EXHIBIT A

SOW-MAU-PVL-Data Integration

State/County Agency:	County of Maui
Agency Contact:	Jacob Verkerke
Agency Email:	Jacob.verkerke@co.maui.hi.us
Agency Address:	200 S. High Street 6th Floor Wailuku, HI 96793
Agency Phone:	808- 270-7842
HIC PM:	Jing Xu
HIC PM Email:	jing@ehawaii.gov
HIC PM Phone:	808-695-4614
Application Name:	PVL Data Integration with EnerGov
Business Model:	Fixed Rate
Estimated Deployment Date:	Oct 1, 2019

SCOPE OF WORK AND DELIVERABLES

Scope:

Create and maintain an interface to allow real-time validation of professional and vocational license information within the EnerGov system.

"Automation of Validating Professional and Vocational Licenses" (known as Exhibit B) are the requirements the County of Hawaii and the County of Maui presented and reviewed with HIC on February, 25, 2019.

Delivery:

County of Hawaii and County of Maui have different schedules to deploy EnerGov and the PVL integration. Although development and some testing can be done by both counties at the same time, System Integration Testing (SIT), User Acceptance Testing (UAT), and Deployment will be scheduled at different times.

The County of Hawaii 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 of Hawaii notifies HIC of material, non-compliance with the functional specifications, HIC shall correct the same within

fifteen (15) working days, unless the County of Hawaii consents in writing to a longer period of time.

Task Duration	Description	Deliverable	Role	Hours	Rate	Total
TBD	Signed Statement of Work	Signed SOW	SR PM	n/a	n/a	n/a
1 Day	Project Kick off Meeting and Start of the Project	Work Plan with Dates for each Deliverable presented	PM	n/a	n/a	n/a
4 weeks, after kick-off meeting	Design and Development of the Interface	Deployment of Interface to TEST	Developer	70.00	$80.00	$5,600.00
			SR PM	16.00	$120.00	$1,920.00
2 weeks, after Deployment to TEST	Documentation of the Interface	Delivery of interface documentation	SR PM	2.00	$120.00	$240.00
8 weeks, after Delivery of the Documentation	Partner Integration and Testing	Partner Acceptance, authorization to deploy to PROD	SR PM	n/a	n/a	n/a
1 week, after Partner Acceptance	System Launch	System Deployment to PROD	DB Sys Admin	3.00	$100.00	$300.00
90 Days, after PROD Launch	Maintenance Period	Partner Final Acceptance	SR PM	n/a	n/a	n/a
	Subtotal			91.00		$8,060.00
	GE Tax					$379.79
	TOTAL					$8,439.79

NOTES:

HIC exercise no control over the resource availability or delays of the COUNTY and Tyler Technologies.

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.

The following is the work plan determined at the time of SOW creation. An updated work plan will be provided to the COUNTY within 2 days after project kickoff meeting.

Kick Off (June 17, 2019)

- Kickoff Meeting (June 17)
- HIC Draft Spec Document Delivered to the Counties (June 21, 2019)
- Approval of Spec from Counties (June 28)

Development and TEST Deployment (July 1, 2019 – August 2, 2019)

- Interface Development (July 1 – Aug 2, 2019)
- Deployment to TEST environment (Aug 2, 2019)
- Final Spec Documentation Completion & Delivery (August 2, 2019)

Cooperative Testing & Launch (August 5, 2019 – October 1, 2019)

- Hawaii County application integration and testing (August 5 – September 27)
- Iteration Development and Updates (August 5 – September 27)
- Testing Complete and Acceptance (September 30)
- Production prep (September 30)
- Deployment to production environment (October 1)

County of Maui Key Dates for Reference Only

- System Integration Testing (SIT) (October 7, 2019 to March 12, 2020)
- User Acceptance Testing (UAT) (July 7, 2020 to September 25, 2020)
- Production Over (October 19, 2020 to October 26, 2020
- County of Maui Go Live (October 26, 2020)

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.

Each County will notify HIC if any date is modified for their project

FEES

Development Fees: The project development cost is $8,439.79 including Hawaii General Excise Tax (GET). The County of Maui will be paying half of the cost equaling $4,219.89 in total.

Maintenance and Support Fees: $0.00

INVOICE AND PAYMENT SCHEDULE

County of Maui is responsible for $4,219.89 of the above total development fee and will be invoiced and paid 30-days after invoice is received according to the following schedule:

	Invoice Schedule			
Date	**Deliverable**	**Price**	**GE Tax**	**Total**
December 2019	Payment at 90-days post launch to PROD	$4,030.00	$189.89	$4,219.89
	TOTAL	$4,030.00	$189.89	$4,219.89

ADDITIONAL RESPONSIBILITIES OF COUNTY

List set of responsibilities for COUNTY that are specific to this project.

ADDITIONAL RESPONSIBILITIES OF HIC

List set of responsibilities for HIC that are specific to this project.

CHECKLIST OF SERVICES HIC WILL PROVIDE

Idea Development

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

Customer Service

☐ Customer service via phone, web chat, and email during state business hours
☐ Monthly customer service statistics

☐ 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

☒ Agile process and experienced project teams
☐ Requirements collection and development
☐ Workflow reengineering
☒ Solution estimating
☐ Alternative approach planning and development

Web Design and Development

☐ Accessibility and 508 compliance
☐ 24/7 customer service support
☐ Java application development
☐ Mobile applications (Android and iOS)
☐ Responsive web design
☐ 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 and manual disbursements
☐ Chargeback and refund support
☐ Collection and frontline customer support for all payments

☐ Reporting modules