STATEMENT OF WORK

COUNTY OF HAWAII
VEHICLE REGISTRATION AND LICENSING DIVISION

ROAD TEST SCHEDULER

Version 1.00

HAWAII.FY2019.001

OVERVIEW

This Statement of Work ("SOW") document identifies the responsibilities between the County of Hawaii Vehicle Registration and Licensing Division (VRL) ("COUNTY") and the Hawaii Information Consortium, LLC ("HIC"), the Internet Portal provider for the State of Hawaii. This document is subordinate to the requirements stated in RFP-08-11-SW, Internet Portal Manager and Service Provider, HIC's Proposal and the contract between the State of Hawaii and HIC dated December 3, 2007 (collectively referred to as the "CONTRACT").

The SOW is subordinate to the Service Level Agreement ("SLA") between the COUNTY and HIC signed and dated on June 15, 2015. This SOW is subject to all terms and conditions thereof unless specifically designated as exceptions in this document.

TERM AND TERMINATION

This SOW shall begin on the date it is signed by all parties (hereinafter referred to as "Effective Date"), and shall continue in effect until the expiration/termination of the CONTRACT. Termination of this SOW shall not operate to terminate any other SOW between the parties, and such termination shall not, by itself, operate to terminate the CONTRACT.

This SOW may be terminated pursuant to the terms and conditions in the AG's General Conditions.

CURRENT PROCESS

The public can call or email the Vehicle Registration and Licensing Division offices to schedule an appointment for a road test. Each office manages their own appointments and use spreadsheets to keep track of them.

PURPOSE STATEMENT

The purpose of this application will allow the public to complete an online road test form, make a road test appointment with the Vehicle Registration and Licensing Division (VRL) and pay for their road test online. A reminder email will be sent to customers 24 hours prior to appointment date. The application will also allow the VRL staff to manage road test appointments, which includes setting how far in advance road tests can be made, set appointment availability, create a printed copy of the road test schedule using reports and receive notifications, including cancellations. VRL staff will have the ability to make road test appointments over the counter. VRL staff will use HIC's single sign in service to log into the application. This will eliminate the need for VRL to manually maintain appointments through a spreadsheet.

DEFINITIONS

Acceptance: Acceptance refers to the COUNTY's written approval of the functionality delivered in the production environment.

CMS (Content Management System) site: The front-end user interface that allows a user, even with limited expertise, to add, modify, and remove content from a website without the intervention of a webmaster; primarily allows the user to perform actions.

Delivery: Delivery refers to when HIC delivers the entire functionality per the SOW requirements into the production environment.

Final Acceptance: Final Acceptance refers to the COUNTY's written approval of the entire project.

Fixed Rate (Business Model): When transaction fees are not feasible we can still offer services with a fixed rate. In most cases, this funding model is used when an COUNTY wants to develop an online service that has an existing funding model (i.e. federal grants) or the service doesn't generate any revenue but requires significant development and maintenance.

Hybrid (Business Model): A hybrid approach is using both the self-funded and time & materials models together. There are development costs, however, they are discounted as there is also a self-funded component to the application.

Self-funded (Business Model): HIC absorbs the risk and cost of developing & maintaining the service in return for future revenue over the lifecycle of the service. HIC generates revenue through portal fees that are added on to the online services we build. These fees can be passed to the fee payer or absorbed in part or whole by the COUNTY.

Services: Web site and application development; Web site and application maintenance; Web site and application hosting; Marketing; Customer service; Payment portal and account management; Portal development and maintenance; Mobile web applications. See SPO Vendor List Contract No. 08-13 for entire list of services.

Software: Web applications, CMS websites and APIs. For purposes of clarity, the following off-the-shelf, SaaS solutions are developed, owned and maintained by HIC affiliates and expressly excluded from the definition of "Software": (1) payment processing services and subscriber billing; (2) the Gov2Go® Platform and related services; (3) a proprietary application development platform referred to as "Application Engine," which enables expedited application design services; and (4) any other enterprise SaaS solutions developed outside of the Master Contract and provided for COUNTY use under the Master Contract.

Web application or application: a client–server software application in which the client (or user interface) runs in a web browser; primarily allows the user to perform actions

Work plan: a work plan provides a timeline of the deliverables outlined in the SOW that is developed by HIC and approved by the State

SCOPE OF WORK AND DELIVERABLES

Specifications for the project are attached to this SOW as Exhibit A and made a part of this SOW.

DELIVERY AND FINAL ACCEPTANCE

DELIVERY

Prior to launch of the service, HIC will provide the COUNTY with an Authorization to Deploy Letter describing that the service has been built to the COUNTY requirements. The COUNTY shall sign and return the Authorization to Deploy Letter to HIC within 5 business days.

After receiving the signed Authorization to Deploy Letter, HIC will deploy the entire functionality per the SOW requirements into the production environment on the date specified in the Authorization to Deploy Letter.

FINAL ACCEPTANCE

COUNTY should notify HIC of any errors or bugs when discovered during testing in the 90-day post-launch period. HIC shall fix any specifications not met by the project completion date specified in the Work Plan, plus the 10 business days to fix all issues at no extra cost or charge to COUNTY, or any longer time specified as mutually agreed upon in writing.

Once all the errors and bugs, if any, have been fixed and the Software or service has been retested, or at the end of the 90-day post-delivery period, whichever occurs later, HIC shall provide an acceptance letter to COUNTY with a checklist of the deliverables/specifications for approval. COUNTY shall sign and return the acceptance letter to HIC within 5 business days at which time the maintenance period begins.

MAINTENANCE AND SUPPORT

The annual maintenance and hosting shall be provided at no cost to the COUNTY, irrespective of any changes or enhancements to the system.

After the application is delivered, as defined in the DELIVERY and FINAL ACCEPTANCE section, HIC will provide support for the proper installation and ongoing general maintenance and operation of the application including the following:

- Customer Service Support including phone, email, and chat support Monday through Friday during standard state business hours (excludes state holidays). Currently the standard state business hours are 7:45am to 4:30pm HST. Should the standard state business hours change, HIC customer service support hours will also change accordingly.
- Up to 10 gigabytes of database storage

- Up to 2 gigabytes of file storage
- Daily database backups at 10:00 PM; COUNTY will be notified if the time changes
- Daily file backups at 12:00 AM; COUNTY will be notified if the time changes
- Maintenance of the web application and hosted environment
    - annual application scan within a year of the anniversary of service launch date
    - server and system security updates upon release of new patches/updates by third-party vendors
    - monitoring of the application and hosted environment 24/7

Notification to COUNTY to be posted of any changes or maintenance at least 48 hours prior.

HIC shall immediately provide troubleshooting to correct any errors in the application and issues reported by COUNTY.

Upon receipt of notice of an error, HIC will assign a priority level to the error or issue in accordance with the following criteria:

- Priority A – An error that results in the service being substantially or completely nonfunctional or inoperative. These issues shall be resolved within 6 business hours. If an issue cannot be resolved within the 6 business hours or a work-around is the immediate solution, a resolution plan must be presented by HIC to the COUNTY within the 6 business hours and the HIC General Manager will be notified. If the service is unavailable a message will immediately be posted by HIC to web users that the site is temporarily down.
- Priority B – An error that does not impact the performance or operation of the site, but correction of the error will result in improved user experience or application efficiency. HIC will investigate and resolve within 10 business days. If the issue cannot be resolved within the 10 business days or a work-around, decided by both parties, is the immediate solution, a resolution plan must be presented by HIC to the COUNTY within the 10 business days.
- Priority C – A simple text or graphic (non-design) change. The change will be completed within 15 business days.

During state business hours, 7:45 a.m. – 4:30 p.m., Monday through Friday, the COUNTY will contact the Partner Liaison if there are any issues with the service. During non-business hours, the HIC support team can be contacted at 808-695-4627.

HIC server systems are constantly monitored for seamless operation 24x7x365 days a year using NAGIOS network monitoring software. The software checks the status of HTTP, SSL, and SFTP/FTP services every three minutes. If there is an issue, the software automatically sends an e-mail to the Systems Administrator's and Director of Development's (DOD) cellular telephone. The Systems Administrator and/or Director of Development will then respond as appropriate to the problem, and the Partner Liaison will contact the COUNTY immediately. There are numerous additional monitoring scripts that are also programmed to e-mail the HIC DOD if the file transfer operations are not handled in the proper fashion.

In the event of a system-wide service issue, HIC will immediately notify ETS via email, ets.notifyus@hawaii.gov. For all other service issues impacting a single service, HIC will immediately notify the State Portal Program Manager and the COUNTY Project Manager by email and phone (See Exhibit A).

HIC RATES

RATE CHART – RFP 08-011

Job Specialty	Hourly Rate
General Manager	$240.00
Software Architect	$120.00
Senior Project Manager	$120.00
Project Manager	$80.00
Senior Business Analyst	$100.00
Business Analyst	$70.00
Senior Developer	$100.00
Developer	$80.00
Web/Creative Designer	$60.00
Print Designer	$75.00
Marketing Executive	$80.00
Marketing Associate	$50.00
Financial Management/Billing Specialist/Support Staff	$70.00
Database Administrator	$100.00
Security Administrator	$100.00
Systems Administrator	$100.00

DEVELOPMENT FEES

This project shall not incur development fees as this is a self-funded application. To show the value of what the COUNTY has saved, please see estimated development costs in Exhibit A.

MAINTENANCE AND SUPPORT FEES

This project shall not incur maintenance & support and hosting fees for the duration of the service as this is a self-funded application.

TRANSACTION FEES

For all transactions completed, there will be a Transaction Fee due and payable to HIC, comprised of the following components:

1. A fixed cost of $1.50; plus
2. Each credit/debit card transaction will incur an additional transaction processing fee of 2.78% per transaction

Example for Credit Card transaction:
Transaction Fee = $1.50 + ($10.00 road test fee + $1.50 HIC fee) 2.78% = $1.50 + $0.32 = $1.82
Total Paid by User = Road Test Fee + Transaction Fee = $10.00 + $1.82 = $11.82

Example for eCheck transaction:
Transaction Fee = $1.50
Total Paid by User = Road Test Fee + Transaction Fee = $10.00 + $1.50 = $11.50

Payment methods accepted are credit/debit card and eCheck.

For online public transactions, the Transaction Fee will be an add-on fee per transaction and will be paid by the end users. For over-the-counter transactions, there will be no Transaction Fee.

The Transaction Fee shall be deducted from the gross amount collected online before the net amount is remitted to COUNTY on a daily basis via Automated Clearing House (ACH). The frequency and method of remittance can be modified upon mutual agreement and signed agreement between HIC and PARTNER.

Any costs incurred by HIC associated with unsuccessful contest of a charge-back, cancellation, or insufficient funds will be invoiced to COUNTY as explained below.

Typically, between 3-5 business days after the eCheck transaction has occurred, HIC will be notified of a return. For Credit Card chargebacks, this can happen months after the actual transaction date depending on when the customer disputes the charge. Once HIC is notified of the return/chargeback, HIC gathers supporting documentation (receipts) and calls/emails the customer regarding the returned payment. There may be time delay or back and forth with the customer. Once HIC has made contact with the customer, the customer is either emailed a payment link if they choose to pay by CC or they are sent instructions to mail payment via check, cashier's check, or money order.

Credit Card Chargebacks
HIC will make an initial effort to collect on all returned payments, credit card chargebacks, etc. HIC's customer service staff will endeavor to satisfy merchant bank requests. In the event that HIC is unable to

successfully contest a credit card chargeback, HIC will invoice COUNTY the original amount remitted plus a $10.00 chargeback fee ($11.82 + $10.00 chargeback fee = $21.82).

ACH Returns (consolidated ACH via HIC only):
Some eCheck (ACH) transactions may be returned due to insufficient funds or because the bank account information was entered incorrectly by the customer. HIC will attempt to make initial collections on returned payments. If HIC is unable to collect the funds within 7 business days, HIC will invoice COUNTY the original amount remitted to COUNTY plus a $30.00 return fee ($11.50 + $30.00 return fee = $41.50).

The Finance Manager's hourly rate, per our master contract, is $70/hour. HIC calculates a minimum average effort of 0.5 hours (30 minutes) to handle all the steps involved in a return/chargeback. $70 per hour x 0.5 hours = $35.00. There is an additional return/chargeback fee from the bank/Credit Card processor that is passed on in addition to the cost of labor. The county is invoiced a discounted amount of $30.00 per transaction that HIC is unable to collect on.

There is no fee to the county if HIC is able to collect on the return/chargeback.

INVOICE AND PAYMENT SCHEDULE

This is a self-funded project and there is no amount to be invoiced.

RESPONSIBILITIES OF THE STATE/COUNTY

COUNTY will designate a Project Manager with responsibility and authority for review and approval of deliverables under this SOW.

To accomplish the tasks outlined in this SOW and provide the deliverables defined in the Deliverables/Milestones section of this document, COUNTY Project Manager will work with HIC Project Manager/Project Liaison to establish a project plan/timeline in conjunction Deliverables/Milestones, HIC will require the following from COUNTY by the agreed upon dates in the Work Plan. If COUNTY does not provide any of these items by the required date, delivery dates for HIC deliverables will be revised accordingly. HIC will not be held responsible for delays in the timetable due to unavailability of data or resources from COUNTY.

- COUNTY will provide timely authorization for the project and for each approval required during the project.
- COUNTY will provide written functional requirements for all system components.
- COUNTY agrees to designate content-knowledgeable reviewer(s) to review each deliverable prior to acceptance to ensure that acceptance represents an informed commitment.
- COUNTY will provide knowledge transfer of necessary IT knowledge, environment and business processes. Verbal walkthroughs and documentation will satisfy this responsibility.
- COUNTY will provide content information to be presented on the website.

- While building the website, it is the COUNTYs responsibility to ensure all pre-existing PDF documents meet WCAG 2.0 guidelines, level A ADA standards. This includes adding tags to each document to ensure they are easily read by screen readers.
- COUNTY will be responsible for accessibility content after service launch to production
- COUNTY will perform testing and give approval of acceptance
- See additional responsibilities in Exhibit A

RESPONSIBILITIES OF THE HAWAII INFORMATION CONSORTIUM

HIC will provide a Project Manager to serve as the primary point of contact and coordination with the COUNTY project team for the duration of the implementation of this project. COUNTY will require the following from HIC by the agreed upon dates. If HIC does not provide any of these items by the required date, delivery dates, then COUNTY will not be held responsible for delays in the timetable due to unavailability of data or resources from HIC. HIC will provide all the HIC deliverables detailed in the Deliverables section and will:

- Host the application over the course of its lifecycle
- Provide general steps to resolve Priority A issues prior to project commencement
- Create and submit a Continuity plan to the State 5 business days prior to launch
- Provide day-to-day management of the project work plan
- Host periodic team meetings to review the status of project activities against the plan
- Provide Project Plan Updates
- Provide Executive Briefing as needed
- Provide the COUNTY with transaction reports and money transfers on a schedule mutually agreed to by HIC and the COUNTY
- Provide a consistent look and feel for related applications under development
- Provide ongoing monitoring of system efficiency and effectiveness and correct deficiencies in a prompt manner
- Provide resources to design, create, test, and implement the service
- Perform system maintenance and upgrades
- Run database backups and recovery routines
- Provide services as specified in the SOW
- Ensure website accessibility compliance per State Comptroller's Memorandum 2010-28. Accessibility of content added by the COUNTY post-production launch is at the responsibility of the COUNTY.
- Include acceptance testing criteria and process
- See additional responsibilities in Exhibit A

REMEDIES

Failure to Perform

If HIC substantially fails to perform the SOW, COUNTY will give HIC written notice describing such failure. Thereafter, HIC shall have 10 days (or a longer period of time if set forth in the written notice) to remediate such failure. If HIC has not remediated such failure within the allotted time period, COUNTY may terminate this SOW.

Pursuant to section 9.16.2 of the CONTRACT, substantial failure of HIC to perform the SOW may cause the COUNTY to terminate the SOW. In this event, the COUNTY may require HIC to reimburse the monies paid (based on the identified portion of unacceptable work received) and may seek associated damages.

MODIFICATIONS AND AMENDMENTS

This SOW may be modified, amended or extended only by mutual agreement signed by both parties.

STAKEHOLDERS

County of Hawaii
Vehicle Registration and Licensing Division
101 Pauahi St, Suite 5
Hilo, HI 96720

Hawaii Information Consortium, LLC.
201 Merchant Street
Suite 1805
Honolulu, HI 96813

CHAIN OF COMMAND

COUNTY OF HAWAII	Deanna S. Sako, Finance Director
	Jules Ung, Director of Information Technology
	Naomi O'Dell, VRL Administrator
HIC	Bertrand Ramos, General Manager
	Janet Pick, Director of Portal Operations
	Zheng Fang, Director of Development
	Laurenz Bacungan, Partner Liaison

SIGN OFF

I, the undersigned, have the authority to make binding decisions and have the authority to sign on behalf of my respective COUNTY/department regarding projects in collaboration with HIC.

RECOMMENDS FOR APPROVAL:

Date:

Deanna S. Sako
Finance Director
County of Hawaii

Date: 10/19/18

Harry Kim
Mayor
County of Hawaii

Approved as to Form and Legality

Deputy Corporation Counsel
Hawai'i County

REVIEWED AND APPROVED:

Date: Oct 29, 2018

ACCESS HAWAII COMMITTEE

By: Todd Nacapuy
Chief Information Officer
Office of Enterprise Technology Services
State of Hawaii

Date: 9/26/18

Bertrand Ramos
General Manager
Hawaii Information Consortium, LLC

Approved as to Availability of Funds in the amounts and for the purposes set forth herein.

DIRECTOR OF FINANCE
OCT 08 2018

Exhibit A

SOW-HAWAII-VRL-ROAD TEST SCHEDULER

County Agency:	**County of Hawaii Vehicle Registration and Licensing Division**
Agency Contact:	**Jules Ung**
Agency Email:	**Jules.Ung@HawaiiCounty.gov**
Agency Address:	**25 Aupuni Street, Hilo HI 96720**
Agency Phone:	**(808)932-2975**
HIC PM:	**Steffi Zacke**
HIC PM Email:	**Steffi@ehawaii.gov**
HIC PM Phone:	**(808)539-8964**
Application Name:	**Road Test Scheduler**
Estimated Deployment Date:	**8/5/2019**

Scope of Work to be Performed:

Develop a web based appointment scheduling application to allow the public to schedule a road test appointment with Hawaii County Vehicle Registration and Licensing Division.

The system should allow the public to:

- Complete online form including:
  - Type of Road Test
  - Test Locations
  - Personal Information including Name, Email Address, Phone Number
  - Permit/Driver's License Number
  - Are you 18 years or older? Y/N
  - Driver's Education Certificate Number
  - Behind the Wheel Certificate Number
- Reserve an appointment by time, date, and location
- View existing appointment
- Reschedule appointment
- Cancel appointment (fees will not be refunded)
- Receive appointment notifications upon rescheduling or cancellation
- Make payments via eCheck or credit/debit card

The system should allow the administrators to:

- Make road tests appointments over-the-counter
- Mark appointments as paid
- View, reschedule, and cancel appointments
- Set agency appointment availability on calendar
- Manage staff users
  - Each staff will have an independent login

- Admin can manager staff users and roles
- Generate Fiscal Report by date range to include payment date, payment method, transaction amount, and name
- Receive a notification upon appointment cancellations

Business Model: Self-Funded

Applicability of Transaction Fees: For all transactions completed, there will be a service fee of $1.50.

Other HIC Fees: Credit/debit card transactions will incur an additional processing fee of 2.78% per transaction.

Maintenance and Support Fees: There are no maintenance or support fees because this project is self-funded.

Delivery and Invoicing:

The "COUNTY" shall have fifteen (15) working days to review each deliverable and to either notify HIC of acceptance, or to provide HIC a detailed list of deficiencies that must be remedied prior to payment being made. In the event the "COUNTY" notifies HIC of material, non-compliance with the functional specifications, HIC shall correct the same within fifteen (15) working days, unless the "COUNTY" consents in writing to a longer period of time.

The development cost is $0.00 because this is a self-funded project. Therefore, there is no invoice schedule. Cost savings for the COUNTY is $39,000 as presented below.

Milestone Schedule						
Task Duration	**Description**	**Deliverable**	**Role**	**Hours**	**Rate (h)**	**Total**
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				
			Designer	70	$60	$4,200.00
4 weeks after kickoff meeting	Design prototype	Prototype	Project Manager	40	$80	$3,200.00
3 weeks after design prototype completed	COUNTY reviews prototype	Approval to proceed				
8 weeks after prototype approved	Develop form, scheduler, and payment system	Website deployed to TEST environment	Developer	224	$80	$17,920.00
			Designer	10	$60	$600.00
			Project Manager/QA	50	$80	$4,000.00
			Sys Admin	3	$100	$300.00
3 weeks after site deployed to TEST	Testing, training & review	1 training session for personnel	Developer	32	$80	$2,560.00
			Project Manager/QA	60	$80	$4,800.00
1 week after testing complete	Approval of testing	Sign off				
5 days after testing approval	Website live	Website deployed in PROD environment	Sys Admin	3	$100	$300.00
			Developer	4	$80	$320.00
			Project Manager	10	$80	$800.00
90 days after PROD deployment	Final Payment	Final payment due 90 days post PROD deployment				
			Work Totals	500		$39,000.00

Work Plan/Deliverables:

HIC 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.

Specific completion dates to be included for each deliverable within 2 days after contract is signed.

Prototype (January 21 – March 22, 2019)

- Kickoff Meeting (January 21 - February 1)
- Design prototype (February 4 – February 15)
- Review prototype internally (February 19 – February 22)
- Review prototype with COUNTY (February 25 – March 1)
- Obtain COUNTY signoff on prototype (March 4 – March 22)

Beta Deployment (March 25 – May 24, 2019)

- Code the application (March 25 – May 17)
- Deployment to test environment (May 20 – May 24)

Testing, training & Review (May 28 - August 5, 2019)

- HIC Application testing (May 28 – June 14)
- Application review and training with COUNTY staff (June 17 – June 21)
- COUNTY application testing (June 24 – July 5)
- Bug fixes (round 1) (July 8 – July 12)
- COUNTY application testing – test fixes (July 15 – July 19)
- Bug fixes (round 2) and final COUNTY testing and approval (July 22 – July 26)
- Production prep (July 29 – August 2)
- Deployment to production environment (August 5)

HIC 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.

County Responsibilities:

No additional set of responsibilities for COUNTY that are specific to this project.

HIC Responsibilities:

No additional set of responsibilities for HIC that are specific to this project.

Checklist for Services HIC Will Provide:

Idea Development

- [x] Analysis of existing processes, workflows and systems
- [x] Roadmap creation
- [ ] Workflow process re-engineering
- [ ] Alternative solution exploration

Customer Service

- [x] 24/7 customer service via phone, web chat, and email
- [x] Monthly customer service statistics
- [x] 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

- [x] Agile process and experienced project teams
- [x] Requirements collection and development
- [ ] Workflow reengineering
- [x] Solution estimating
- [ ] Alternative approach planning and development

Web Design and Development

- [x] Accessibility and 508 compliance
- [x] 24/7 customer service support
- [x] Java application development
- [ ] Mobile applications (Android and iOS)
- [x] Responsive web design
- [x] User feedback data pipelines
- [ ] User centered design
- [ ] User experience, user interface, and visual design
- [ ] Web Content Management Systems

Servers & Security

- ☒ Endeavor Data Center with 99.99% uptime
- ☒ Secured redundant UPS power systems
- ☒ Regular server monitoring and tracking
- ☒ 24/7 security and video surveillance
- ☒ Smoke detection and dry pipe fire systems

3rd Party Merchant Processing

- ☒ Level-3 PCI DSS compliance
- ☒ Secure configuration with external PCI scans
- ☒ Credit card and electronic check payments
- ☒ ACH or manual disbursements
- ☒ Chargeback and returns support
- ☒ Collection and frontline customer support for all payments
- ☒ Reporting modules