

SOW EXHIBIT A

CCHNL – OCC – ONLINE BALLOT REQUEST SYSTEM AMENDMENT 1

County Agency:	City & County of Honolulu, Office of City Clerk
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Application Name:	Online Ballot Request System
Business Model:	Fixed Rate
Estimated Deployment Date:	May 27, 2022

SCOPE OF WORK AND DELIVERABLES

Scope

Phase II: Improvements include the following:

- Full language-translated versions of the public user interface for each federally mandated Limited English Proficiency (LEP) language, according to VRA Section 203
- Functionality that allows users to select electronic ballot delivery within 5 days of an election, and the capability for qualified voters to opt-in to a permanent accessible ballot request
- Enhancements to improve efficiency in responding to requests by administrative users including improved display of data, ability to edit a certain field, improved printing of data, and additional email templates for responding to user inquiries

Delivery

The COUNTY 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 COUNTY notifies NIC HI of material, non-compliance with the functional specifications, NIC HI shall correct the same within fifteen (15) working days, unless the COUNTY consents in writing to a longer period of time.

Milestone Schedule

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	PL				
1 week after work plan approved	Design Prototype	Design Prototype (image mockups of key pages)	Developer	1	\$80	\$80	
			PM	1	\$80	\$80	
5 working days after Prototype completed	Approval to proceed	Sign off					
16 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment:					
	Multi-Language Module		Developer	208	\$80	\$16,640	
			QA Testing	10	\$80	\$800	
			PM	10	\$80	\$800	
			Sys Admin	1	\$100	\$100	
	Administrative Improvements		Developer	32	\$80	\$2,560	
			QA Testing	5	\$80	\$400	
			PM	5	\$80	\$400	
	User-facing Improvements		Developer	14	\$80	\$1,120	
			QA Testing	5	\$80	\$400	
			PM	5	\$80	\$400	

Upon website deployment in test environment	Approval to proceed	Sign off					20% payment (\$5,646.07)
2 weeks after site deployed to TEST	Testing, agency training & review	1 training session for agency personnel	Developer	10	\$80	\$800	
			QA	10	\$80	\$800	
			PM	10	\$80	\$800	
			SysAdmin	1	\$100	\$100	
15 working days after deployment of website in test environment	Approval to proceed	Sign off					20% payment (\$5,646.07)
After testing approval	Website live	Website deployed in PROD environment	Developer	4	\$80	\$320	
			PM	2	\$80	\$160	
			SysAdmin	2	\$100	\$200	
Upon website deployment in PROD environment	Approval to proceed	Sign off					20% payment (\$5,646.08)
N/A	Post Launch	Final invoice sent 90-days post launch					40% payment (\$11,219.14)
			Work Totals	336		\$26,960.00	*\$28,230.36

NOTES

*The amount listed above is for reference only. The project cost has been discounted by 30 percent to \$19,761.25 (\$18,872 + General Excise Tax).

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 COUNTY within 2 days after project kickoff meeting.

Prototype (November 1, 2021 – November 16, 2021)

- Kickoff Meeting (November 1 – November 3)
- Design prototype (November 4 – November 5)

- Review prototype internally (November 8 – November 9)
- Review prototype with COUNTY (November 10 – November 12)
- Obtain COUNTY signoff on prototype (November 15 – November 16) or 15 workdays

Development and TEST Deployment (November 17, 2021 – March 11, 2022)

- Code the application (November 17 – March 9)
- Deployment to TEST environment (March 10 – March 11)

Testing, Training, and Launch (March 14, 2022 – May 27, 2022)

- NIC HI application testing (March 14 – March 28)
- Application review and training with COUNTY staff (March 29 – March 31)
- COUNTY application testing (April 1 – April 21)
- Bug fixes Round 1 (April 22 – April 29)
- COUNTY application testing – test fixes (May 2 – May 6)
- Bug fixes Round 2 and final COUNTY testing and approval (May 9 – May 20)
- Production prep (May 23 – May 25)
- Deployment to production environment (May 26 – May 27)

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: \$19,761.25
2. Hosting Fees: \$0.00
3. Maintenance and Support Fees: \$0.00
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 \$19,761.25 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
March 11, 2022	Payment upon deployment of functional test system and COUNTY acceptance	\$3,774.40	\$177.85	\$3,952.25 (20%)

May 20, 2022	Payment upon completion of testing and COUNTY acceptance	\$3,774.40	\$177.85	\$3,952.25 (20%)
May 27, 2022	Payment after acceptance letter signed by COUNTY and submittal of application for launch to production environment	\$3,774.40	\$177.85	\$3,952.25 (20%)
August 25, 2022	Payment at end of 90-day warranty period	\$7,548.80	\$355.70	\$7,904.50 (40%)
TOTAL		\$18,872.00	\$889.25	\$19,761.25

ADDITIONAL RESPONSIBILITIES OF COUNTY

The following items have been acknowledged by the COUNTY as their responsibility to provide in a timely fashion:

Responsibilities of the City:

1. Provide language translations of all necessary materials (e.g., forms, site, email templates)
2. Testing of language-translated versions of interface (e.g., forms, site, email templates)
3. Determine/provide additional user email templates
4. Provide timeline for active periods of user options, i.e. mail delivery, pick-up, electronic delivery

Complete and timely testing of the above is dependent upon the COUNTY.

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