SOW EXHIBIT A

DBEDT – Creative Industries Division, Hawaii Film Office – Standard Film Permits

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: Tony Tran
NIC HI PM Email: tony.tran@egov.com
NIC HI PM Phone: (808)687-6228
Application Name: Standard Film Permits
Business Model: Fixed Rate
Estimated Deployment Date: January 2023

SCOPE OF WORK AND DELIVERABLES

Scope

1. Create a platform that enables the public users to submit film permit applications
2. Enable an email workflow that allows HFO team to obtain approvals by other agencies to complete the permit approval process
3. Create a password protected Administration Module that enables approved and authorized Agency staff to view data
4. Provide Customer Support to the Agency and the public users as required
5. Provide hosting, technical support and maintenance.

Delivery

The STATE shall have fifteen (15) working days to review each deliverable, unless otherwise specified, 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					
	Design prototype	Design prototype	Developer	24	$140	$3,360	

10 working days after kickoff meeting			PM	36	$150	$5,400	
10 working days after design prototype completed	Approval to proceed	Sign off					
10 working days after design prototype approved	Beta deployment	Website deployed in TEST environment	Developer	120	$140	$16,800	
			Sys Admin	6	$130	$780	
10 working days after website deployed in test environment	**Approval to proceed**	**Sign off**					**$23,560.20 (50% payment)**
1 week after site deployed to TEST	Testing, training & review	1 training session for personnel	Developer	24	$140	$3,360	
			PM	24	$150	$3,600	
			QA	100	$100	$10,000	
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	2	$130	$260	**$18,848.16 (40% payment)**
			Developer	6	$140	$840	
			PM	4	$150	$600	
N/A	**Post Launch**	**Final invoice sent 90-days post launch**					**$4,712.04 (10% payment)**
			Work Totals	**346**		**$45,000.00**	**$47,120.40**

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 (August)

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

Development and TEST Deployment (September – November)

- Code the application
- Deployment to TEST environment

Testing, Training, and Launch (December - January)

- 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 (January 2023)

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: $45,000.00 + GET = $47,120.40

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

3. Maintenance and Support Fees: $12,000.00 + GET = $12,565.44

4. Transaction Fees: $0.00

5. Other Fees: $0.00

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed development cost for this project is $47,120.40 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
11/30/2022	Payment upon deployment of functional test system and STATE acceptance	$22,500.00	$1,060.20	$23,560.20 (50%)
1/30/2023	Payment at completion of testing, acceptance letter signed by STATE, and deployment to production environment	$18,000.00	$848.16	$18,848.16 (40%)
4/30/2023	Payment at 90 days post-production launch	$4,500.00	$212.04	$4,712.04 (10%)
	TOTAL	$45,000.00	$2,120.40.00	$47,120.40

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