SOW EXHIBIT A

DBEDT – Creative Industries Hawaii – Tax Credit Hub

Agency:	Dept of Business Economic Development & Tourism
Agency Contact:	Georja Skinner
Agency Email:	georja.skinner@hawaii.gov
Agency Address:	250 So. Hotel Street Suite 510, Honolulu, Hawaii 96713
Agency Phone:	(808) 586-2364
NIC HI PM:	John OConnor
NIC HI PM Email:	john.oconnor@egov.com
NIC HI PM Phone:	(808) 695-4296
Application Name:	Tax Credit Hub
Business Model:	Hybrid
Estimated Deployment Date:	February 1, 2022

SCOPE OF WORK AND DELIVERABLES

Scope

NIC HI will establish a Tax Credit Hub to facilitate online applications and approvals for the film tax credit that includes

- New Account Set Up with Processing Fee capture

- Initial Production Application

- Final Report Submission for Tax Credit

In addition, a password protected administration module will allow authorized STATE agency staff to

- Review the collected data and be able to establish the priority of tax credit payments during each year

- Generate credit certification letter

- Generate annual report

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

Task Duration	Description	Deliverable	Role	Hours	Rate (h)	Total

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				
20 working days after kickoff meeting	Design prototype	Design prototype	Developer	150	$80	$12,000
			PM	75	$80	$6,000
10 working days after design prototype completed	Approval to proceed	Sign off				
100 working days after design prototype approved	Beta deployment	Website deployed in TEST environment	Developer	834	$80	$66,720
			Sys Admin	8	$100	$800
10 working days after website deployed in test environment	**Approval to proceed**	**Sign off**				
1 week after site deployed to TEST	Testing, training & review	1 training session for personnel	Developer	8	$80	$640
			PM	80	$80	$6,400
			QA	150	$80	$12,000
10 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	8	$100	$800
			Developer	8	$80	$640
			PM	16	$80	$1,280
10 working days after website deployed in PROD environment	**Approval to proceed**	**Sign off**				
N/A	**Post Launch**	**Final invoice sent 90-days post launch**				
			Work Totals	**1,337**		***$107,280.00**

* The amount above is for reference only. The total price of the project has been discounted by NIC Hawaii to $90,000 + General Excise Tax (GET).

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.

Prototype (October 2021)

- Kickoff Meeting
- Design prototype
- Review prototype with STATE / approval

Development and TEST Deployment (November 2021 – January 2022)

- Code the application
- Deployment to TEST environment

Testing, Training, and Launch (February 2022)

- NIC HI application testing
- Application review and training with STATE staff / testing
- Bug fixes Round 1
- STATE application testing – test fixes
- Production prep
- Deployment to production environment (February 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, GET) and breakdown of all other fees (i.e. development, hosting, maintenance and support, transaction and other fees).

1. Development Fees: $90,000.00 + GET = $94,240.80

2. Hosting Fees: $800.00 + GET = $837.70 annually

3. Maintenance and Support Fees: $14,200.00 + GET = $14,869.10 annually

4. Transaction Fees:

   For all transactions completed, there will be a Transaction Fee due and payable to NIC HI, comprised of the following components:

   (1) A fixed cost of $0.00
   (2) Each credit/debit card or eCheck transaction will incur a fee as described below:
       a. Credit/debit card transaction processing fee of 2.78% per transaction; or
       b. eCheck transaction processing fee of $1.00 per transaction

   Ex. The DBEDT report filing fee varies. Below is an example using a $100.00 report filing fee.

   Credit Card payment

Total User Fee = $100.00 report filing fee + ($100.00 x 2.78% cc fee) = $102.78

eCheck payment

Total User Fee = $100.00 report filing fee + $1.00 eCheck fee = $101.00

5. Other Fees: $0.00

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed development cost for this project is $94,240.80.

Invoice Schedule

Date	Deliverable	Price	GE Tax	Total
12/01/2021	Payment upon deployment of functional test system and STATE acceptance	$18,000	$848.16	$18,848.16 (20%)
12/10/2021	Payment upon completion of testing and STATE acceptance	$36,000	$1,696.32	$37,696.32 (40%)
02/01/2022	Payment after acceptance letter signed by STATE and submittal of application for launch to production environment	$18,000	$848.16	$18,848.16 (20%)
05/01/2022	Payment at end of 90-day warranty period	$18,000	$848.16	$18,848.16 (20%)
	TOTAL	$90,000	$4,240.80	$94,240.80

ADDITIONAL RESPONSIBILITIES OF STATE

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