SOW EXHIBIT A

DLNR – DSP – Reservation and Access Management System

State Agency:	Department of Land and Natural Resources, Division of State Parks
Agency Contact:	Curt Cottrell
Agency Email:	curt.a.cottrell@hawaii.gov
Agency Address:	1151 Punchbowl St. Rm 310, Honolulu, HI 96813
Agency Phone:	808-587-0290
NIC HI PM:	Jing Xu
NIC HI PM Email:	jing@ehawaii.gov
NIC HI PM Phone:	808-695-4614
Application Name:	Reservation and Access Management System
Business Model:	Transaction-based
Estimated Deployment Date:	December 1, 2022

SCOPE OF WORK AND DELIVERABLES

Scope

The scope of the project is to establish a multi-tenant online reservation and access management system for the Division of State Parks. The project will be carried out in two phases as below. The goal of the Phase 1 is to transfer the existing system into NIC HI's hosted environment, replace the payment processor in order to lower the credit card processing fee, and provide system and public customer support immediately. Once the system is transferred and stabilized, Phase 2 work will begin.

Phase 1

- Secure documentation, source code, and data set from current vendor
- Review and confirm source code state
- Perform database migration testing
- Payment processor change and integration for real-time payment and refund process
- Create new cloud hosting environment for final transition
- Final transition and data migration with system relaunch
- On-going system maintenance and support

Phase 2

- System enhancement to support reservations for multiple State Parks' locations

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

Phase 1

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				
5 weeks after kickoff meeting	Code Review and Payment Processor Integration		Developer	200	$125	$25,000
			Sr PM	40	$150	$6,000
4 weeks after kickoff meeting	Data Migration Testing and Planning		Developer	160	$125	$20,000
			Sr PM	40	$150	$6,000
2 weeks after payment integration	Beta deployment	Reservation System deployed in TEST environment	Developer	80	$125	$10,000
			Sys Admin	5	$130	$650
			Sr PM	24	$150	$3,600
1 week after site deployed to TEST	Testing, training & review	1 training session for personnel	Developer	8	$125	$1,000
			Sr PM	8	$150	$1,200
15 working days after testing website deployed in test environment	Approval to proceed	Sign off				
3 days after testing approval	System live	System deployed in PROD environment	Sys Admin	3	$130	$390
			Developer	6	$125	$750
			Sr PM	3	$150	$450
N/A	Post Launch	System				

				Work Totals	577		$75,040.00

Phase 2

Task & Duration	Description	Deliverable	Role	Hours	Rate (h)	Total
	Phase 2 Kick Off		N/A	N/A	N/A	N/A
Kickoff Meeting	Determine Start of Project Work	Work Plan with dates for each deliverable presented				
6 months after kickoff meeting	System Design and Development		Developer	840	$125	$105,000
			Sr PM	280	$150	$42,000
7 months after kick off meeting	Internal Testing and Planning		Developer	160	$125	$20,000
			Sr PM	50	$150	$7,500
3 weeks after internal testing	Beta deployment	Multi-tenant System deployed in TEST environment	Developer	160	$125	$20,000
			Sys Admin	5	$130	$650
			Sr PM	32	$150	$4,800
1 week after site deployed to TEST	Testing, training & review	1 training session for personnel	Developer	8	$125	$1,000
			Sr PM	16	$150	$2,400
15 working days after testing website deployed in test environment	Approval to proceed	Sign off				
3 days after testing approval	System live	System deployed in PROD environment	Sys Admin	3	$130	$390
			Developer	6	$125	$750
			Sr PM	3	$150	$450
N/A	**Post Launch**	**System**				
			Work Totals	**1,563**		**$204,940.00**

NOTES

The combined cost estimate of $279,980.00 references the would-be cost to complete the phase 1 & 2 of this project. The project is funded by the transaction model. There are no development or on-going maintenance & hosting fees to the STATE. Transaction fees are listed under the FEES section below.

Pending the current vendor's cooperation, the following items have been identified as possible risks

- Condition of the source code
- Ability to obtain timely and accurate production data export from the database
- Feasibility of the current system architecture for multi-tenant support

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.

Planning (October 10 – November 4)

- Kickoff Meeting
- Review and Planning of source codes
- Data import and testing

Development and TEST Deployment (November 7 – November 30)

- Payment Processor Integration
- Deployment to TEST environment
- Database import iterations
- NIC HI testing and STATE testing

System Launch (December 1)

- Deployment to production environment

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: $0.00 + GET = $0.00

2. Hosting Fees: $0.00 + GET = $0.00

3. Maintenance and Support Fees: $0.00 + GET = $0.00

4. Transaction Fees: $1.00 + 2.5%

   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 $1.00; plus
   (2) Each credit/debit card transaction will incur an additional fee as described below:

    a.   Credit/debit card transactions - Additional transaction processing fee of 2.5% per transaction

Ex 1. Credit card payment for the end user
        $30.00 reservation fee + $1.00 service fee + ($30+$1)*2.5% = $31.78

Projected transactional revenue:

NIC HI revenue = 25,000 reservations per month x $1.00 = $25,000.00 per month

The Transaction Fee is an add-on fee for each transaction paid by visitors.

The Transaction Fee shall be deducted from the gross amount collected online before the net amount is remitted to STATE on a monthly 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

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