

SOW Amendment1 Exhibit A

AG-Civil Recoveries Division-Notary Registration System

State Agency: Department of the Attorney General
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Application Name: Remote Online Notary System
Business Model: Hybrid
Estimated Deployment Date: June 15, 2021

SCOPE OF WORK AND DELIVERABLES

Scope:

The scope of the project includes the enhancement of creating a new registration, workflow, payment and/or renewal processes for Remote Online Notaries.

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.

Task Duration	Description	Deliverable	Role	Hours	Rate	Total
TBD	Signed Statement of Work	Signed SOW	Sr PM	n/a	n/a	n/a
1 Day	Project Kick off Meeting and Start of the Project	Work Plan with Dates for each Deliverable presented	PM	n/a	n/a	n/a
4 weeks after kick-off meeting	Design and Develop System Prototype	System Prototype and acceptance	Designer	140	\$60.00	\$8,400.00
			PM	40	\$80.00	\$3,200.00
			Sr PM	20	\$120.00	\$2,400.00
8 weeks after Prototype Acceptance	System Development & Testing	System Deployment to TEST	Developer	1,100	\$80.00	\$88,000.00
			PM	280	\$80.00	\$22,400.00
			Sr PM	40	\$120.00	\$4,800.00
			Developer	200	\$80.00	\$16,000.00

4 weeks after Deployment to TEST	Partner Testing, Review and Updates	Partner Authorization to deploy to PROD	PM	80	\$80.00	\$6,400.00
			Sr PM	40	\$120.00	\$4,800.00
1 week after Partner Acceptance	System Launch	System Deployment to PROD	DB Sys Admin	60	\$100.00	\$6,000.00
90 Days after PROD Launch	Maintenance Period	Partner Final Acceptance	Sr PM	n/a	n/a	n/a
	Subtotal			2,000		\$162,400.00
	GE Tax					\$7,652.29
	TOTAL					\$170,052.29

The amount above is for reference only. The STATE will only be charged a discounted amount.

NOTES:

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 within 2 days after project kickoff meeting.

Prototype (March 8 – March 31, 2021)

- Kickoff Meeting
- Design prototype
- Review prototype internally
- Review prototype with STATE
- Obtain STATE signoff on prototype

Development and TEST Deployment (April 1 – May 15, 2021)

- Code the application
- Deployment to TEST environment and Testing

Testing, Training, and Launch (May 16 – June 15, 2021)

- STATE Application review and testing
- Bug fixes and updates
- System launch approval
- Production prep
- Deployment to production environment (June 15, 2021)

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: \$50,000.00 + \$2,356.00 GET = \$52,356.00
2. Hosting Fees: \$0.00
3. Maintenance and Support Fees: \$0.00
4. Transaction Fees: The existing transaction fee of 10% with a minimum of \$2.50 per transaction will remain.

Ex 1. Credit card payment

\$100 registration fee + (\$100 x 10%) transaction fee = \$110.00 total user fee

Ex 2. eCheck payment

\$100 registration fee + \$10 transaction fee = \$110.00 total user fee

Predicted transactional revenue:

Using the historical average of \$12,000 annual revenue for the past 7 years,
 \$12,000 x 30% (anticipated remote notary activity) = \$3,600/year average revenue
 for the first 2-3 years

5. Other Fees: \$0.00

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed cost for this project is \$52,356.00 = \$50,000.00 + \$2,356.00 GET 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
May 2021	Payment upon deployment of functional test system	\$10,000.00	\$471.20	\$10,471.20 (20%)
June 2021	Payment upon completion of testing and STATE acceptance	\$10,000.00	\$471.20	\$10,471.20 (20%)
June 2021	Payment after acceptance letter signed by STATE and submittal of application for launch to production environment	\$10,000.00	\$471.20	\$10,471.20 (20%)

September 2021	Payment at end of 90-day warranty period	\$20,000.00	\$942.40	\$20,942.40 (40%)
	TOTAL	\$50,000.00	\$2,356.00	\$52,356.00

ADDITIONAL RESPONSIBILITIES OF STATE

List set of responsibilities for STATE that are specific to this project.

ADDITIONAL RESPONSIBILITIES OF NIC HI

List set of responsibilities for NIC HI that are specific to this project.

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