

## SOW EXHIBIT A

### KAUAI - DEPARTMENT OF FINANCE – HAWAII ERECORDING

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<b>NIC HI PM Phone:</b>	(808) 687-6227
<b>Application Name:</b>	Hawaii eRecording
<b>Business Model:</b>	Transaction Based
<b>Estimated Deployment Date:</b>	November 26, 2020

### SCOPE OF WORK AND DELIVERABLES

#### Scope

Provide Government Entities access to Hawaii eRecording to submit documents to the Department of Land and Natural Resources (DLNR) Bureau of Conveyances (BOC), which will be recorded electronically.

The application will allow users to:

- Electronically submit approved document types to the BOC
  - Submit Abstract or Torrens document
  - Add index information to documents
  - Upload document image
  - Upload helper document image
  - Create a batch of up to five documents
- Pay for document submissions electronically
- View history of documents submitted
- View status of documents submitted
- View rejection reason for documents that are rejected
- View document number and image of documents recorded

#### Delivery

The 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 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 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	Beta deployment	Website deployed in TEST environment	Sr Developer	40	\$100	\$4,000	
			Sys Admin	1	\$100	\$100	
<b>15 working days after website deployed in test environment</b>	<b>Approval to proceed</b>	<b>Sign off</b>					\$0
2 weeks after site deployed to TEST	Testing, training & review	1 training session for personnel	Sr Developer	10	\$100	\$1,000	
			PM	40	\$80	\$3,200	
<b>15 working days after testing website deployed in test environment</b>	<b>Approval to proceed</b>	<b>Sign off</b>					\$0
3 days after testing approval	Website live	Website deployed in PROD environment	Sr Developer	1	\$100	\$100	
			Sys Admin	1	\$100	\$100	
			PM	1	\$80	\$80	
<b>15 working days after website deployed in test environment</b>	<b>Approval to proceed</b>	<b>Sign off</b>					\$0
			<b>Work Totals</b>	<b>94</b>		<b>\$8,580</b>	<b>\$0</b>

### 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 COUNTY within 2 days after project kickoff meeting.

Development and TEST Deployment (September 7 – October 16)

- Kickoff Meeting (September 7 – September 11)
- Code the application (September 14 – September 25)
- Deployment to TEST environment (September 28 – October 16)

Testing, Training, and Launch (October 19 – November 26)

- NIC HI application testing (October 19 – October 23)
- Application review and training with COUNTY staff (October 26 – October 30)
- COUNTY application testing (November 2 – November 6)
- Bug fixes Round 1 (November 9 – November 13)
- COUNTY application testing – test fixes (November 16 – November 20)
- Production prep (November 23 – November 25)
- Deployment to production environment (November 26)

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**

1. Development Fees: \$0.00
2. Hosting Fees: \$0.00
3. Maintenance and Support Fees: \$0.00
4. Transaction Fees: \$0.50 per document recorded on behalf of the COUNTY. \$3.00 per document recorded on behalf of the public. Payments will be made via portal subscriber account. The Transaction Fee shall be deducted via ACH or automatically processed via credit card on a monthly basis. The frequency and method of remittance can be modified upon mutual agreement and signed agreement between NIC HI and COUNTY.
5. Other Fees: \$0.00

## **ADDITIONAL RESPONSIBILITIES OF COUNTY**

N/A

## **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