

EXHIBIT A

SOW Amendment 9 – AG - Tax & Charities – Online Charity Registration

State Agency: Department of the Attorney General
Tax & Charities Division

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Application Name: Online Charity Registration
Charity Registration Retrievals System

Business Model: Fixed Rate

Estimated Deployment Date: Phase I to PROD: 2/20/2019

SCOPE OF WORK AND DELIVERABLES

Scope:

The following additional features will be added to the online Charity Registration system.

Phase I - New Schemas

- Make the necessary changes to the charity retrievals system to accept the new schemas
- Make the necessary changes to the charity registry to accept the new schemas and display the organization's profile based on the changes in the form

Delivery:

The STATE shall have fifteen (15) working days to review each deliverable and to either notify HIC of acceptance, or to provide HIC a detailed list of deficiencies that must be remedied prior to payment being made. In the event the STATE notifies HIC of material, non-compliance with the functional specifications, HIC shall correct the same within fifteen (15) working days, unless the STATE consents in writing to a longer period of time.

Phase I - New Schemas

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				
3 Weeks after kickoff meeting	New Schemas	Development for charity retrievals to accept the new schemas	Senior Developer Project Manager/QA	2 2	\$100 \$80	\$360
2 Days	New Schemas	Development for the charity registry to accept the new schemas	Senior Developer Project Manager/QA	4 4	\$100 \$80	\$720
1 week after development started		Functionality deployed in TEST environment				
15 working days after website deployed in test environment	Approval to proceed	Sign off				20% payment (\$226.18)
1 week after TEST deployment	Partner Testing					
15 working days after partner testing	Approval to proceed	Sign off				20% payment (\$226.18)
3 days after testing approval	PROD Deployment	Functionality deployed to PROD environment				
15 working days after PROD deployment	Approval to proceed	Sign off				20% payment (\$226.18)
90 days after PROD deployment	Post Launch	Final invoice sent 90-days post launch				40% payment (\$452.35)
					Subtotal	\$1,080.00
					GET (.04712)	\$50.89
					Total with GET	\$1,130.89

Work Plan/Deliverables:

HIC 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.

Phase I

Milestone 1 – Development (January 14, 2019 - January 25, 2019)

- Make the necessary changes to the charity retrievals system to accept the new schemas
- Make the necessary changes to the charity registry to accept the new schemas and display the organization’s profile based on the changes in the form.

Milestone 2 – TEST Deployment (January 28, 2019 - February 1, 2019)

- Deploy to TEST environment
- HIC will test all functionality
- HIC developers will fix any issues found

Milestone 3 – Testing, Training & Review (February 4, 2019 - February 15, 2019)

- The STATE will conduct testing
- HIC developers will fix any issues found

Milestone 4 – PROD Deployment (February 19, 2019 - February 20, 2019)

- STATE sign off
- HIC sign off
- PROD Deployment (February 20, 2019)

Milestone 5 – Warranty Period (February 20, 2019 – May 21, 2019)

- STATE reports any bugs found in the production environment
- HIC corrects any bugs found in the production environment

HIC 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:

Phase I Development Fee: \$1,130.89

2. Hosting Fees: \$0.00

3. Maintenance and Support Fees: \$0.00

4. Transaction Fees:

This SOW does not change any existing transaction fees for the Charity Registration service. The current transaction fee of \$4.00 per transaction, plus 3% of each transaction processed will remain as is.

5. Other Fees: \$0.00

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed cost for this project is \$1,130.89 and will be invoiced and paid 30-days after invoice is received according to the following schedule:

Phase I

Invoice Schedule

Date	Deliverable	Price	GE Tax	Total
01/28/2019	Payment upon deployment of functional test system and "STATE" acceptance	\$216.00	\$10.18	\$226.18 (20%)
02/15/2019	Payment upon completion of testing and "STATE" acceptance	\$216.00	\$10.18	\$226.18 (20%)
02/20/2019	Payment after acceptance letter signed by "STATE" and submittal of application for launch to production environment	\$216.00	\$10.18	\$226.18 (20%)

05/21/2019	Payment at end of 90-day warranty period	\$432.00	\$20.36	\$452.35 (40%)
	TOTAL	\$1,080.00	\$50.89	\$1,130.89

ADDITIONAL RESPONSIBILITIES OF STATE

List set of responsibilities for STATE that are specific to this project.

ADDITIONAL RESPONSIBILITIES OF HIC

List set of responsibilities for HIC that are specific to this project.

CHECKLIST OF SERVICES HIC 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 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

Servers & Security

- Endeavor Data Center with 99.99% uptime
- Secured redundant UPS power systems
- Regular server monitoring and tracking
- 24/7 security and video surveillance
- Smoke detection and dry pipe fire 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