

SOW Amendment 10 Exhibit A

Department of the Attorney General – Tax & Charities – Online Charity Registration

State/County Agency: Department of the Attorney General, Tax & Charities Division

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Application Name: Online Charity Registration

Business Model: Fixed Rate

Estimated Deployment Date: June 14, 2022

SCOPE OF WORK AND DELIVERABLES

Scope

This Amendment will allow additional files with new file names to be imported. Files with these new file name formats should be imported into the Charity Registry and displayed on the Charity Registry site under the particular Charity.

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					
2 weeks after kickoff	Beta deployment	Website deployed in TEST environment	Sr Developer	38	\$100	\$3,800	
			Sys Admin	2	\$100	\$200	
15 working days after website	Approval to proceed	Sign off					20% payment (\$2,328.80)

deployed in test environment							
1 week after site deployed to TEST	Testing, training & review	1 training session for personnel	Sr. PM	54	\$120	\$6,480	
15 working days after testing website deployed in test environment	Approval to proceed	Sign off					20% payment (\$2,328.79)
3 days after testing approval	Website live	Website deployed in PROD environment	Sys Admin	2	\$100	\$200	
			Sr. Developer	2	\$100	\$200	
			Sr PM	2	\$120	\$240	
15 working days after website deployed in PROD environment	Approval to proceed	Sign off					20% payment (\$2,328.79)
N/A	Post Launch	Final invoice sent 90-days post launch					40% payment (\$4,657.59)
			Work Totals	100		\$11,120.00	\$11,643.97

NOTES

NIC Hawaii will need to be provided an example of a submission with the new files and new file names before development can begin.

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 (May 2, 2022 – May 16, 2022)

- Code the application (May 2, 2022 – May 13, 2022)
- Deployment to TEST environment (May 16, 2022)

Testing, Training, and Launch (May 16, 2022 – May 27, 2022)

- NIC HI application testing (May 16, 2022 – May 27, 2022)
- Application review and training with STATE staff (May 31, 2022)
- STATE application testing (May 31, 2022 – June 10, 2022)
- Production prep (June 13, 2022)
- Deployment to production environment (June 14, 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: \$11,120 + \$523.97 (GET) = \$11,643.97
2. Hosting Fees: \$0.00
3. Maintenance and Support Fees: \$0.00
4. Transaction Fees: This SOW does not change any existing transaction fees for the Charity Registration service. The current transaction fee of \$4.00 per transaction, plus 3% of each transaction processed will remain as is. There is no added credit card fee.
5. Other Fees: \$0.00

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed development cost for this project is \$11,643.97 and will be invoiced and paid 30-days after invoice is received according to the following schedule:

Invoice Schedule

Date	Deliverable	Price	GE Tax	Total
05/31/2022	Payment upon deployment of functional test system and STATE acceptance	\$2,224.00	\$104.80	\$2,328.80 (20%)
06/10/2022	Payment upon completion of testing and STATE acceptance	\$2,224.00	\$104.79	\$2,328.79 (20%)
06/14/2022	Payment after acceptance letter signed by STATE and submittal of application for launch to production environment	\$2,224.00	\$104.79	\$2,328.79 (20%)
09/12/2022	Payment at end of 90-day warranty period	\$4,448.00	\$209.59	\$4,657.59 (40%)
	TOTAL	\$11,120.00	\$523.97	\$11,643.97

ADDITIONAL RESPONSIBILITIES OF STATE

List set of responsibilities for STATE that are specific to this project.

ADDITIONAL RESPONSIBILITIES OF NIC HI

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

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