

SOW EXHIBIT A

DCCA-PVL-Transition Support

State/County Agency: Department of Commerce and Consumer Affairs
Professional and Vocational Licensing Division

Agency Contact: Charlene L. K. Tamanaha

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Agency Phone: 808-586-2690

NIC HI PM: Jing Xu

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NIC HI PM Phone: 808-695-4614

Application Name: Transition Support

Business Model: Fixed Cost

Estimated Deployment Date: June 2021

SCOPE OF WORK AND DELIVERABLES

Scope:

The scope of work includes any ad-hoc support required upon request of STATE, including but not limited to manipulation of data, new integration development, etc., to assist the STATE in transitioning from NIC HI's online services to a new system for the Transitioning Services. Based on the specific request from the STATE, NIC HI will provide a written estimate, including cost, work plan, and milestone schedule, to Agency Contact above. Upon written approval from Agency Contact, NIC HI will proceed with the work.

Out of scope: Delivery of existing self-contained application data or files, which does not require manipulation, change of existing process or functionalities, nor creation of additional documentation related to the service.

Transitioning Services:

PVL Licensee Dashboard (MyPVL)
PVL License Renewal
PVL Real Estate Board Continuing Education System
PVL Plumber and Electrician Continuing Education System
PVL Guards Employee Application System
PVL License Application Submission System
PVL License Search
PVL License List Builder
PVL Bulk License Data Download Service
PVL Real Estate Board AOUO Condo Association Registration System
PVL Surety/Insurance Information Submission System

Delivery:

Work request will be deemed completed once the work request items have been delivered to STATE.

Work Plan/Deliverables:

NIC HI is to provide a detailed description of all the tasks that are to be completed to accomplish the work requested by the STATE. An updated work plan/timeline will be provided to the STATE within 2 days after work request has been approved.

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: Development fees will be determined based on the Rate Chart in the SOW once a work request is defined. The total requested support work to be approved by the STATE shall not exceed \$100,000.00 + GET. A separate amendment is required for any budget increase. The total requested support work may be less than \$100,000.00.
2. Hosting Fees: \$0.00
3. Maintenance and Support Fees: \$0.00
4. Transaction Fees: \$0.00
5. Other Fees: \$0.00

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed cost for this project is \$100,000.00 + GET and will be invoiced and paid 30-days after invoice is received. Invoice will be sent to STATE once work request has been completed and delivered to STATE.

ADDITIONAL RESPONSIBILITIES OF STATE

STATE will submit any work requests in written form to NIC HI.

STATE will approve or deny any estimates/timelines from NIC HI for work requested.

ADDITIONAL RESPONSIBILITIES OF NIC HI

NIC HI will provide a written estimate and milestone timeline to STATE for each work request submitted and deemed appropriate under the scope of this SOW.

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