



El Paso County  
C O L O R A D O

RFP 21-038

AMAZON WEB SERVICES (AWS)  
WEBSITE MANAGED SERVICES

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Appendix A  
Scope of Work

# Scope

## 1. Maintenance

Together with the COUNTY team, CONTRACTOR will document the process of ongoing maintenance and best practices related to the AWS Cloud-Based fully managed platform.

- CONTRACTOR will provide the COUNTY a maintenance plan outlining the process of ongoing maintenance and best practices.
- CONTRACTOR will be responsible for the operational troubleshooting and support of the AWS instance services required for WordPress ecosystem.
- CONTRACTOR will be responsible for maintenance, support restoration, and update of COUNTY WordPress websites and/or web properties. A representative non-exhaustive list of sites to manage is contained herein as Appendix A.
- CONTRACTOR will support COUNTY employee business users in the maintenance of website content including the creation, management, and archive of website content through the use of standard WordPress editing tools.
- CONTRACTOR will provide support Monday through Friday from 8 AM to 5 PM Mountain Time, excluding official COUNTY holidays. After hours support may occasionally be required in an emergency situation.
- CONTRACTOR will utilize COUNTY ticketing system and provide status updates on each ticket. There are currently three (3) basic categories of task level requests 1–High, 2-Medium, and 3-Low. Protocols and specifics will be reviewed with CONTRACTOR.

Severity	Impact	Examples	Response Time	Pre-Approved Triage Time
1 – High	Unable to perform core functionality in production system and no workarounds exist	Public website unavailable; all users unable to log in; WordPress plug-ins fail	2 hours	8 hours
2 – Medium	Unable to perform core functionality in production system but workarounds available	EPC Employee cannot port or write to websites	8 business hours	N/A
3 – Low	Unable to perform non-essential functionality in production system; maintenance tasks; enhancement requests	Updating WordPress theme and plugins; application backups	24 business hours	N/A

- CONTRACTOR will perform patching and security updates on a cadence of at least once per month and provide applicable reports.
- CONTRACTOR will support integrations, including third party, GIS, and video/audio products.
- Together, COUNTY and CONTRACTOR will identify an effective means to communicate issues and provide requested reports.

## *Deliverables*

### **1.1 Maintenance Support Plan, Follow-On Support, Patching and Security.**

## **2. Quarterly Education Program**

The goals of the Web Content Management Quarterly Education Program are to proactively decrease the number of user requests for routine content management and site administration tasks by increasing user and administrator knowledge of available tools, techniques, trends, and tactics.

- CONTRACTOR will plan, organize and conduct a quarterly Web Content Management education workshop on topics related to the effective use, administration, and ownership of COUNTY web content platforms for internal IT users as well as other COUNTY users.
- At a minimum, the Content Management Education Program will include a 1-hour workshop on:
  - How to be successful creating, editing and managing content in WordPress, ADA compliance, and cybersecurity. The target audience for this session is onboarding new or infrequent COUNTY content management users.
  - How to be successful monitoring and administering COUNTY content management systems. The target audience for this session is internal COUNTY technical staff and/or Office/Department power users
- Workshops may be held via a Webinar, at the IT building training room, or other COUNTY locations convenient for the target audience of a specific workshop.
- Additional workshops should be provided as necessary when technology updates and trends require.
- CONTRACTOR is responsible for development and delivery of course content, training methods, training materials, and any software or training systems required to deliver the workshop.

## *Deliverables*

### **2.1 Quarterly Education Program and Workshops.**

### 3. Website Content Management Strategic Planning

The goal of the strategic planning/review sessions is to evaluate successes and failures of the overall COUNTY Web Content Management Program to proactively make changes to increase use satisfaction and efficiency of operations.

- CONTRACTOR will participate in a COUNTY organized strategic planning review of COUNTY website content management strategies at a minimum of two times per calendar year.
- Strategic review sessions may also include cloud support and strategic planning for cloud solutions, review of tech debt and plan resolution, as well as CONTRACTOR provided updates on the latest trends in technology. Each session will be limited to two hours.
- COUNTY staff will be responsible for agenda; however, CONTRACTOR is strongly encouraged to provide topics for discussion.

#### *Deliverables*

##### 3.1 Strategic Planning/Review Sessions.

### 4. General Service Level Support

- Support Location: Support to COUNTY work may be performed remotely.
- CONTRACTOR will interact with the collective team to support web Software/Applications and user requests from inception through testing and promotion to production web environment.
- CONTRACTOR will communicate critical or high vulnerabilities and address them within thirty calendar days.
- Any individual requests, or set of requests, comprising a single deliverable such as creation of a new website, migration of a website, development of customer WordPress functionality, complex forms or similar requests that are estimated by the CONTRACTOR to exceed 20 hours of effort shall be deemed a "PROJECT". A separate SOW will be written for the "PROJECT" scope and align with the optional value added services listed in this scope statement.
- logistical protection of COUNTY assets, programs, and data using reasonable and best practice IT industry guidelines and standards. With the direction of the COUNTY Cybersecurity office, CONTRACTOR will collaborate with COUNTY to maintain a security and data protection plan, including a communication plan in case of a potential breach.
- CONTRACTOR will work with COUNTY Cybersecurity to identify and resolve any areas where additional security is needed.

- CONTRACTOR will notify COUNTY immediately if it suspects or confirms a security or data protection breach and the parties will collaboratively work to evaluate the breach, identify risks, create a remediation plan, and execute said plan.
- No Solicitation of Employees: COUNTY or CONTRACTOR may not recruit or hire an employee of the other party for one-year following the completion of this agreement unless a written mutual agreement is established between the parties permitting such employment action.
- Provider Guarantee: CONTRACTOR guarantees the performance of work commissioned under this agreement and supporting Service Level Agreements
- Data Ownership: COUNTY retains ownership of all data that is not unique to CONTRACTOR operations and retains exclusive rights to intellectual property created as a result of work performed for this agreement. All draft, interim, prototype, and production electronic products created as a result of this agreement shall be considered “Works Made for Hire” under US copyright law. As such, COUNTY is considered the legal author of resulting work products unless both CONTRACTOR and COUNTY sign a written agreement to the contrary. All COUNTY data must be returned to COUNTY upon written request or termination of the agreement in a medium/format specified by COUNTY.
- Confidentiality: CONTRACTOR will treat COUNTY website elements, including data, images, code, and written copy, as confidential and proprietary. Freedom of information or open records requests for confidential and proprietary COUNTY web elements will be referred to the COUNTY point of contact, who will follow internal COUNTY guidelines for release of requested information.
- Agreement Assignment: COUNTY reserves the right to written approval of any assignment of CONTRACTOR responsibilities to a successor or third party. If such assignment is approved, CONTRACTOR shall remain liable for the performance of its obligations under this agreement.

## Out of Scope

Improvements to COUNTY network, Administration of On-Premise COUNTY servers, operating systems, and/or databases, maintenance of third party sites such as NeoGov and Spatialest are excluded.

## Timeline

CONTRACTOR and COUNTY will establish and agree upon exact timeline/schedule for deliverables together.

## Assumptions

- COUNTY will be responsible for granting CONTRACTOR access to required environments, including secure remote access.
- COUNTY will install and configure required hardware and system operations software on all On-Premise environments as needed, with guidance and support from CONTRACTOR .
- COUNTY will provide access to IT Ticketing solution
- Any change in scope during the engagement will require a formal Project Change Request.
- Acceptance of Deliverables: Acceptance of deliverables occurs within 10 business days **of established timeline** unless COUNTY notifies CONTRACTOR that deliverables or corrected deliverables fail to conform to the requirements within this Scope of Work.
- CONTRACTOR may contract implementation to a third-party. **COUNTY reserves the right to written approval of any assignment of CONTRACTOR responsibilities to a successor or third party. If such assignment is approved, CONTRACTOR shall remain liable for the performance of its obligations under this agreement.**

## Services & Support Costs

### *Hours and Fees*

- COUNTY will have a bucket of maintenance hours (1.0) to use throughout the year for a total of x dollars
- Maintenance hours will roll over from month to month and expire if not used by the last day of the **optional renewal year**. Website Managed Services Scope will renew annually and align with the calendar year for the term of the contract.
- COUNTY will be invoiced for maintenance hours (1.1) as time and materials payments (NTE) at a monthly interval unless mutually agreed upon in writing by the parties.
- Travel and per diem expenses will be billed separately at GSA rates. COUNTY anticipates limited travel and expenses
- Quarterly Education Program 2.1, Strategic Planning 3.1 to be billed upon delivery.
- Fees are quoted in U.S. dollars. Invoices will be processed and paid by COUNTY within 30 business days from the date of receipt of the invoice.
- CONTRACTOR resources' names, experience and skill set are to be provided to the COUNTY Project Team for review prior to contract award.

## *Fee and Deliverables Schedule*

NUMBER	TASK(S)	RATE	HOURS	COST
1.1	Maintenance - Monthly			
1.1.1	Deliverables <ul style="list-style-type: none"> <li>• Creation and Implementation of Maintenance Plan</li> <li>• Ongoing Maintenance/Follow-Up Support</li> <li>• Maintenance and system patching of AWS and internal server resources, maintenance of AWS instance and environment configurations, AWS services, LAMP stack, databases and media CDN.</li> <li>• Maintenance of standard WordPress core, plugins and themes</li> <li>• Status Reporting - Automated notifications from infrastructure, weekly check-ins re: tasks and progress</li> <li>• Cyber Security Updates - Review, Monitoring, Notifications</li> <li>• Management of existing integrations with existing security and infrastructure services</li> </ul>			
	<b>Total - Maintenance Monthly Fee X 12</b>	\$		
2.1	Quarterly Education Program			
2.1.1	Deliverables Organize/Conduct WordPress Education Workshop Course Materials			
	<b>Total - Quarterly Education Program X 4:</b>	\$		
3.1	Website Strategic Planning			
3.1.1	Deliverables Strategic Planning Review-Twice Annual minimum			
	<b>Total – Website Strategic Planning X 2:</b>	\$		
	<b>Total Annual Cost of Deliverables 1-3</b>	\$		

## Appendix A: Site URLs and General Metrics

### 1. COUNTY AWS WordPress Websites:

#### A non-exhaustive list of El Paso COUNTY sites to support:

1. Administration: <https://admin.elpasoco.com>
2. Assessor: <https://assessor.elpasoco.com>
3. Board of County Commissioners: <https://bocc.elpasoco.com>
4. Clerk and Recorder: <https://clerkandrecorder.elpasoco.com>
5. Community Services: <https://communityservices.elpasoco.com>
6. County Attorney: <https://countyattorney.elpasoco.com>
7. Coroner: <https://coroner.elpasoco.com>
8. Department of Human Services: <https://humanservices.elpasoco.com>
9. Planning and Development: <https://planningdevelopment.elpasoco.com>
10. Public Works: <https://publicworks.elpasoco.com>
11. Retirement Plan: <https://retirement.elpasoco.com>
12. Surveyor: <https://surveyor.elpasoco.com>
13. Treasurer: <https://treasurer.elpasoco.com>
14. Home Page: <https://elpasoco.com>
15. Test: <https://wpdev.elpasoco.com/>
16. Employee Portal: <https://employee.elpasoco.com>
17. \*DHS Intranet: <https://dhshome/>

\* Indicates Internal Intranet site - LEMP not AWS