

## SOW EXHIBIT A

### DOD-OHS-Community Partnerships

**State/County Agency:** Department of Defense, Office of Homeland Security  
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**Application Name:** Community Partnerships  
**Business Model:** Time and Materials  
**Estimated Deployment Dates:** March 31, 2021 (Phase I) and July 12, 2021 (Phase II)

### SCOPE OF WORK AND DELIVERABLES

#### Scope

Build an application serving the retail and tourism security communities that will have the following attributes:

#### Phase I

- Data Collection: Entry of incident report information, which includes text fields, photographs, and geolocation capability for entered addresses
- Administrator capability to enter, update, and comment on incident reports, and logs of actions; Law Enforcement can update status of incident reports
- Member management, including registration, multifactor authentication, distinct groups of members, and a searchable directory, and logs of administrative actions taken
- Member ability to submit incident reports, updates, and comments
- Email notifications sent upon incident report publication and revisions
- Photo gallery

#### Phase II

- Message board for admins and members where they can post notices, add images, comments, search and filter, categorize or rank messages, customize messages

#### Delivery

The STATE 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 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 consents in writing to a longer period of time.

**Milestone Schedule: Phase I - Incident Reports, Administrative Capabilities, User Management, Notifications, and Photo Gallery**

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	PL				
2 weeks after work plan approved	Design Functional Prototype	Design Prototype (image mockups of key pages)	Designer	84	\$60	\$5,040	
			PM	6	\$80	\$480	
5 working days after Prototype completed	Approval to proceed	Sign off					
7 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment:					
	Incident Report		Developer	92	\$100	\$9,200	
			PM	32	\$80	\$2,560	
			QA Testing	36	\$80	\$2,880	
			Sys Admin	6	\$100	\$600	
	Admin Features		Developer	56	\$100	\$5,600	
			PM	20	\$80	\$1,600	
			QA Testing	22	\$80	\$1,760	
			Sys Admin	3	\$100	\$300	

	User Management		Developer	186	\$100	\$18,600	
			PM	70	\$80	\$5,600	
			QA Testing	72	\$80	\$5,760	
			Sys Admin	11	\$100	\$1,100	
	Notifications		Developer	38	\$100	\$3,800	
			PM	14	\$80	\$1,120	
			QA Testing	15	\$80	\$1,200	
			Sys Admin	2	\$100	\$200	
	Photo Gallery		Developer	38	\$100	\$3,800	
			PM	14	\$80	\$1,120	
			QA Testing	15	\$80	\$1,200	
			Sys Admin	2	\$100	\$200	
<b>Upon website deployment in test environment</b>	<b>Approval to proceed</b>	<b>Sign off</b>					<b>20% payment (\$17,424.08)</b>
1 week after site deployed to TEST	Testing, agency training & review	1 training session for agency personnel	Developer	28	\$100	\$2,800	
			PM	35	\$80	\$2,800	
			QA Testing	40	\$80	\$3,200	
			SysAdmin	1	\$100	\$100	
<b>15 working days after deployment of website in test environment</b>	<b>Approval to proceed</b>	<b>Sign off</b>					<b>20% payment (\$17,424.08)</b>
1 week after testing approval	Website live	Website deployed in PROD environment	Developer	3	\$100	\$300	
			PM	1	\$80	\$80	
			SysAdmin	2	\$100	\$200	
<b>Upon website deployment in PROD environment</b>	<b>Approval to proceed</b>	<b>Sign off</b>					<b>20% payment (\$17,424.07)</b>
<b>N/A</b>	<b>Post Launch</b>	<b>Final invoice sent 90-days post launch</b>					<b>40% payment (\$34,848.15)</b>
			<b>Work Totals</b>	<b>944</b>		<b>\$83,200.00 + GET</b>	<b>\$87,120.38</b>

**Milestone Schedule – Phase II - Message Board**

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	PL				
4 weeks after work plan approved	Design Prototype	Design Prototype (image mockups of key pages)	Designer	36	\$60	\$2,160	
			PM	2	\$80	\$160	
5 working days after Prototype completed	Approval to proceed	Sign off					
9 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment:					
	Message Board		Developer	185	\$100	\$18,500	
			PM	70	\$80	\$5,600	
			QA Testing	70	\$80	\$5,600	
			Sys Admin	11	\$100	\$1,100	
<b>Upon website deployment in test environment</b>	<b>Approval to proceed</b>	<b>Sign off</b>					<b>20% payment (\$7,874.34)</b>
1 week after site deployed to TEST	Testing, agency training & review	1 training session for agency personnel	Developer	12	\$100	\$1,200	
			PM	15	\$80	\$1,200	
			QA Testing	20	\$80	\$1,600	
			SysAdmin	1	\$100	\$100	

15 working days after deployment of website in test environment	Approval to proceed	Sign off					20% payment (\$7,874.34)
1 week after testing approval	Website live	Website deployed in PROD environment	Developer	2	\$100	\$200	
			PM	1	\$80	\$80	
			SysAdmin	1	\$100	\$100	
Upon website deployment in PROD environment	Approval to proceed	Sign off					20% payment (\$7,874.34)
N/A	Post Launch	Final invoice sent 90-days post launch					40% payment (\$15,748.69)
			<b>Work Totals</b>	<b>426</b>		<b>\$37,600.00 + GET</b>	<b>\$39,371.71</b>

NOTES

Expedited work plan will depend on rapid turnaround of approvals by STATE.

**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 as 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.

Phase I: Incident Report, Administrative Features, User Management, Notifications, and Photo Gallery

Prototype (December 7, 2020 - January 4, 2021)

- Kickoff Meeting (December 7)
- Design prototype (December 8 - 17)
- Review prototype internally (December 18 – December 22)
- Review prototype with STATE (December 23 – December 28)
- Obtain STATE signoff on prototype (December 29, 2020 - January 4, 2021)

Development and TEST Deployment (January 5, 2021 – February 25, 2021)

- Code the application (January 5 – February 24)
- Deployment to TEST environment (February 25) for Phase I

Testing, Training, and Launch (February 26, 2021 – March 31, 2021)

- Application review and training with STATE staff (February 26)
- STATE application testing (February 27 – March 24)
- Bug fixes and final STATE testing and approval (March 25 – March 29)
- Production prep (March 30)
- Deployment to production environment (March 31)

Phase II - Message board deployment

Prototype (March 1, 2021 – April 5, 2021)

- Kickoff Meeting (March 1)
- Design prototype (March 2 - March 12)
- Review prototype internally (March 15 – March 19)
- Review prototype with STATE (March 21 – March 25)
- Obtain STATE signoff on prototype (March 29– April 5)

Development and TEST Deployment (April 6, 2021 – June 3, 2021)

- Code the application (April 6 – May 28)
- Deployment to TEST environment (June 1 – June 3)

Testing, Training, and Launch (June 4, 2021 – July 12, 2021)

- Application review and training with STATE staff (June 4)
- STATE application testing (June 7 – June 30)
- Bug fixes and final STATE testing and approval (July 1 – July 8)
- Production prep (July 9)
- Deployment to production environment (July 12)

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: \$126,492.09 (Phase I \$87,120.38 + Phase II \$39,371.71) – This has been separated into two phases so that the application can be launched as soon as possible with the basic features, followed by the addition of the Message Board.
2. Hosting Fees: \$4000.00 annually: The application will need to have its own dedicated hosting environment for security reasons and there will be ongoing storage of photographs and other documents
3. Maintenance and Support Fees: \$24,000.00 annually; to begin when Phase I is launched
4. Transaction Fees: \$0.00 There are no transaction fees associated with this project.

5. Other Fees: \$0.00 – If STATE requires text messaging of notifications, invoicing will be set up on a monthly basis for payment (at cost)

**INVOICE AND PAYMENT SCHEDULE**

The total not-to-exceed development cost for Phase I is \$87,120.38 and will be invoiced and paid 30-days after invoice is received according to the following schedule:

**Invoice Schedule – Phase I Incident Reports, Administrative Capabilities, User Management, Notifications, and Photo Gallery**

<b>Date</b>	<b>Deliverable</b>	<b>Price</b>	<b>GE Tax</b>	<b>Total</b>
February 25, 2021	Payment upon deployment of functional test system and STATE acceptance	\$16,640.00	\$784.08	\$17,424.08 (20%)
March 29, 2021	Payment upon completion of testing and STATE acceptance	\$16,640.00	\$784.08	\$17,424.08 (20%)
April 1, 2021	Payment after acceptance letter signed by STATE and submittal of application for launch to production environment	\$16,640.00	\$784.07	\$17,424.07 (20%)
June 30, 2021	Payment at end of 90-day warranty period	\$33,280.00	\$1,568.15	\$34,848.15 (40%)
<b>TOTAL</b>		<b>\$83,200.00</b>	<b>\$3,920.38</b>	<b>\$87,120.38</b>

The total not-to-exceed development cost for Phase II is \$39,371.71 and will be invoiced and paid 30-days after invoice is received according to the following schedule:

**Invoice Schedule – Phase II (Message Board)**

<b>Date</b>	<b>Deliverable</b>	<b>Price</b>	<b>GE Tax</b>	<b>Total</b>
June 3, 2021	Payment upon deployment of functional test system and STATE acceptance	\$7,520.00	\$354.34	\$7,874.34 (20%)
July 8, 2021	Payment upon completion of testing and STATE acceptance	\$7,520.00	\$354.34	\$7,874.34 (20%)
July 13, 2021	Payment after acceptance letter signed by STATE and submittal of application for launch to production environment	\$7,520.00	\$354.34	\$7,874.34 (20%)
October 11, 2021	Payment at end of 90-day warranty period	\$15,040.00	\$708.69	\$15,748.69 (40%)
<b>TOTAL</b>		<b>\$37,600.00</b>	<b>\$1,771.71</b>	<b>\$39,371.71</b>

**ADDITIONAL RESPONSIBILITIES OF STATE**

- STATE is responsible for all content uploaded to the site; NIC Hawaii is not responsible for monitoring any content uploaded to the site.

**ADDITIONAL RESPONSIBILITIES OF NIC HI**



## 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