EXHIBIT A

SOW AMENDMENT1-COUNTY OF HAWAII-DEPARTMENT OF LIQUOR CONTROL-LICENSING & PERMITTING APPLICATION

County Agency:	Liquor Control, County of Hawaii
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Application Name:	Licensing & Permitting Application
Business Model:	Hybrid
Estimated Deployment Date:	May 15, 2019

SCOPE OF WORK AND DELIVERABLES

This SOW Amendment 1 covers development of: a) a method for licensees to complete and submit their liquor license renewal application and pay their renewal fee; b) a method for Liquor Control staff to manage the review and approval process.

The development work will provide licensees with the ability to:

1. Search for their renewal application.
2. Complete and submit their renewal application.
3. Pay their liquor license renewal fee.
4. Download a pdf of their submitted renewal application.
5. Receive a notification when their liquor license renewal application has been received.
6. Receive a notification when their liquor license renewal has been approved.

The development work will provide Liquor Control staff with the ability to:

1. Activate "renew button" to open the renewal period and allow public access to renewal applications; deactivate the "renew button" to close the renewal period.
2. Send notifications when "renew button" is activated.
3. Receive a notification when a renewal application is submitted.
4. View and filter a queue of submitted renewal applications.
5. Review a renewal application.
6. Edit a renewal application.
7. Add a note to renewal application viewable only by Liquor Control staff.
8. Approve or deny a renewal application.
9. Download a pdf of a submitted renewal application.
10. Upload a renewal application that is mailed/walked in and mark as paid.
11. Generate and export a report of submitted applications and payment transactions.
12. Export an Excel file of all licensee information.

Delivery and Invoicing:

The COUNTY 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 COUNTY notifies HIC of material, non-compliance with the functional specifications, HIC 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	Total (GET included)
TBD	Signed SOW	Signed SOW	N/A	N/A	N/A	N/A	N/A
1 day	Kickoff Meeting	Work plan with dates for each deliverable presented.	PM	2	$ 80.00	$ 160.00	$ 167.10
2 days	Design Prototype	Design Prototype	PM	14	$ 80.00	$ 1,120.00	$ 1,169.71
15 working days after kickoff	Approval to proceed	Sign off	N/A	N/A	N/A	N/A	N/A
30 days	Development	Development	PM	66	$ 80.00	$ 5,280.00	$ 5,514.36
			Software Architect	4	$ 120.00	$ 480.00	$ 501.31
			Designer	4	$ 60.00	$ 240.00	$ 250.65
			Dev	120	$ 80.00	$ 9,600.00	$ 10,026.10
			Sr Dev	2	$ 100.00	$ 200.00	$ 208.88
1day	Deployment	Deploy in TEST environment	Sys Admin	2	$ 100.00	$ 200.00	$ 208.88
5 days	Internal Testing & Modifications		PM/QA	40	$ 80.00	$ 3,200.00	$ 3,342.04
			Dev	12	$ 80.00	$ 960.00	$ 1,002.61
1 day	TEST site to Partner	TEST site to Partner	N/A	N/A	N/A	N/A	N/A
15 days after TEST site to Partner	Testing & Modifications	Testing & Modifications	PM/QA	16	$ 80.00	$ 1,280.00	$ 1,336.81
			Dev	8	$ 80.00	$ 640.00	$ 668.41
1 day	Approval to proceed	Sign off	N/A	N/A	N/A	N/A	N/A
1 day	Deployment	Deploy in PROD environment	Sys Admin	2	$ 100.00	$ 200.00	$ 208.88
			PM	2	$ 80.00	$ 160.00	$ 167.10
			Dev	2	$ 80.00	$ 160.00	$ 167.10
						$ 23,880.00	**$ 24,939.94**

NOTES:

There is risk in meeting the project schedule if the data provided for import is not clean and in the format agreed upon.

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 COUNTY within 2 days after project kickoff meeting.

Prototype (January 29–February 15)

- Kickoff Meeting (January 29 - February 1)
- HIC – Develop design prototype (February 4 – February 8)
- COUNTY – Review design prototype (February 11 – February 15)
- COUNTY - Signoff on prototype (February 11 – February 15)

Development and TEST Deployment (February 19 – March 27)

- HIC - Development (February 19 – March 22)
- HIC - Deployment to TEST environment (March 27)

Testing and Training (April 1 – May 10)

- HIC - Application testing (April 1 – April 5)
- COUNTY - Application testing (April 8 - 12)
- HIC - Bug fixes round #1 (April 15 – April 18)
- HIC – Production Prep (April 15 – May 10)
- COUNTY - Test fixes (April 22 - 26)
- HIC - Bug fixes round #2 (April 29 – May 3)
- COUNTY – Test fixes and final approval (May 6 - 10)

Launch

- Deployment to production environment (May 15)

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: $24,939.94

2. Hosting Fees: $0.00

3. Maintenance and Support Fees: $0.00

4. Transaction Fees: 5%

The Transaction Fee will be an add-on fee for each transaction, and therefore will be paid by end users.

The Transaction Fee shall be deducted from the gross amount collected online before the net amount is remitted to COUNTY on a 3-day lag basis via ACH. The frequency and method of remittance can be modified upon mutual agreement and signed agreement between HIC and COUNTY.

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed cost for this project is $24,939.94 and will be invoiced and paid 30-days after invoice is received according to the following schedule:

Date	Deliverable	Price	GE Tax	Total
	Payment upon deployment of functional test system and COUNTY acceptance	$ 4,776.00	$211.99	$4,987.99 (20%)
	Payment upon completion of testing and COUNTY acceptance	$ 4,776.00	$211.99	$4,987.99 (20%)
	Payment after acceptance letter signed by COUNTY and submittal of application for launch to production environment	$ 4,776.00	$211.99	$4,987.99 (20%)
	Payment at end of 90-day warranty period	$9,552.00	$423.97	$9,975.97 (40%)
	TOTAL	$ 23,880.00	$ 1,059.94	$ 24,939.94

ADDITIONAL RESPONSIBILITIES OF COUNTY

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

COUNTY will provide a file containing all licensee information no later than the date of the project kick-off. The file will be in Excel and in a format required by HIC.

COUNTY will place a link to LIQUORAPP on the Liquor Control home page at hawaiicounty.gov/liquor-control once the system is operable.

ADDITIONAL RESPONSIBILITIES OF HIC

HIC will provide the data file format to the COUNTY two weeks prior to the project kick-off.

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
- ☒ 24/7 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