EXHIBIT A

SOW-AMENDMENT 2-COUNTY OF KAUAI-DEPT OF PUBLIC WORKS-ONLINE SEWER PAYMENTS

County Agency:	**Wastewater Management**
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HIC PM:	**Carrie Miyasato**
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HIC PM Phone:	**(808) 687-6137**
Application Name:	**Online Sewer Payments**
Business Model:	**Self-Funded**
Estimated Deployment Date:	**December 18, 2019**

SCOPE OF WORK AND DELIVERABLES

Scope:

This Statement of Work covers the upgrade of the Online Sewer Payments and all functionality to the HIC Payment Platform. The Payment Platform is a centralized payment portal developed by HIC that simplifies Hawaii government payments. The upgrade will provide a new look and feel, and include an admin module for Kauai Sewer staff that will provide a view of payment transaction history.

Delivery:

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.

There are no development costs for this project. The Milestone Schedule provides the would-be development cost.

Milestone Schedule							
Task Duration	**Description**	**Deliverable**	**Role**	**Hours**	**Rate (h)**	**Total**	**Payment Schedule (includes GET)**
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	PM	N/A	N/A	N/A	
10 working days after kickoff meeting	Development: Design Prototype	Design Prototype	Developer PM/QA	20 16	$80 $80	$1,600.00 $1,280.00	$1,675.39 $1,340.31
15 working days after completed Design Prototype	Approval to proceed	Sign-off: Design Prototype					
10 working days after Design Prototype is approved	Development: Configuration Deploy configured app to TEST environment Testing by HIC	Functional app in TEST environment	Developer PM/QA Sys Admin	40 32 2	$80 $80 $100	$3,200.00 $2,560.00 $200.00	$3,350.78 $2,680.63 $209.42
10 working days after Design Prototype is approved	Partner receives functional app in TEST environment	Sign-off: Deployment of functional app in TEST environment					20% payment ($0)
15 working days after Design Prototype deployed to TEST	Approval to proceed, or changes	Sign-off, or request for configuration adjustments					
15 working days after Design Prototype deployed to TEST		Sign-off: COUNTY completion of testing and acceptance of app in TEST environment					20% payment ($0)
10 working days after request for changes	Development: Configuration Adjustments	Updated app in TEST environment	Developer PM/QA	20 16	$80 $80	$1,600.00 $1,280.00	$1,675.39 $1,340.31

5 working days after updated app in TEST environment	Produce training material (documentation) Partner testing and training session.	One training session with training material (documentation)	PM	16	$80	$1,280.00	$1,340.31
5 working days after training session	Approval to proceed to deploy to PROD environment	Sign off: Letter of Deployment (LOD) to deploy to PROD environment.					20% payment ($0)
3 working days after sign-off to deploy to PROD environment	Deploy to PROD environment	Functional app in PROD environment	Developer	2	$80.00	$160.00	$167.54
			PM	1	$80.00	$80.00	$83.77
			Sys Admin	2	$100.00	$200.00	$209.42
90 days after deployment of functional app in PROD environment	Post Launch Warranty Period	Final invoice sent 90-days post launch					40% payment ($0)
			Work Totals	**167**	**$13,440.00**	**$14,073.29**	**$0.00**

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.

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 (September 16 – 18)

- HIC & COUNTY: Kick-off Meeting (September 16)
- HIC: Workplan (September 18)

Prototype (September 19 – October 21)

- HIC: Design Prototype (September 30)
- COUNTY: Review, approve/comment on Design Prototype (October 21)
- Obtain COUNTY signoff on prototype (October 21)

Configuration and TEST Deployment (October 22 – November 5)

- HIC: Configure app (October 22 – November 4)
- HIC: Deploy to TEST environment and test (November 5)

Testing and Configuration Adjustments (November 6 – December 6)

- COUNTY: Test, approve/comment on TEST app (November 6 – 20)
- HIC: Adjust configuration and test (December 6)

Training: (December 9 – December 13)
- HIC: Produce training materials and conduct training

Deployment to PROD (December 16-18)
- COUNTY: Approval to deploy to PROD environment (December 16)
- HIC: Deploy to PROD environment (December 18)

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.

FEES

Include total cost (including general excise tax) and breakdown of all other fees (i.e. development, hosting, maintenance and support, transaction and other fees).

1. Development Fees:
   There are no development costs for this project. The Milestone Schedule provides the would-be development cost.

2. Hosting Fees: $0.00

3. Maintenance and Support Fees: $0.00

4. 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 $2.50; plus
(2) Each credit/debit card or eCheck transaction will incur an additional fee as described below:
   a. Credit/debit card transactions - Additional transaction processing fee of 2.2% per transaction; or
   b. eCheck transactions - Additional transaction processing fee of $1.00 per transaction; plus

The Transaction Fee will be an add-on fee for each transaction, and therefore will be paid by end users.

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

5. Other Fees: $0.

INVOICE AND PAYMENT SCHEDULE

NO DEVELOPMENT COST: There are no development costs for this project. Exhibit A provides the would-be development cost.

	Invoice Schedule			
Date	**Deliverable**	**Price**	**GE Tax**	**Total**
N/A	Payment upon deployment of functional test system and COUNTY acceptance	$0.00	$0.00	$0.00 (20%)
N/A	Payment upon completion of testing and COUNTY acceptance	$0.00	$0.00	$0.00 (20%)

N/A	Payment after acceptance letter signed by COUNTY and submittal of application for launch to production environment	$0.00	$0.00	$0.00 (20%)
N/A	Payment at end of 90-day warranty period	$0.00	$0.00	$0.00 (40%)
	TOTAL	$0.00	$0.00	$0.00

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

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