

SOW EXHIBIT A

DLNR - DOFAW – E-PERMITTING: TRAILS DAY USE

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Application Name:	Trails Day Use
Business Model:	Hybrid
Estimated Deployment Date:	May 10, 2022

SCOPE OF WORK AND DELIVERABLES

Scope

1. Add Site ID selection field on the reservation form
2. Move the Number of Vehicles from Reserve (cont.) page to the first page - next to Number of People field
3. Implement functionality to count number of vehicles and add validation to check if the capacity of vehicles is not exceeded for each site
4. Add the following to the permit PDF:
 - a. Site ID
 - b. Number of parking permits
 - c. Update agency signature for Maui
5. On the Location Edit Page (Admin Module), next to location edit parking, add additional fields:
 - a. Question: Limited Vehicles: Yes/No (radio checkbox) - if Admin clicks yes then enable next field:
 - Max Vehicle capacity field (max all vehicles from all permits per site)
 - Please notice the current "Max number" field (for Parking Permits) should be set to 1 since 1 is the max number of vehicles per 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	
			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)	Developer	N/A	N/A	N/A	
			Sr PM	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	Sr. Developer	113	\$100	\$11,300	
			Sys Admin	5	\$100	\$500	
15 working days after website deployed in test environment	Approval to proceed	Sign off					20% payment (\$4,397.90)
1 week after site deployed to TEST	Testing, training & review	1 training session for personnel	Sr PM	70	\$120	\$8,400	
15 working days after testing website deployed in test environment	Approval to proceed	Sign off					20% payment (\$4,397.90)
3 days after testing approval	Website live	Website deployed in PROD environment	Sys Admin	3	\$100	\$300	
			Sr Developer	2	\$100	\$200	

			Sr PM	3	\$100	\$300	
15 working days after website deployed in PROD environment	Approval to proceed	Sign off					20% payment (\$4,397.91)
N/A	Post Launch	Final invoice sent 90-days post launch					40% payment (\$8,795.81)
			Work Totals	196		\$21,000	\$21,989.52

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 (February 14 – March 14)

- Code the application (February 14 – March 11)
- Deployment to TEST environment (March 14)

Testing, Training, and Launch (March 14 – May 10)

- NIC HI application testing (March 14 – March 25)
- Application review and training with STATE staff (March 28)
- STATE application testing (March 28 – April 8)
- Bug fixes Round 1 (April 11 – April 22)
- STATE application testing – test fixes (April 25 – May 6)
- STATE approval (May 9)
- Deployment to production environment (May 10)

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

1. Development Fees: \$21,000.00 + \$989.52 (GET) = \$21,989.52
2. Hosting Fees: \$0.00
3. Maintenance and Support Fees: \$0.00

4. Transaction Fees: This SOW Amendment does not modify the transaction fee. The transaction fee will remain \$2.50 per permit.

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
- (2) There is no additional fee for credit card or subscriber transactions

Ex 1. Credit card payment

$$\$0 \text{ statutory fee} + \$2.50 \text{ transaction fee} = \$2.50$$

Projected transactional revenue for Maui Waihee Ridge Trail:

$$\text{NIC HI revenue per month} = 2,700 \text{ permits per month} \times \$2.50 \text{ transaction fee} \times 20\% \text{ adoption rate} = \$1,350$$

The STATE does not charge a separate fee so the total will only be the transaction fee. NIC HI will keep the full amount of the transaction fee; no disbursement to the STATE is needed.

5. Other Fees: \$0.00

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed development cost for this project is \$21,989.52 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
03/28/2022	Payment upon deployment of functional test system and STATE acceptance	\$4,200.00	\$197.90	\$4,397.90 (20%)
05/09/2022	Payment upon completion of testing and STATE acceptance	\$4,200.00	\$197.90	\$4,397.90 (20%)
05/10/2022	Payment after acceptance letter signed by STATE and submittal of application for launch to production environment	\$4,200.00	\$197.91	\$4,397.91 (20%)
08/08/2022	Payment at end of 90-day warranty period	\$8,400.00	\$395.81	\$8,795.81 (40%)
TOTAL		\$21,000.00	\$989.52	\$21,989.52

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