

SOW AMENDMENT 1 EXHIBIT A

Budget & Finance – Financial Administration Division - Unclaimed Property Search

State/County Agency: Hawaii Department of Budget and Finance
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Application Name: Unclaimed Property Search
Business Model: No Cost
Estimated Deployment Date: January 1, 2022

SCOPE OF WORK AND DELIVERABLES

Scope

NIC HI will:

1. Update and rewrite the backend functionality
2. Update the user interfaces for an improved user experience

Delivery

The STATE shall have ten (10) 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 ten (10) working days, unless the STATE 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					
120 working days after kickoff meeting	Beta deployment	Website deployed in TEST environment	Developer	360	\$80	\$28,800	
			Sys Admin	10	\$100	\$1,000	

			PM	30	\$80	\$2,400	
10 working days after website deployed in test environment	Approval to proceed	Sign off					20% payment (\$0)
1 week after site deployed to TEST	Testing, training & review	1 training session for personnel	Developer	100	\$80	\$8,000	
			PM/QA	100	\$80	\$8,000	
10 working days after testing complete	Approval to proceed	Sign off					20% payment (\$0)
TBD days after testing approval	Website live	Website deployed in PROD environment	Sys Admin	0	\$100	\$0	
			Developer	20	\$80	\$1,600	
			PM	20	\$80	\$1,600	
10 working days after website deployed in PROD environment	Approval to proceed	Sign off					20% payment (0)
N/A	Post Launch	Final invoice sent 30-days post launch					40% payment (\$0)
			Work Totals	640		\$51,400	\$0

NOTES

N/A

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.

Development and TEST Deployment (July - October)

- Kickoff Meeting
- Code the application
- Deployment to TEST environment

Testing, Training, and Launch (November - December)

- NIC HI application testing
- Application review and training with STATE staff
- STATE application testing
- Bug fixes and testing
- Production prep
- Deployment to production environment (January 1, 2022)

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: \$0.00
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 STATE will NOT be invoiced for the development cost for this project.

Invoice Schedule

Date	Deliverable	Price	GE Tax	Total
N/A	Payment upon deployment of functional test system and STATE acceptance	\$0	\$0	\$0 (20%)
N/A	Payment upon completion of testing and STATE acceptance	\$0	\$0	\$0 (20%)
N/A	Payment after acceptance letter signed by STATE and submittal of application for launch to production environment	\$0	\$0	\$0 (20%)
N/A	Payment at end of 30-day warranty period	\$0	\$0	\$0 (40%)
TOTAL		\$0	\$0	\$0

ADDITIONAL RESPONSIBILITIES OF STATE

Not applicable.

ADDITIONAL RESPONSIBILITIES OF NIC HI

Not applicable.

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