

SOW EXHIBIT A

SOW AMENDMENT1-HAWAII-VRL-ROAD TEST SCHEDULER

County Agency: County of Hawaii Vehicle Registration and Licensing Division
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Application Name: Road Test Scheduler
Business Model: Transaction Based
Estimated Deployment Date: July 7, 2021

SCOPE OF WORK AND DELIVERABLES

Scope

The application will allow the Admin to:

- Limit Test License Type by Location (IE: Kona only allow Motorcycle License Type) Create a site location by specific license type (IE: Kona can be set to only allow Motorcycle License Type)
- Block out Appointments by Date Range
- Print Appointment Details for each Appointment in a List by Day by Location
- Prevent new appointments from being made within 24 hours of the appointment
- Restrict appointments to 180 days out

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 | | | | | |

| | | | | | | |
|---|----------------------------|--------------------------------------|--------------------|------------|-------|------------------|
| 4 weeks after Kickoff Meeting | Beta deployment | Website deployed in TEST environment | Sr Developer | 52 | \$100 | \$5,200 |
| | | | Developer | 38 | \$80 | \$3,040 |
| 15 working days after website deployed in test environment | Approval to proceed | Sign off | | | | |
| 4 weeks after site deployed to TEST | Testing, training & review | 1 training session for personnel | QA | 96 | \$80 | \$7,680 |
| | | | PM | 16 | \$80 | \$1,280 |
| 15 working days after testing website deployed in test environment | Approval to proceed | Sign off | | | | |
| 3 days after testing approval | Website live | Website deployed in PROD environment | Sys Admin | 3 | \$100 | \$300 |
| | | | PM | 10 | \$80 | \$800 |
| | | | Work Totals | 215 | | *\$18,300 |

* The amount above is for reference only. This service is funded via transactions.

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 (March 15 – May 7)

- Kickoff Meeting (March 15 – March 19)
- Code the application (March 22 – April 16)
- Deployment to TEST environment (April 19 – May 7)

Testing, Training, and Launch (May 10 – July 7)

- NIC HI application testing (May 10 – June 4)
- Application review and training with COUNTY staff (June 7 – June 11)
- COUNTY application testing (June 14 – July 2)
- Production prep (July 5 – July 6)
- Deployment to production environment (July 7)

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: The transaction fees are not being modified via this amendment and will remain \$1.50 per transaction plus 2.78% for credit card fees.

Ex. credit card transaction

$\$10 \text{ road test fee} + \$1.50 \text{ service fee} + (\$10 + \$1.50) \times 0.0278 \text{ cc fee} = \$11.82 \text{ (total user fee)}$

Projected transactional revenue:

$\text{NIC HI annual revenue} = 300 \text{ transactions/month} \times 12 \text{ months/yr} \times \$1.82 \text{ transaction fee} = \$6,552$

5. Other Fees: \$0

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