

SOW EXHIBIT A

MAUI-MPD-EBW WEB INTERFACE

County Agency: County of Maui – Maui Police Department
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Application Name: eBW Web Interface
Business Model: Fixed Rate
Estimated Deployment Date: August 26, 2020

SCOPE OF WORK AND DELIVERABLES

Scope:

HIC will implement two web services via a REST service to allow the COUNTY to pull back any new or updated warrant information from HIC's eBW database. COUNTY must access the service via authenticated, encrypted means (via HTTPS) and will provide HIC with COUNTY's external IP address as the service will be restricted to this IP. The results will be returned via JSON and are based on the new and updated warrants that HIC has obtained from the Judiciary's Information Management System (JIMS) and from web status updates within the eBW application. The fields returned to the COUNTY will include the following:

```
{
  "code": "OK",
  "message": "",
  "data": [{
    "warrants": [{
      "warrantNumber": "C111123456",
      "webStatus": "SERVED",
      "citationNumber": "",
      "judicialDistrict": "Oahu",
      "judicialDivision": "PUNCHBOWL",
      "bailAmount": "200",
      "severity": "IN",
      "warrantType": "CRIMINAL_CIRCUIT",
      "orderedDate": "05/10/2020"
    }],
    "firstName": "John",
    "lastName": "Doe",
    "middleName": "Jason",
    "suffix": "",
    "sex": "M",
    "birthDate": "01/01/1990",
    "ssn": "123456789",
    "driversLicense": "H00123456",
    "criminalStateId": ""
  ]
}
```

```

    "address": {
      "street": "111 North St",
      "city": "Honolulu",
      "state": "HI",
      "zip": "96813"
    }
  }
}

```

The first web service will allow the COUNTY to query the eBW data once a day to obtain updated and new warrant data which HIC has obtained from Judiciary’s JIMS system daily. Query parameters include date, district, and court.

The second web service will allow the COUNTY to query the eBW data every 10 minutes to obtain information on warrants that have had status updates (i.e. Active, Served, Recalled status) via the eBW application. Query parameters include from (time), to (end time), date, district, and court.

Delivery:

The STATE OR 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 STATE OR COUNTY notifies HIC of material, non-compliance with the functional specifications, HIC shall correct the same within fifteen (15) working days, unless the STATE OR COUNTY consents in writing to a longer period of time.

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				
2 weeks after kickoff meeting	Beta deployment	Web service deployed in TEST environment	Developer	28	\$80	\$2,240
			Sys Admin	1	\$100	\$100
			Software Architect	2	\$120	\$240
2 weeks after web service deployed to TEST	Testing & review		Developer	8	\$80	\$640
			PM	16	\$80	\$1,280
15 working days after testing web service deployed in TEST environment	Approval to proceed	Sign off				
3 days after testing approval	Web service live	Web service deployed in PROD environment	Sys Admin	1	\$100	\$100
			Developer	1	\$80	\$80

			PM	1	\$80	\$80
Upon web service deployed in PROD environment	Approval to proceed	Sign off				
			Work Totals	58		\$4,760.00

NOTES:

Testing of the web services will be dependent on COUNTY’s vendor to implement a means to test the web service. HIC will not be penalized for any delays occurring due to COUNTY’s vendor.

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 OR COUNTY within 2 days after project kickoff meeting.

Development and TEST Deployment (June 8 - 26)

- Kickoff Meeting (June 8 - 12)
- Implement web services (June 15 - 26)
- Deployment to TEST environment (June 26)

Testing and Launch (June 29 – Aug 26)

- HIC application testing (June 29 – July 10)
- Application review with COUNTY staff (July 13 - 15)
- COUNTY application testing (July 16 - 31)
- Bug fixes Round 1 (Aug 3 - 7)
- COUNTY application testing – test fixes (Aug 10 - 14)
- Bug fixes Round 2 and final COUNTY testing and approval (Aug 17 - 21)
- Production prep (Aug 24 - 26)
- Deployment to production environment (Aug 26)

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: \$4,760.00 + \$224.29 GET = \$4,984.29
2. Hosting Fees: \$0.00
3. Maintenance and Support Fees: \$0.00
4. Transaction Fees: N/A
5. Other Fees: \$0.00

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed cost for this project is \$4,984.29 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
August 26, 2020	Payment after acceptance letter signed by COUNTY and submittal of web service for launch to production environment	\$4,760.00	\$224.29	\$4,984.29
	TOTAL	\$4,760.00	\$224.29	\$4,984.29

ADDITIONAL RESPONSIBILITIES OF STATE OR COUNTY

COUNTY will work with their RMS vendor to ensure the HIC web service will be ready to test based upon the agreed upon timeline.

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
- 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