

## SOW EXHIBIT A

### DAGS – Aloha Stadium – Scheduler and StoreFront

**STATE Agency:** DAGS, Aloha Stadium  
**Agency Contact:** Ryan Andrews, Deputy Stadium Manager  
**Agency Email:** ryan.g.andrews@hawaii.gov  
**Agency Address:** 99-500 Salt Lake Blvd, Honolulu, Hawaii 96818  
**Agency Phone:** (808) 483-2500  
**NIC HI PM:** Tony Tran  
**NIC HI PM Email:** tony.tran@egov.com  
**NIC HI PM Phone:** (808) 687-6228  
**Application Name:** Scheduler and Storefront  
**Business Model:** Transaction Based  
**Estimated Deployment Date:** May 1, 2022

### SCOPE OF WORK AND DELIVERABLES

#### Scope

NIC HI will develop and implement a solution bundle that allows customers to sign up for tours, and shop online for, buy items if desired, and pay online via credit card or eCheck (electronic debit from a bank account).

STATE will have access to Admin Module(s) to search and view scheduled appointments, send notifications and view reports, including, but not limited to, completed transactions.

The solution will include scheduled electronic disbursements and reports for the completed transactions.

#### 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				
	Design prototype	Design prototype	Developer	100	\$80	\$8,000

15 working days after kickoff meeting			PM	40	\$80	\$3,200
15 working days after design prototype completed	Approval to proceed	Sign off				
15 working days after design prototype approved	Beta deployment	Website deployed in TEST environment	Developer	80	\$80	\$6,400
			Sys Admin	4	\$100	\$400
<b>15 working days after website deployed in test environment</b>	<b>Approval to proceed</b>	<b>Sign off</b>				
1 week after site deployed to TEST	Testing, training & review	1 training session for personnel	Developer	50	\$80	\$4,000
			PM	40	\$80	\$3,200
			QA	80	\$80	\$6,400
<b>15 working days after testing website deployed in test environment</b>	<b>Approval to proceed</b>	<b>Sign off</b>				
3 days after testing approval	Website live	Website deployed in PROD environment	Sys Admin	4	\$100	\$400
			Developer	20	\$80	\$1,600
			PM	40	\$80	\$3,200
<b>15 working days after website deployed in PROD environment</b>	<b>Approval to proceed</b>	<b>Sign off</b>				
<b>N/A</b>	<b>Post Launch</b>	<b>Final invoice sent 90-days post launch</b>				
			<b>Work Totals</b>	<b>458</b>		<b>*\$36,800</b>

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

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 (Feb 1- Feb 28)

- Kickoff Meeting
- Design prototype

- Review prototype with STATE / approval

Development and TEST Deployment (March 1 – March 31)

- Code the application
- Deployment to TEST environment

Testing, Training, and Launch (Apr 1 – Apr 30)

- 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 (May 1-5)

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: \$0.00
2. Hosting Fees: \$0.00
3. Maintenance and Support Fees: \$0.00
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 \$2.50; plus
- (2) Each credit/debit card or eCheck transaction will incur an additional fee as described below:
  - a. Credit/debit card transactions - Additional transaction processing fee of 2.78% per transaction; or
  - b. eCheck transactions - Additional transaction processing fee of \$1.00 per transaction

The Transaction Fee will be an add-on fee for each transaction, and therefore will be paid by end users.

The Transaction Fee shall be deducted from the gross amount collected online before the net amount is remitted to STATE on a set calendar basis via ACH. The frequency and method of remittance can be modified upon mutual agreement and signed agreement between NIC HI and STATE.

5. Other Fees: \$0.00

## INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed development cost for this project is \$0.00.

### Invoice Schedule

<b>Date</b>	<b>Deliverable</b>	<b>Price</b>	<b>GE Tax</b>	<b>Total</b>
	Payment upon deployment of functional test system and STATE acceptance	\$0	\$0	\$0 (20%)
	Payment upon completion of testing and STATE acceptance	\$0	\$0	\$0 (20%)
	Payment after acceptance letter signed by STATE and submittal of application for launch to production environment	\$0	\$0	\$0 (20%)
	Payment at end of 90-day warranty period	\$0	\$0	\$0 (40%)
	<b>TOTAL</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

### 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