

SOW EXHIBIT A

CCHNL – HPD - eBench Warrants Interface

State/County Agency: City and County of Honolulu,
Honolulu Police Department (HPD)

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Application Name: e-Bench Warrants Interface

Business Model: Fixed Cost

Estimated Deployment Date: October 2020

SCOPE OF WORK AND DELIVERABLES

Scope

The existing HPD eBW web service allows HPD to query the eBW data and obtain warrant information on potential matches. HPD must access the service via authenticated, encrypted means (via HTTPS). NIC HI does not guarantee the results are exact matches. The results will be returned via JSON and are based on the criteria sent to NIC HI via the query. HPD can query based on First Name, Last Name, Birthdate, SSN, License No., or Criminal State ID No.

NIC HI will enhance the existing eBW web service to add Warrant Status, Bail Amount, and Ordered Date as query parameters so HPD can perform more targeted searches.

Data Element	Description	Example	Format
Warrant Status	The eBW Web Status associated with the warrant.	Active Served Recalled All	ACTIVE SERVED RECALLED ALL
Bail Amount	The bail amount associated with the warrant.	\$1,000,000	XXXXXXXX
Ordered Date	The ordered date associated with the warrant.	01/31/2020	MM/DD/YYYY

HPD will provide NIC HI with their 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 NIC HI has obtained from the Judiciary’s Information Management System (JIMS) and from web status updates within

the eBW application. There will be a max of 250 search results returned. The fields returned to HPD 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"
    }
  ]
}
```

Delivery

The STATE OR COUNTY shall have fifteen (15) working days to review each deliverable and to either notify NIC HI of acceptance, or to provide NIC HI a detailed list of deficiencies that must be remedied prior to payment being made. In the event the STATE OR COUNTY notifies NIC HI of material, non-compliance with the functional specifications, NIC HI 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	32	\$80	\$2,560
			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	12	\$80	\$960
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 + \$224.29 GET TOTAL = \$4,984.29

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

NIC HI 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 (Sept 8 - 25)

- Kickoff Meeting (Sept 8 - 11)
- Implement web services (Sept 14 - 25)
- Deployment to TEST environment (Sept 25)

Testing and Launch (Sept 28 – Nov 24)

- HIC application testing (Sept 28 – Oct 9)
- Application review with COUNTY staff (Oct 12 - 16)
- COUNTY application testing (Oct 19 - 30)
- Bug fixes Round 1 (Nov 2 - 6)
- COUNTY application testing – test fixes (Nov 9 - 13)
- Bug fixes Round 2 and final COUNTY testing and approval (Nov 16 - 20)
- Production prep (Nov 23)
- Deployment to production environment (Nov 24)

NIC HI 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
Nov 24, 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

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

HPD will provide NIC HI with their external IP address as the service will be restricted to this IP.

ADDITIONAL RESPONSIBILITIES OF NIC HI

N/A

CHECKLIST OF SERVICES NIC HI 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