

Exhibit A - Remediation Items Scope of Work



STATEMENT OF WORK

Website Updates from Accessibility Audit

Ocala/Marion County CVB

Agency Representative

Mary Coryell
Sr. Web Strategy Manager

NOTICE OF CONFIDENTIAL INFORMATION

"Confidential Information" shall mean all information disclosed under this agreement, including, without limitation:

1. Any data or information that is competitively sensitive material, and not generally known to the public, including, but not limited to, information relating to product plans, business plans, marketing & advertising strategies, finance, general operations and methodologies, customer relationships, vendor relationships, customer profiles, sales estimates, customers and clients of any of the foregoing;
2. All confidential or proprietary concepts, documentation, reports, data, specifications, computer software, source code, know-how, trade secrets, whether or not patentable or copyrightable.

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BACKGROUND

This Statement of Work ("SOW") is dated March 4, 2026 ("SOW Effective Date") by and between Ocala/Marion County Convention & Visitors Bureau ("Client") and Tempest Interactive Media LLC ("Company," a Member of Tempest, Inc.) pursuant to the Master Services Agreement with the MSA Effective Date of January 1, 2017 between the client and the Company (the "Agreement" or "MSA"). The parties agree that this Statement of Work and other Statements of Work incorporated by reference therein, form a binding agreement between the parties relating to all services to be provided by Tempest Interactive Media LLC (and/or iDSS Global LLC) to Client.

Website Updates from Accessibility Audit

Tempest will update the Ocala/Marion County CVB website with the following work:

- Address items from the Audit pertaining to Tempest's code with a focus of:
 - Remediate the main landmark structure by ensuring the **<main>** element contains only content unique to the page and is separated from repeated elements like site-wide headers and footers.
 - Fix the incorrect usage of **<article>** tags by replacing them with appropriate containers for elements that are not self-contained or cannot stand alone outside the page context.
 - Update navigation links by programmatically assigning **aria-current="page"** to the active link so screen reader users can identify the current page within a set.
 - Remediate interactive elements by converting non-standard list items (e.g., slider pagination dots) into **<button>** elements or assigning them a **role="button"** to ensure they are recognized as actionable.
 - Fix unlabeled buttons, specifically the mobile header menu, by adding descriptive **aria-label** attributes to inform users of their purpose.
 - Provide a list of image assets that are currently used in the CMS that do not have alt text and utilize AI to generate Alt text.
 - Remediate accessibility tree conflicts by ensuring that visible content is not assigned **aria-hidden="true"** and that visually hidden content does not accidentally remain available to screen readers.

Work Not Included in this SOW:

- Additional website updates related to accessibility
- Accessibility updates documented by the audit that pertain to third party vendor code



1. FEE SCHEDULE

Line Item	Cost
Website Updates from Accessibility Audit	\$5,000.00
Total Cost	\$5,000.00

Fee Schedule

Client will be invoiced \$5,000.00 USD on signed execution of this statement of work. Estimated delivery is 4-6 weeks from the project start date.

Let's Get Started!

This document/contract outlines the project scope of work (including the deliverables from both the Client and Agency) to be completed by Tempest.

Please sign in the appropriate location below, and return the signed proposal to us by email, fax, or mail.

Marion County, a political Subdivision of the State
of Florida
601 S.E. 25th Avenue
Ocala, FL 34471

Tempest
30 South 15th Street, Suite 1001
Philadelphia, PA 19102

Printed Name

Printed Name

Title / Position

Title / Position

Signature

Signature

Date

Date





SCHEDULE A: iDSS PROFESSIONAL SERVICES SOW

Background

This Statement of Work ("SOW") is dated March 19, 2026 ("SOW Effective Date") by and between **Ocala / Marion County Visitors & Convention Bureau** ("Client") and iDSS Global LLC ("Company," a Member of Tempest, Inc.) pursuant to the Master Services Agreement with the MSA Effective Date of February 8, 2023 between the client and the Company (the "Agreement" or "MSA"). The parties agree that this SOW, along with the MSA and other Statements of Work incorporated by reference therein, form a binding agreement between the parties relating to all services to be provided by the Company.

The Parties further agree that the MSA shall control in the event of any inconsistencies between this or any other Statement of Work and the MSA, unless the SOW otherwise specifically overrides the MSA pursuant to Section 1.2 of the MSA.

Definitions

- a. **"Client Support"** means Company acknowledgement and response to telephone calls and emails from Client asking questions about iDSS Cyclone or requesting help in using iDSS Cyclone.
- b. **"Fees"** means the fees for the license to use the iDSS Cyclone and for the Services as set forth in the Fee Schedule.
- c. **"Standard Reports"** means the standard reports available in the iDSS Cyclone for use by Client.



Fee Schedule

PROFESSIONAL SERVICES	
PROFESSIONAL SERVICE	\$600.00
TOTAL PROFESSIONAL SERVICES COSTS	\$600.00

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ADDITIONAL PROFESSIONAL SERVICES	
CONSULTING SERVICES	\$150.00/hour
CUSTOM REPORT AND REPORT DEVELOPMENT SERVICES	\$150.00/hour
CUSTOM FEATURE AND INTEGRATION DEVELOPMENT SERVICES	\$150.00/hour
CREATIVE AND DESIGN SERVICES	\$150.00/hour
DATA UPDATE, TRANSFORMATION AND CLEANSING SERVICES	\$150.00/hour
EMAIL CREDITS	\$.009/credit
ONSITE TRAINING	\$1,500 per trainer per day

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Professional Services Fee

- a. **Fee Description.** This is a one-time only, non-refundable fee for Professional Services listed in the Scope of Services in this SOW for Professional Services.
- b. **Payment Terms. \$600.00** will be paid upon executing this SOW.
- c. **Onsite Training.** If an onsite Training is included as part of Professional Services, Company will provide training to Client's staff at Client's business location covering the features, use and other information regarding iDSS Cyclone. Client shall reimburse Company for any Travel Related Expenses and out-of-pocket expenses pursuant to section 2.1 in the MSA. Limitation on Training - Each training session is limited to 10 staff members per trainer.
- d. **Travel Expenses.** Client shall reimburse Company for any Travel Related Expenses and out-of-pocket expenses related to this SOW pursuant to section 2.1 in the MSA.



Additional Professional Services

Company provides the following additional professional services beyond the scope of this SOW at the rates outlined in the fee schedule.

- a. **Consulting Services.** Company offers best practice consulting to assist Client in streamlining processes, auditing internal processes, and reinforcing best practices. Company offers this additional professional service at the rate outlined in the fee schedule. This service can be performed on-site with a minimum of eight (8) hours and the Client agrees to pay all documented Travel Related Expenses and out-of-pocket expenses per the Master Service Agreement, Section 2.1. This service can also be performed remotely, billable by the hour with a minimum of four (4) hours.
- b. **Custom Report Development Services.** Company makes available a wide variety of standard reports included in iDSS Cyclone. Company may also prepare custom reports if Client requests at their expense. Company offers this additional professional service at the rate outlined in the fee schedule. Company will begin development of the report upon receiving a signed request or email from Client, describing the specifications, and approving the timeline and estimated fees.
- c. **Custom Feature and Integration Development Services.** Company offers this additional professional service at the rate outlined in the fee schedule. If the requested feature is a possible customization, Company will begin customizing the feature upon receiving a signed request or email from Client, describing the specifications, and approving the timeline and estimated fees.
- d. **Creative and Design Services.** Company offers additional Creative and Design services beyond what is covered in the Scope Of Services in this SOW. Company offers this additional professional service at the rate outlined in the fee schedule. Company will begin the Creative and Design services upon receiving a signed request or email from Client, describing the specifications, and approving the timeline and estimated fees.
- e. **Data Update, Transformation, and Cleansing Services.** Company offers additional Data Updates, Transformation and Cleansing services beyond what is covered in the scope of services in this SOW. Company offers this additional professional service at the rate outlined in the fee schedule. Company will begin the data update, transformation and cleansing services upon receiving a signed request or email from Client, describing the specifications, and approving the timeline and estimated fees.
- f. **Email Credits.** iDSS Cyclone includes the iDSS Email Campaigns feature that allows users to design and distribute email campaigns. Email Credits can be purchased in blocks of 50,000 Email Credits at the rate outlined in the fee schedule. Email overage charge of \$.0125 per email credit will be assessed if insufficient email credits are available at the time of email campaign delivery. Licensing of this feature requires agreement to Schedule B: Anti Spam Policy.
- g. **Onsite Training.** Company offers additional onsite training beyond what is covered in the scope of services in this SOW. Company offers this additional onsite training at the rate outlined in the fee schedule. Additional training can be performed onsite with a minimum of one (1) day and the Client agrees to pay all documented Travel Related Expenses and out-of-pocket expenses per the Master Service Agreement, Section 2.1.



SCOPE OF SERVICES

SCOPE OF SERVICES	
PROFESSIONAL SERVICE	
WEBSITE DIRECTORY AUDIT	INCLUDED

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Please sign in the appropriate location below, and return the signed SOW to us by fax or email.

Marion County, a political Subdivision of the
State of Florida
601 S.E. 25th Avenue
Ocala, FL 34471

iDSS Global, LLC. (A Member of Tempest,
Inc.)
30 S. 15th St. Suite 1001
Philadelphia, PA 19102

Printed Name

Printed Name

Title / Position

Title / Position

Signature

Signature

Date

Date

