SOW EXHIBIT A

County of Maui – Department of Liquor Control – Liquor Permits and Payments

County Agency:	County of Maui, Department of Liquor Control
Agency Contact:	Layne N. Silva, Director
Agency Email:	liquor@mauicounty.gov
Agency Address:	110 ʻAlaʻihi Street, Room 212, Kahului, Hawaii 96732
Agency Phone:	(808) 243-7753
NIC HI PM:	Steffi Zacke
NIC HI PM Email:	Steffi.Zacke@egov.com
NIC HI PM Phone:	(808) 695-4296
Application Name:	Liquor Permits and Payments
Business Model:	Transaction Based
Estimated Deployment Date:	November 2022

SCOPE OF WORK AND DELIVERABLES

Scope

NIC HI will develop and implement a solution to allow customers to apply for, renew and pay liquor control permits and fees online via credit card or eCheck (electronic debit from a bank account). The system will include:

- Online payment for department's certification exam
- Direct Wine Shipment applications
- Permitting applications such as transient vessels

COUNTY will have access to Admin Module(s) to search and view completed applications & transactions.

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

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				
30 working days after kickoff meeting	Design prototype	Design prototype	Developer	25	$125	$3,125
			PM	20	$150	$3,000
15 working days after design prototype completed	Approval to proceed	Sign off				
60 working days after design prototype approved	Beta deployment	Website deployed in TEST environment	Developer	180	$125	$22,500
			Sys Admin	4	$130	$520
			QA	189	$100	$18,900
1 working day after website deployed in test environment	**Approval to proceed**	**Sign off**				
1 week after site deployed to TEST	Testing, training & review	1 training session for personnel	Developer	50	$125	$6,250
			PM	40	$150	$6,000
15 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	4	$130	$520
			Developer	29	$125	$3,625
			PM	44	$150	$6,600
N/A	**Post Launch**	**Final invoice sent 90-days post launch**				
			Work Totals	**585**		***71,040.00**

* The amount above is for reference only. This service is funded via transactions.

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 COUNTY within 2 days after project kickoff meeting.

Prototype (July 1 – August 1)

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

Development and TEST Deployment (August 1 - September 30)

- Code the application
- Deployment to TEST environment

Testing, Training, and Launch (October 1 – October 30)

- NIC HI application testing
- Application review and training with COUNTY staff / testing
- Bug fixes Round 1
- COUNTY application testing – test fixes
- Production prep
- Deployment to production environment (November 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

1. Development Fees: $0.00

2. Hosting Fees: $0.00

3. Maintenance and Support Fees: $0.00

4. Transaction Fees:

   For all transactions completed, there will be a Transaction Fee due and payable to NIC HI, comprised of the following components:

   (1) A transaction fee of 5%; plus
   (2) Each credit/debit card or eCheck transaction will incur an additional fee as described below:
      a. Credit/debit card transactions - Additional transaction processing fee of 2.5% per transaction; or
      b. eCheck transactions - Additional transaction processing fee of $1.00 per transaction

   Ex. Credit Card Transaction

   $1200 is the yearly Transient Vessel License Fee.

   $1200 License Fee + ($1200 x 5% transaction fee) + ($1200 + $1200 x 5%) x 2.5% credit card Fee) = $1,291.50

   Ex. eCheck Transaction

   $1200 License Fee + ($1200 x 5% transaction fee) + $1.00 eCheck fee = $1,261.00

Predicted transactional revenue:

NIC HI annual revenue =
1. Class Registrations & ID Cards: $30,000 annual collection x 20% adoption rate x 5% fixed cost = $300 per year
2. Direct Wine Shipment: $90,000 annual collection x 20% adoption rate x 5% fixed cost = $900 per year
3. Transient Vessels: $84,400 annual collection x 20% adoption rate x 5% fixed cost = $844

   NIC HI Annual Revenue Total: $2,044 per year

The Transaction Fee will be an add-on fee for each transaction, and therefore will be paid by end users. COUNTY may choose to absorb some or all of the Transaction Fee for a period of time due to COVID-19.

The Transaction Fee shall be deducted from the gross amount collected online before the net amount is remitted to COUNTY on a set calendar basis via ACH. The frequency and method of remittance can be modified upon mutual agreement and signed agreement between NIC HI and COUNTY.

5. Other Fees: $0.00

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed development cost for this project is $0.00.

Invoice Schedule

Date	Deliverable	Price	GE Tax	Total
	Payment upon deployment of functional test system and COUNTY acceptance	$0	$0	$0 (50%)
	Payment at completion of testing, acceptance letter signed by COUNTY, and deployment to production environment	$0	$0	$0 (40%)
	Payment at 90 days post-production launch	$0	$0	$0 (10%)
	TOTAL	$0	$0	$0

ADDITIONAL RESPONSIBILITIES OF COUNTY

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