DRAFT WA-APCD Contract Amendment

Forum One

Activity #?: WA-APCD Maintenance and Operations – Website refresh with MY2019 data
Activity Funding: General Fund - State
Activity Description: Website refresh with MY2019 data
Activity Deliverables: ?-? Coordination and planning for Website refresh with MY2019 data ?-? Implementation and release of Website refresh with MY2019 data
Deliverable Payment: $20,000

Activity Deliverable	Deliverable Payment Amount
?-? Coordination and planning for Website refresh with MY2019 data	$5,000
?-? Implementation and release of Website refresh with MY2019 data	$15,000

Approach:

WA-APCD Maintenance and Operations – Website refresh with MY2019 data activities include:

?-? Coordination and planning for Website refresh with MY2019 data

- Up to 5 coordination and review meetings (at the client's discretion) with Onpoint ahead of delivery of the data set to confirm what structure or format changes are needed, if any; and up to 16 hours (at the client's discretion) for adapting the importer and website for agreed-to data structure and format changes.
- Forum One will coordinate with Onpoint and the lead organization on timing for their QA activities and on the launch timeline.

?-? Implementation and release of Website refresh with MY2019 data

- Full replacement of the scores, providers, and procedures data on www.wahealthcarecompare.com (including cost and quality metric values), excluding content that is manually entered into the site, with a single new set of data supplied by Onpoint.
- The dataset to be applied in this refresh shall match the data structure and format of the data set applied in Fall 2019, except if/as by agreement ahead of time between Onpoint and Forum One.

- The dataset to be applied in this refresh must be received as one complete extract file from Onpoint, with all necessary context, and no adjustments or revisions accepted after receipt of the dataset or in a form requiring consolidation.
- Forum One will conduct tiered data loading Quality Assurance (QA) activities, along with targeted, limited tiered functionality testing. Forum One will not conduct data quality, content (text and image), or data accuracy QA activities; it is assumed that Onpoint and/or the lead organiation will conduct such activities. Forum One will conduct up to two (2) hours of accessibility review of the updated portions of the website.

Activity #?: WA-APCD Maintenance and Operations – Hosting and support
Activity Funding: General Fund - State
Activity Description: Hosting and support
Activity Deliverables: ?-? Hosting and support: Q1 2020 ?-? Hosting and support: Q2 2020 ?-? Hosting and support: Q3 2020 ?-? Hosting and support: Q4 2020
Deliverable Payment: $43,200

Activity Deliverable	Deliverable Payment Amount
?-? Hosting and support: Q1 2020	$10,800
?-? Hosting and support: Q2 2020	$10,800
?-? Hosting and support: Q3 2020	$10,800
?-? Hosting and support: Q4 2020	$10,800

Approach:

WA-APCD Maintenance and Operations – Hosting and support activities include:

?-? Hosting and support: Q1 2020
- Hosting and system administration, including backup and recovery service, monitoring, and configuration management as described.
- Security patching (both core and modules.
- Up to 24 hours (at the client's discretion) of technical support. To be invoiced quarterly.

?-? Hosting and support: Q2 2020
- Hosting and system administration, including backup and recovery service, monitoring, and configuration management as described.
- Security patching (both core and modules.
- Up to 24 hours (at the client's discretion) of technical support. To be invoiced quarterly.

?-? Hosting and support: Q3 2020
- Hosting and system administration, including backup and recovery service, monitoring, and configuration management as described.
- Security patching (both core and modules.

- Up to 24 hours (at the client's discretion) of technical support. To be invoiced quarterly.

?-? Hosting and support: Q4 2020
- Hosting and system administration, including backup and recovery service, monitoring, and configuration management as described.
- Security patching (both core and modules.
- Up to 24 hours (at the client's discretion) of technical support. To be invoiced quarterly.

Appendices

Not included

Other items, not included above, which are recommended at some point for the WA-APCD:

- User testing or focus groups, aimed and updating and deepening the understanding of the audiences and use cases for the WA-APCD.
- Design and theming refresh
- SEO and analytics improvements; keyword identification, analytics dashboards and reporting, related refinements to the site content and structure.
- Content testing and improvements, aimed at improving comprehension and approachability.
- Digital Strategy work, considering the WA-APCD's place in the larger health data ecosystem and how it can better integrate with or leverage other resources and organizations in this space.
- Annual Usability Studies, since user contexts and expectations change over time.
- Potentially trends and versioning. www.wahealthcarecompare.com was designed to house one set of data at a time; once enough year's worth of datasets have been collected, adding features to house multiple data sets and show changes over time could be valuable.

Hosting and Support details

Under this Statement of Work Forum One will provide the following services to Client:

1. Fully Managed Website Hosting and System Administration

Forum One will host this website in a Cloud-based environment. This fully managed hosting support package includes monthly system administration services and website monitoring twenty-four hours a day, seven days a week. Forum One's technical experts will work with Client staff over time to determine the appropriate hosting infrastructure and configuration necessary to support expected site traffic, backup needs, failover and disaster recovery systems.

Forum One will provide the Client with Amazon EC2 Linux Cloud Server(s) for the application. Forum One system administrators also spend on average five hours monthly carrying out routine tasks as outlined below. Should the Client site(s) or server(s) require additional work, Forum One will notify the

Client in advance of carrying out such tasks or work. Client(s) dedicated server is managed via our partnership with Amazon.

System Administration Tasks

Backups	Monitoring	Analysis	Hardware and Software	Security
Backups, retained for a rolling 60 day period	24/7/365 uptime monitoring	Examining and analyzing web log and server log files	Adjustments to server hardware and software configurations	Firewall implementation

Solution Details

Forum One's technical hosting will include the following:

AWS [Baseline autoscaling configuration]
- EC2 1x t2.large utility/dev/stage
- EC2 m3.medium (2 x up to 10x)
- RDS t2.medium, multi-az

Other services
- Caching CDN (Fastly + SSL)
- S3 ObjectiveFS shared storage
- New Relic Monitoring

Configuration Management

Forum One uses SaltStack configuration management and CloudFormation infrastructure orchestration to provision software and manage cloud systems.

Repository Hosting

GitHub is a web-based version control repository. Forum One shall utilize GitHub to store the code base.

Backups/Disaster Recovery

Backups of databases, site codebase and files, and system configuration are automated and scheduled nightly. Restores are initiated upon request or by Forum One request, and completed based upon the amount of data to restore. 7 days of database backups are retained locally, as well as copied to off-site storage. Forum One uses rsync.net services to provide 60 days of off-site backups which are stored on rsync.net's own servers.

Monitoring

Forum One will monitor the server(s) 24/7/365. Best-effort corrective action will be taken immediately following a monitoring alert with issues typically resolved within one hour. The monitoring system can be configured to alert Client contact(s) in addition to Forum One staff. Uptime reports can automatically be emailed to the Client contacts on a set schedule. Additional monitoring reports are available.

Security

Forum One will ensure the appropriate software firewalls are implemented on each component of the Cloud Server configuration. Additionally, Forum One will help facilitate any security evaluations the Client chooses to perform independently.

Service Level Agreements

Forum One extends to the Client the service level agreements set forth by Amazon:
http://aws.amazon.com/ec2-sla/
http://aws.amazon.com/rds/sla/ (where applicable)
http://aws.amazon.com/s3/sla/ (where applicable)

2. Drupal Security Updates

Forum One will provide proactive website maintenance by ensuring that security updates and patches for the Drupal core and modules are applied monthly. Forum One will carefully review all of the available updates, apply security-related updates, and apply any other updates that will improve the functionality of www.wahealthcarecompare.com. Monthly maintenance and security patching includes:
- Review of available module and Drupal updates and patches
- Installation of patches to the development instance, followed by a QA review of the site
- Live deployment of security and other updates to the Drupal site, followed by a final QA of the site

3. Drupal Retainer Website Support

Forum One will provide Client with technical support for minor modifications, improvements, bug fixes to the site, check-in calls and project management. Client may use up to 24 hours/quarter for website support work. Unused hours do not roll over to subsequent quarters. Forum One will respond to all tickets submitted via the the tasks management system within one business day for non-urgent issues during regular business hours for Drupal support (M-F, 9-6 ET).

Small tasks are typically completed within 1-3 days depending on complexity, the estimated time to

complete the task, and client response to questions from the developer. Larger tasks will be scheduled for client review within 2-3 days of the request. For instance, if a request is made for a task that is estimated to take 8-10 hours to complete, Forum One will advise the client of the date that it will be ready for their review on the development site.

Critical tasks are completed within 24-48 hours. Forum One considers a task critical if it precludes the client from accessing the administration of their website, is a development issue that causes a site outage, or is a critical security vulnerability that requires immediate patching.

Sample Website Support Tasks:

Modules	Views	User Interface	Training	Issue Resolution
Module installation and configuration	Creation and modification of views and content types	Performance tuning as can be done via the user interface (UI)	CMS training for all user types	Bug fixes
Module feature updates on request	Modification of views and content types	Minor modifications and tweaks to site's theme	Git code version control training	Implementation of new features

Budget

Forum One will submit an invoice on the last business day of the first month of each quarter. Hours worked in excess of the retainer will be billed at Forum One's standard labor rate. Forum One will get approval from Client before working additional hours.

Forum One will regularly update Client staff on the status of the budget. Client will reimburse Forum One for all non-labor expenses incurred in the implementation of this work. Any such expenses will be approved by Client in advance, before costs are incurred.

Labor

Item	Cost
System Administration for Development and Production, including backup and recovery service, monitoring, and configuration management as described (5 hours/month)	$3,000/quarter
Monthly Drupal Core and Module Security Updates	$1,800/quarter
Drupal Technical Support (24 hours/quarter)	$4,200/quarter

Total Labor	$9,000/quarter

Direct Costs

The table below outlines other direct costs we anticipate for the project. Please note, all travel expenses incurred will be billed at cost.

Item	Cost	Billing
Managed Hosting provided by AWS	~$360	Monthly as incurred
Fastly - CDN	~$150	Monthly, as incurred
ObjectiveFS - Shared Storage	~$50	Monthly, as incurred
New Relic - hosting monitoring	$40	Monthly, Fixed
Total Estimated Direct Costs	**$600/Month**	
	$1,800/Month	

Invoicing Schedule

- January 31, 2020: $9,000 Labor + ~$1,800 Direct Costs
- April 30, 2020: $9,000 Labor + ~$1,800 Direct Costs
- July 31, 2020: $9,000 Labor + ~$1,800 Direct Costs
- October 31, 2020: $9,000 Labor + ~$1,800 Direct Costs

Assumptions

Forum One's budget estimate is based on the following assumptions:
- Client will relay its hosting, system administration and website support needs to Forum One by submitting task requests via the provided task management tool.

Overall Terms

Terms of Payment

Client shall have 30 days upon receipt of an invoice to make payment, after which a late fee of 1.5% per month, computed daily, may be charged. In the event that Client fails to make payments within 45 days, Forum One shall be entitled to suspend services.

Term of Agreement

This Statement of Work will begin on January 1, 2020 and expire on December 31, 2020 unless amended or extended with consent of both parties.

Either party may terminate this agreement with 30 days' written notice to the other party. Otherwise these terms will remain in effect unless modified with consent from both parties. Should this agreement be terminated, client shall only be responsible for payments up to the date of termination.

Modification of this Statement of Work

These terms and conditions may not be modified except by written Change Order signed by both parties.