

## SOW EXHIBIT A

### DLNR – DOFAW – Nā Ala Hele Trail & Access Program

<b>State/County Agency:</b>	<b>Department of Land and Natural Resources, DOFAW</b>
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<b>NIC HI PM:</b>	<b>Megan Nichols</b>
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<b>NIC HI PM Phone:</b>	<b>808-539-8953</b>
<b>Application Name:</b>	<b>Nā Ala Hele Trail &amp; Access Program</b>
<b>Business Model:</b>	<b>Fixed Cost</b>
<b>Estimated Deployment Date:</b>	<b>November 30, 2021</b>

### SCOPE OF WORK AND DELIVERABLES

#### Scope

These are two items to be completed in this SOW amendment:

1. Make the following changes to the permit PDF:
  - a. Replace the text 'vendor number' with the 'permit number'
  - b. The permit number should change when the vendor renews each year. Currently the permit number is yyyy-vendorid (eg 2020-12), where the year part is the initial registration year. Therefore, upon renewal we would only change the year part and leave the vendor id as is (eg 2021-12)
  - c. Replace: the 'Date Received' with the 'Expiration date'
  - d. The vendor signature date should be the date the vendor submitted the application
  - e. In the agency signature section the system will populate the approved date
  - f. In the comments add this text - Valid through approval date to expiration date
2. Add the permit expiration date to:
  - a. Registration Details Page – In the header of the registration display the permit expiration date
  - b. Vendor list - Add a column to the vendor list called 'Permit Expiration' and display the expiration date for each permit

#### 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	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					
5 weeks after kickoff meeting	Wireframes	1-2 facilitated workshops, Site architecture (Sitemap, Home page explorations), wireframes as needed	N/A	N/A	N/A	N/A	
15 working days after completed wireframes	Approval to proceed	Sign off					
1 week after wireframes are approved	Design prototype	Design prototype (Image mockups of key pages)	N/A	N/A	N/A	N/A	
15 working days after design prototype completed	Approval to proceed	Sign off					
4 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment	Developer	10	\$80	\$800	
			PM	2	\$80	\$160	
<b>15 working days after website deployed in test environment</b>	<b>Approval to proceed</b>	<b>Sign off</b>					<b>20% payment (\$418.85)</b>
2 weeks after site deployed to TEST	Testing, training & review	1 training session for personnel	PM	8	\$80	\$640	
<b>15 working days after testing website deployed in test environment</b>	<b>Approval to proceed</b>	<b>Sign off</b>					<b>20% payment (\$418.85)</b>
3 days after testing approval	Website live	Website deployed in PROD environment	Developer	3	\$80	\$240	
			PM	2	\$80	\$160	
<b>15 working days after website deployed in PROD environment</b>	<b>Approval to proceed</b>	<b>Sign off</b>					<b>20% payment (\$418.85)</b>
N/A	Post Launch	Final invoice sent 90-days post launch					<b>40% payment (\$837.69)</b>
			<b>Work Totals</b>	<b>25</b>		<b>\$2,000.00</b>	<b>\$2,094.24</b>

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 – N/A

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

Development and TEST Deployment (October 11, 2021 – October 25, 2021)

- Code the application (October 11, 2021 – October 22, 2021)
- Deployment to TEST environment (October 25, 2021)

Testing, Training, and Launch (October 25, 2021 – August 6, 2018)

- NIC HI application testing (October 25, 2021 – November 5, 2021)
- Application review and training with STATE staff (November 8, 2021)
- STATE application testing (November 8, 2021 - November 19, 2021)
- Production prep (November 29, 2021)
- Deployment to production environment (November 30, 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: \$2,094.24
2. Hosting Fees: \$0.00
3. Maintenance and Support Fees: \$0.00
4. Transaction Fees: This amendment is not altering the previously agreed upon transaction fees. The transaction fees will remain: 10% per transaction with a 3% credit card fee.
5. Other Fees: \$0.00

**INVOICE AND PAYMENT SCHEDULE**

The total not-to-exceed development cost for this project is \$2,094.24 and will be invoiced and paid 30-days after invoice is received according to the following schedule:

**Invoice Schedule**

<b>Date</b>	<b>Deliverable</b>	<b>Price</b>	<b>GE Tax</b>	<b>Total</b>
11/08/2021	Payment upon deployment of functional test system and STATE acceptance	\$400.00	\$18.85	\$418.85 (20%)
11/19/2021	Payment upon completion of testing and STATE acceptance	\$400.00	\$18.85	\$418.85 (20%)
11/30/2021	Payment after acceptance letter signed by STATE and submittal of application for launch to production environment	\$400.00	\$18.85	\$418.85 (20%)
02/28/2022	Payment at end of 90-day warranty period	\$800.00	\$37.69	\$837.69 (40%)
<b>TOTAL</b>		\$2,000.00	\$94.24	\$2,094.24

**ADDITIONAL RESPONSIBILITIES OF STATE**

List set of responsibilities for STATE that are specific to this project – N/A

**ADDITIONAL RESPONSIBILITIES OF NIC HI**

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