

SOW Amendment1 EXHIBIT A

DOH-DCAB-Disability Parking Permit System

State Agency: Department of Health,
 Disability & Communication Access Board
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Application Name: Disability Parking Permit System
Business Model: Fixed Rate
Estimated Deployment Date: November 25, 2020

SCOPE OF WORK AND DELIVERABLES

Scope:

The scope of the project includes the enhancement of the following:

- Create a new Free-Parking Placard type
- Update questions and answer fields for the new placard type
- Limit the issuance of free-parking placard type for DCAB office only
- Establish replacement and renewal process for the new placard type

Delivery:

The STATE 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 STATE notifies HIC of material, non-compliance with the functional specifications, HIC shall correct the same within fifteen (15) working days, unless the STATE 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
	Design and Develop		Designer	16.00	\$60.00	\$960.00
			PM	8.00	\$80.00	\$640.00

4 weeks after kick-off meeting	System Prototype	System Prototype and acceptance	Sr PM	1.00	\$120.00	\$120.00
8 weeks after Prototype Acceptance	System Development & Testing	System Deployment to TEST	Developer	80.00	\$80.00	\$6,400.00
			PM	24.00	\$80.00	\$1,920.00
			SR PM	4.00	\$120.00	\$480.00
4 weeks after Deployment to TEST	Partner Testing, Review and Updates	Partner Authorization to deploy to PROD	Developer	4.00	\$80.00	\$320.00
			PM	2.00	\$80.00	\$160.00
			SR PM	2.00	\$120.00	\$240.00
1 week after Partner Acceptance	System Launch	System Deployment to PROD	DB Sys Admin	2.00	\$100.00	\$200.00
90 Days after PROD Launch	Maintenance Period	Partner Final Acceptance	Sr. PM	n/a	n/a	n/a
	Subtotal			143.00		\$11,440.00
	GE Tax					\$539.05
	TOTAL					\$11,979.05

NOTES:

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 STATE within 2 days after project kickoff meeting.

Prototype (July 1 – August 9, 2020)

- Kickoff Meeting (July 1, 2020)
- Design prototype (July 1 – July 19)
- Review prototype internally (July 22 – July 26)
- Review prototype with STATE (July 29 – Aug 8)
- Obtain STATE signoff on prototype (Aug 9)

Development and TEST Deployment (August 12, 2020 – October 11, 2020)

- Code the application (Aug 12, 2020 – October 11, 2020)
- Deployment to TEST environment and Testing (October 14 – Oct 25, 2020)

Testing, Training, and Launch (October 28 – Nov 25, 2020)

- STATE Application review and testing (October 28 – Nov 11)
- Bug fixes and updates (October 28 – Nov 11)
- System launch approval (Nov 15, 2020)
- Production prep (Nov 18 - 22)

- Deployment to production environment (Nov 25, 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.

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: \$11,979.05 (including GET)
2. Hosting Fees: \$0.00
3. Maintenance and Support Fees: The existing annual maintenance fee of \$12,000 will remain.
4. Transaction Fees: \$0.00
5. Other Fees: \$0.00

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed cost for this project is \$11,979.05 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
October 2020	Payment upon deployment of functional test system	\$2,288.00	\$107.81	\$2,395.81 (20%)
November 2020	Payment upon completion of testing and STATE acceptance	\$2,288.00	\$107.81	\$2,395.81 (20%)
December 2020	Payment after acceptance letter signed by STATE and submittal of application for launch to production environment	\$2,288.00	\$107.81	\$2,395.81 (20%)
March 2021	Payment at end of 90-day warranty period	\$4,576.00	\$215.62	\$4,791.62 (40%)
	TOTAL	\$11,440.00	\$539.05	\$11,979.05

ADDITIONAL RESPONSIBILITIES OF STATE

List set of responsibilities for STATE 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
- Customer service technical 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