

## Exhibit A

### DLNR-DOFAW-HuntApplicationSystem SOW Amendment1

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**Application Name:** Hunt Application System  
**Business Model:** Fixed Cost  
**Estimated Deployment Date:** December 9, 2019

#### SCOPE OF WORK AND DELIVERABLES

HIC will redesign the existing Hunt Application System developed by HIC to include additional functionality and to integrate it with the GoHunt Hawaii system, the single location for all hunting activity in Hawaii. The updated Hunt Application System will allow the public to submit an electronic application to be entered into a lottery for game mammal hunting on the islands of Oahu, Maui, Molokai, Hawaii, Lanai, and Kauai all within the GoHunt Hawaii application, [gohunthawaii.ehawaii.gov](http://gohunthawaii.ehawaii.gov).

#### Hunt Application System

The following updates/enhancements will be developed for the new and improved Hunt Application System

- Public Registration Module
  - Develop code within the interface to distinguish Hunters who have registered for different Hunt Types.
  - Develop Interface where public can retrieve all pertinent information relating to Hunts.
  - Develop code that allows the public to input all pertinent data needed to register for a Hunt.
  - Develop Foreign Keys to match with the Lottery Seasons Table.
- Admin Registration Functionality
  - Develop an interface where the Administrators will have the ability to alter (add, delete, change) all Hunters who have registered for the Lottery. Level of Administrative access will be based on the Permission Based Admin Roles.

- Admin Announcements Functionality
  - Develop an interface for the Administrators to control all Hunting Announcements and Events. This space would need to be accessed through Permission Based Admin Roles.
- Enhance Applicant API
  - After the Hunters have been registered and have submitted payment, the system will need to automatically set all applicants to “Submitted” and will need to be adjusted after the Lottery has taken place.
- Payment API
  - Integrate HIC payment API (Kala) within the application in order to process payments for the registration fees associated for Hunts.
- Search API
  - Create Search functionality that allows the Admins to query the applications based on Last Name, First Name, DOB, Hunter Education Number, and Hunt Type.
- Permission Based Admin Roles
  - Create different levels of Administrator roles for STATE in which certain roles have more access than others.
- Report Generation
  - Develop additional reporting requested by STATE.

**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.

Milestone Schedule						
Task Duration	Description	Deliverable	Role	Hours	Rate (h)	Total
4 Weeks	Public Registration Module	Develop	Development	80	\$80	\$6,400.00
		Public Module on	Design	24	\$60	\$1,440.00
		Test	PM/QA	40	\$80	\$3,200.00
4 Weeks	Admin Registration Functionality	Develop	Development	80	\$80	\$6,400.00
		Admin Registration	Design	30	\$60	\$1,800.00
		Module that allows Admin to create upcoming Hunts on Test	PM/QA	40	\$80	\$3,200.00

2 Weeks	Admin Announcements Functionality	Allow Admin to control Season Announcements and change content on the Application on Test	Development	40	\$80	\$3,200.00
			Design	20	\$60	\$1,200.00
			PM/QA	20	\$80	\$1,600.00
2 Weeks	Enhanced Applicant API	Ability for system to automatically set application status based on proper logic on Test	Development	30	\$80	\$2,400.00
			Design	8	\$60	\$480.00
			PM/QA	16	\$80	\$1,280.00
2 Weeks	Payment API	Allow Hunters to successfully check out and make payments on Test	Development	30	\$80	\$2,400.00
			Design	8	\$60	\$480.00
			PM/QA	16	\$80	\$1,280.00
2 Weeks	Search API	Allow the Admin the ability to search for duplicate Hunters who have registered for the same Hunt on Test	Development	30	\$80	\$2,400.00
			Design	8	\$60	\$480.00
			PM/QA	16	\$80	\$1,280.00
2 Weeks	Permission Based Admin Roles	Permission Based Admin Roles on Test	Development	24	\$80	\$1,920.00
			Design	12	\$60	\$720.00
			PM/QA	8	\$80	\$640.00
2 Weeks	Reports Generation	Create additional reports than can be run on TEST	Development	40	\$80	\$3,200.00
			Design	16	\$60	\$960.00
			PM/QA	24	\$80	\$1,920.00
3 Weeks	Regression Testing	Regression Testing of Application on Test	Development	40	\$80	\$3,200.00
			PM/QA	80	\$80	\$6,400.00
			Work Totals	780		\$59,880.00
			TOTAL with GET			\$62,701.55

**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.

Hunt Application System (July 1st, 2019 – December 2nd, 2019)

- Public Registration Module (July 1st, 2019 – July 28th, 2019)
- Admin Registration Functionality (July 29th, 2019 – August 25th, 2019)
- Admin Announcements Functionality (August 26th, 2019 – September 8th, 2019)
- Enhanced Applicant API (September 9th, 2019 – September 22nd, 2019)
- Payment API (September 23rd, 2019 – October 6th, 2019)
- Search API (October 7th, 2019 – October 20th, 2019)
- Permission Based Admin Roles (October 21st, 2019 – November 3rd, 2019)
- Reports Generation (November 4th, 2019 – November 17th, 2019)
- Regression Testing (November 18th, 2019 – December 8th, 2019)
- Launch to Production (December 9th, 2019 – December 15th, 2019)

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:  $\$59,880.00 + \text{GET } (4.712\%) = \$62,701.55$
2. Hosting Fees:  $\$0.00$
3. Maintenance and Support Fees: The maintenance and support fees are not being modified via this SOW Amendment and will remain as is ( $\$1,200.00$  plus GET per year).
4. Transaction Fees: No change to the existing transaction fee (10% of the application price with a minimum fee of  $\$1.00$ ). This fee is inclusive of all transaction processing fees charged by the 3<sup>rd</sup> party credit card transaction processors. The fee will continue to be absorbed by the STATE and will be deducted from the gross amount collected online before the net amount is remitted to the STATE via ACH. The frequency and method of remittance can be modified upon mutual agreement and signed agreement between HIC and STATE.
5. Other Fees:  $\$0.00$

## **INVOICE AND PAYMENT SCHEDULE**

The total not-to-exceed cost for this project is \$62,701.55 and will be invoiced and paid 30 days after invoice is received according to the following schedule:

<b>Invoice Schedule</b>				
<b>Date</b>	<b>Deliverable</b>	<b>Price</b>	<b>GE Tax (4.712%)</b>	<b>Total</b>
11/18/19	Payment upon deployment of functional test system and STATE OR COUNTY acceptance	\$11,976.00	\$564.31	\$12,540.31
12/02/19	Payment upon completion of testing and STATE OR COUNTY acceptance	\$11,976.00	\$564.31	\$12,540.31
12/09/19	Payment after acceptance letter signed by STATE OR COUNTY and submittal of application for launch to production environment	\$11,976.00	\$564.31	\$12,540.31
03/09/20	Payment at end of 90-day warranty period	\$23,952	\$1,128.62	\$25,080.62
	<b>TOTAL</b>	<b>\$59,880.00</b>	<b>\$2,821.55</b>	<b>\$62,701.55</b>

**ADDITIONAL RESPONSIBILITIES OF STATE OR COUNTY**

No additional set of responsibilities for STATE that are specific to this project.

**ADDITIONAL RESPONSIBILITIES OF HIC**

No additional 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**

- 24/7 customer service via phone, web chat, and email
- 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