EXHIBIT A

SOW-CCHNL-OCC-OnlineBallotRequestSystem

County Agency: City & County of Honolulu, Office of City Clerk
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HIC PM Phone: (808) 687-6136
Application Name: Online Ballot Request System
Business Model: Fixed Rate
Estimated Deployment Date: July 8, 2020

SCOPE OF WORK AND DELIVERABLES

Scope:

Phase I: Create a system that allows registered City and County of Honolulu voters who have a problem with their mail in ballot to request a new one from the Office of the City Clerk.

The System will have the following:

- Public Facing Web Component that allows voters to submit information to request a mail in ballot, that confirms email validity, and that identifies the ballot delivery method to the submitter
- Administrative Web Component that allows staff to review and respond to requests via email, that generates automatic acknowledgment of receipt of the request, and that allows sorting and filtering on submissions

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.

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					
2 weeks after kickoff meeting	Design wireframes	Design wireframes (Key page flow)	Designer	4	$60	$240	
			PM	8	$80	$640	
15 working days after design wireframes completed	Approval to proceed	Sign off					
7 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment	Developer	100	$80	$8,000	
			PM/QA	52	$80	$4,160	
			Sys Admin	1	$100	$100	
Upon website deployment in test environment	**Approval to proceed**	**Sign off**					**20% payment ($3,886.91)**
1 week after site deployed to TEST	Testing, training & review	1 training session for personnel	Developer	20	$80	$1,600	
			PM/QA	40	$80	$3,200	
			Sys Admin	1	$100	$100	
15 working days after deployment of website in test environment	**Approval to proceed**	**Sign off**					**20% payment ($3,886.91)**
3 days after testing approval	Website live	Website deployed in PROD environment	Developer	2	$80	$160	
			PM	2	$80	$160	
			Sys Admin	2	$100	$200	

Upon website deployment in PROD environment	Approval to proceed	Sign off				20% payment ($3,886.91)
N/A	Post Launch	Final invoice sent 90-days post launch				40% payment ($7,773.82)
			Work Totals	232	$18,560.00	$19434.55

NOTES:

The Access Hawaii Committee, which needs to approve the SOW, meets once per quarter. This may affect the approval date and the start of the project.

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 as 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.

Wireframes (March 6 – March 26, 2020)

- Kickoff Meeting (March 6 – March 11)
- Design wireframes (March 12 – March 18)
- Review wireframes internally (March 19 – March 23)
- Review wireframes with COUNTY (March 24 – March 25)
- Obtain COUNTY signoff on wireframes (March 27 – April 2 or 15 workdays)

Development and TEST Deployment (April 3 - May 27, 2020)

- Code the application (April 3 – May 22)
- Deployment to TEST environment - (May 26 – May 27)

Testing, Training, and Launch (May 28 – July 8, 2020)

- HIC application testing (May 28 – June 4)
- Application review and training with COUNTY staff (June 5 – June 9)
- COUNTY application testing (June 10 – June 17)

- Bug fixes Round 1 (June 18 – June 22)
- COUNTY application testing – test fixes (June 23 – June 26)
- Bug fixes Round 2 and final COUNTY testing & approval (June 29 – July 2)
- Production prep (July 6 – July 7)
- Deployment to production environment (July 8)

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: $19,434.55

2. Hosting Fees: $600.00

3. Maintenance and Support Fees: $0.00 (Customer Service will be provided by COUNTY)

4. Transaction Fees: $0.00

5. Other Fees: $0.00

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed cost for this project is $19,434.55 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**
May 26, 2020	Payment upon deployment of functional test system and COUNTY acceptance	$3,712.00	$174.91	$3,886.91 (20%)
July 2, 2020	Payment upon completion of testing and COUNTY acceptance	$3,712.00	$174.91	$3,886.91 (20%)
July 9, 2020	Payment after acceptance letter signed by COUNTY and submittal of application for launch to production environment	$3,712.00	$174.91	$3,886.91 (20%)
October 6, 2020	Payment at end of 90-day warranty period	$7,424.00	$349.82	$7,773.82 (40%)
	TOTAL	$18,560.00	$874.55	$19,434.55

ADDITIONAL RESPONSIBILITIES OF COUNTY

N/A

ADDITIONAL RESPONSIBILITIES OF HIC

N/A

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