 March 2015
Page Layouts Approved by Client:	9 March 2015
Content Administrator List with Permission Levels Delivered to Agency:	9 March 2015
Form Fields & Delivery Information Delivered to Agency:	9 March 2015
All Other Content Items Delivered to Agency:	9 March 2015
Agenda Process Review with Client:	16 March 2015
First Sandbox Review with Client:	6 April 2015
First Round Sandbox Changes Submitted to Agency:	13 April 2015
Second Sandbox Review with Client:	27 Apr 2015

Second Round Sandbox Changes Submitted to Agency:	4 May 2015
Final Sandbox Review:	11 May 2015
Development Completion:	25 May 2015
6-Month Support Retainer Begins:	25 May 2015
On-Site First-Round Training:	25 May 2015
Launch Date:	TBD by Client
6-Month Support Retainer Ends:	25 Nov 2015

Budget

Discovery/Site Architecture:	$1,810
Design & Layout:	$5,400
Production & Programming:	$21,510
QA/Testing:	$2,880
Knowledge Base:	$3,150
Support Retainer:	$14,760
Total Development Fee:	$49,510

Acceptance and Authorization

IN WITNESS WHEREOF, the parties hereto each acting with proper authority have executed this Statement of Work, under seal.

	Dustin Floyd, TDG Communications
Full name	Full name
	Agency Director
Title	Title
Signature	Signature
Date	Date