AMENDMENT 2

STATEMENT OF WORK

DEPARTMENT OF LAND AND NATURAL RESOURCES
DIVISION OF FORESTRY AND WILDLIFE

HUNT LOTTERY DRAWING SYSTEM

Version 1.00

DLNR.002.A2

OVERVIEW

This Statement of Work ("SOW") Amendment 2 document identifies the responsibilities between the Department of Land and Natural Resources, ("STATE") and the Hawaii Information Consortium, LLC ("HIC"), the Internet Portal provider for the State of Hawaii. This document is subordinate to the requirements stated in RFP-08-11-SW, Internet Portal Manager and Service Provider, HIC's Proposal and the contract between the State of Hawaii and HIC dated December 3, 2007 (collectively referred to as the "CONTRACT").

The SOW is subordinate to the Service Level Agreement ("SLA") between the STATE and HIC signed and dated on March 14, 2008. This SOW is subject to all terms and conditions thereof unless specifically designated as exceptions in this document.

This is an amendment to the following documents:

1. Original SOW document entitled Hunt Lottery Drawing System dated on April 28, 2016 and signed between the Department of Land and Natural Resources and Hawaii Information Consortium, LLC.

2. SOW Amendment 1 entitled Hunt Lottery Drawing System dated on October 6, 2017 and signed between the Department of Land and Natural Resources and Hawaii Information Consortium, LLC.

TERM AND TERMINATION

This SOW shall begin on the date it is signed by all parties (hereinafter referred to as "Effective Date"), and shall continue in effect until the expiration/termination of the CONTRACT. Termination of this SOW shall not operate to terminate any other SOW between the parties, and such termination shall not, by itself, operate to terminate the CONTRACT.

This SOW may be terminated pursuant to the terms and conditions in the AG's General Conditions.

CURRENT PROCESS

STATE administers lottery drawings for game mammal hunting in designated public hunting areas on the island of Lanai. Typically, each hunting season consists of four hunts: Archery, Youth, Muzzle loading, and General Rifle.

Prior to the lottery drawing, the public individual submits an application to be entered into the lottery via online, in person, or mail. A $10.00 application fee is assessed for each person applying for each hunt. All applications are assigned a draw number and group size. STATE manually enters all received applications into an antiquated, MS-DOS system that does not have any backups if the system fails.

In preparation for the lottery drawing, STATE prints all application cards and sorts them by draw number. In addition, STATE prints a list of all applicants and corresponding draw numbers. This list is posted at the lottery drawing location.

During the lottery drawing, coins containing the numbers are manually drawn from a bucket by STATE and public individuals. When a number is drawn, STATE filters through the stacks of paper application cards to

find the paper application corresponding to the number drawn. The draw number and group size are then manually entered into MS-DOS system. A running count of individual applicants is tracked for each hunt, or weekend if a hunt will be held over multiple, consecutive weekends. When the maximum capacity is met, STATE prints the list of applicants drawn for that hunt or weekend from the MS-DOS system. This list, the physical paper applications, and the coins are placed in a plastic bin and sealed.

This process is repeated until all available spots are full for all hunts. After the available spots are full, the process is completed until all remaining applicants are drawn as standbys for each hunt. Applicants that have been assigned stand-by numbers, will be allowed to replace no-show hunters that do not check in on their assigned hunting date.

Following the lottery drawing, the results are posted on the Division of Forestry and Wildlife (DOFAW) website (dlnr.hawaii.gov/dofaw). STATE mails the hunting permit(s) and tag(s) to each applicant drawn.

PURPOSE STATEMENT

Via the original Hunt Lottery Drawing System SOW and SOW Amendment 1, HIC developed on online hunt lottery drawing system for the Axis Deer Lottery which took place in January 2018. The STATE would like to expand the system to be able to perform an online hunt lottery drawing for the Mouflon Sheep Lottery in June 2018, as well as be able to use the online hunt lottery drawing system going forward on future lotteries. The purpose of this document is to include additional enhancements to the existing online Hunt Lottery Drawing system to allow for the Mouflon Sheep Lottery in June 2018 as well as to implement the ability for a DOFAW Admin to setup future lotteries independently, without additional code changes to the system.

DEFINITIONS

Acceptance: Acceptance refers to the STATE's written approval of the functionality delivered in the production environment.

CMS (Content Management System) site: the front-end user interface that allows a user, even with limited expertise, to add, modify, and remove content from a website without the intervention of a webmaster; primarily allows the user to perform actions.

Delivery: Delivery refers to when HIC delivers the entire functionality per the SOW requirements into the production environment.

Final Acceptance: Final Acceptance refers to the STATE's written approval of the entire project.

Fixed Rate (Business Model): When transaction fees are not feasible we can still offer services with a fixed rate. In most cases, this funding model is used when an STATE wants to develop an online service that has an existing funding model (i.e. federal grants) or the service doesn't generate any revenue but requires significant development and maintenance.

Hybrid (Business Model): A hybrid approach is using both the self-funded and time & materials models together. There are development costs, however, they are discounted as there is also a self-funded component to the application.

Self-funded (Business Model): HIC absorbs the risk and cost of developing & maintaining the service in return for future revenue over the lifecycle of the service.   HIC generates revenue through portal fees that are added on to the online services we build. These fees can be passed to the fee payer or absorbed in part or whole by the STATE.

Services: Web site and application development; Web site and application maintenance; Web site and application hosting; Marketing; Customer service; Payment portal and account management; Portal development and maintenance; Mobile web applications. See SPO Vendor List Contract No. 08-13 for entire list of services.

Software: Web applications, CMS websites and APIs. For purposes of clarity, the following off-the-shelf, SaaS solutions are developed, owned and maintained by HIC affiliates and expressly excluded from the definition of "Software": (1) payment processing services and subscriber billing; (2) the Gov2Go® Platform and related services; (3) a proprietary application development platform referred to as "Application Engine," which enables expedited application design services; and (4) any other enterprise SaaS solutions developed outside of the Master Contract and provided for STATE use under the Master Contract.

Web application or application: a client–server software application in which the client (or user interface) runs in a web browser; primarily allows the user to perform actions

Work plan: a work plan provides a timeline of the deliverables outlined in the SOW that is developed by HIC and approved by the State

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SCOPE OF WORK AND DELIVERABLES

Specifications for the project are attached to this SOW as Exhibit A and made part of this SOW.

DELIVERY AND FINAL ACCEPTANCE

DELIVERY

Prior to launch of the service, HIC will provide the STATE with an Authorization to Deploy Letter describing that the service has been built to the STATE requirements. The STATE shall sign and return the Authorization to Deploy Letter to HIC within 5 business days.

After receiving the signed Authorization to Deploy Letter, HIC will deploy the entire functionality per the SOW requirements into the production environment on the date specified in the Authorization to Deploy Letter.

ACCEPTANCE (Deliverables)
The STATE shall not exceed 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 error within a period not to exceed fifteen (15) working days, unless the STATE consents in writing to a longer period of time.

FINAL ACCEPTANCE

STATE should notify HIC of any errors or bugs when discovered during testing in the 90-day post-launch period. HIC shall fix any specifications not met by the project completion date specified in the Work Plan, plus the 10 business days to fix all issues at no extra cost or charge to STATE, or any longer time specified as mutually agreed upon in writing.

Once all the errors and bugs, if any, have been fixed and the Software or service has been retested, or at the end of the 90-day post-delivery period, whichever occurs later, HIC shall provide an acceptance letter to STATE with a checklist of the deliverables/specifications for approval. STATE shall sign and return the acceptance letter to HIC within 5 business days at which time the maintenance period begins.

MAINTENANCE AND SUPPORT

HIC will provide support for the proper installation and ongoing general maintenance and operation of the application including the following:

- Customer Service Support including phone, email, and chat support Monday through Friday during standard state business hours (excludes state holidays). Currently the standard state business hours are 7:45am – 4:30pm HST. Should the standard state business hours change, HIC customer service support hours will also change accordingly.
- Up to 10 gigabytes of database storage
- Up to 2 gigabytes of file storage
- Daily database backups at 10:00 PM; partners will be notified if the time changes
- Daily file backups at 12:00 AM; partners will be notified if the time changes
- Maintenance of the web application and hosted environment
    - annual application scan within a year of the anniversary of service launch date
    - server, system, and security updates upon release of new patches/updates by third-party vendors
    - monitoring of the application and hosted environment 24/7

Notification to STATE to be posted of any changes or maintenance at least 48 hours prior.

After the application is delivered, as defined in the DELIVERY and FINAL ACCEPTANCE section, HIC will provide support for the proper installation and ongoing general maintenance and operation of the application. HIC shall immediately provide troubleshooting to correct any errors in the application and issues reported by STATE.

Upon receipt of notice of an error, HIC will assign a priority level to the error or issue in accordance with the following criteria:

- Priority A – An error that results in the service being substantially or completely nonfunctional or inoperative. These issues shall be resolved within 6 business hours. If an issue cannot be resolved within the 6 business hours or a work-around is the immediate solution, a resolution plan must be presented by HIC to the STATE within the 6 business hours and the HIC General Manager will be notified. If the service is unavailable a message will immediately be posted by HIC to web users that the site is temporarily down.

- Priority B – An error that does not impact the performance or operation of the site, but correction of the error will result in improved user experience or application efficiency. HIC will investigate and resolve within 10 business days. If the issue cannot be resolved within the 10 business days or a work-around, decided by both parties, is the immediate solution, a resolution plan must be presented by HIC to the STATE within the 10 business days.
- Priority C – A simple text or graphic (non-design) change. The change will be completed within 15 business days.

During state business hours, 7:45 a.m. – 4:30 p.m., Monday through Friday, the STATE will contact the Partner Liaison if there are any issues with the service. During non-business hours, the HIC support team can be contacted at 808-695-4627.

HIC server systems are constantly monitored for seamless operation 24x7x365 days a year using NAGIOS network monitoring software. The software checks the status of HTTP, SSL, and SFTP/FTP services every three minutes. If there is an issue, the software automatically sends an e-mail to the Systems Administrator's and Director of Development's (DOD) cellular telephone. The Systems Administrator and/or Director of Development will then respond as appropriate to the problem, and the Partner Liaison will contact the STATE immediately. There are numerous additional monitoring scripts that are also programmed to e-mail the HIC DOD if the file transfer operations are not handled in the proper fashion.

In the event of a system-wide service issue, HIC will immediately notify ETS via email, ets.notifyus@hawaii.gov. For all other service issues impacting a single service, HIC will immediately notify the State Portal Program Manager and the STATE Project Manager by email and phone (See Exhibit A).

FEES

HIC RATES

RATE CHART – RFP 08-011

Job Specialty	Hourly Rate
General Manager	$240.00
Software Architect	$120.00
Senior Project Manager	$120.00
Project Manager	$80.00
Senior Business Analyst	$100.00
Business Analyst	$70.00
Senior Developer	$100.00

Developer	$80.00
Web/Creative Designer	$60.00
Print Designer	$75.00
Marketing Executive	$80.00
Marketing Associate	$50.00
Financial Management/Billing Specialist/Support Staff	$70.00
Database Administrator	$100.00
Security Administrator	$100.00
Systems Administrator	$100.00

DEVELOPMENT FEES

The project development cost plus Hawaii General Excise Tax (GET) shall be stated in Exhibit A, and made a part of this SOW.

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).

TRANSACTION FEES

There are no associated transaction fees for this project.

Any and all fees and payment policies may be altered by mutual agreement in writing between STATE and HIC via an SOW Amendment.

INVOICE AND PAYMENT SCHEDULE

Invoice process - HIC shall send invoice to STATE upon acceptance of HIC deliverables; STATE has 30-days to pay.

See Exhibit A for details of Invoice and Payment Schedule.

STATE will designate a Project Manager with responsibility and authority for review and approval of deliverables under this SOW.

To accomplish the tasks outlined in this SOW and provide the deliverables defined in the Deliverables/Milestones section of this document, STATE Project Manager will work with HIC Project Manager/Partner Liaison to establish a project plan/timeline in conjunction Deliverables/Milestones, HIC will require the following from STATE by the agreed upon dates in the Work Plan. If STATE does not provide any of these items by the required date, delivery dates for HIC deliverables will be revised accordingly. HIC will not be held responsible for delays in the timetable due to unavailability of data or resources from STATE.

- STATE will provide timely authorization for the project and for each approval required during the project.
- STATE will provide written functional requirements for all system components.
- STATE agrees to designate content-knowledgeable reviewer(s) to review each deliverable prior to acceptance to ensure that acceptance represents an informed commitment.
- STATE will provide knowledge transfer of necessary IT knowledge, environment and business processes. Verbal walkthroughs and documentation will satisfy this responsibility.
- STATE will provide content information to be presented on the website.
- While building the website, it is the STATEs responsibility to ensure all pre-existing PDF documents meet WCAG 2.0 guidelines, level A ADA standards. This includes adding tags to each document to ensure they are easily read by screen readers. The STATE responsible for accessibility content after push to production.
  o After 90-days post launch, STATE or COUNTY is responsible for maintaining ADA compliance.
- STATE will perform testing and give approval of acceptance
- See additional responsibilities in Exhibit A

RESPONSIBILITIES OF THE HAWAII INFORMATION CONSORTIUM

HIC will provide a Project Manager to serve as the primary point of contact and coordination with the STATE project team for the duration of the implementation of this project. STATE will require the following from HIC by the agreed upon dates. If HIC does not provide any of these items by the required date, delivery dates, then STATE will not be held responsible for delays in the timetable due to unavailability of data or resources from HIC. HIC will provide all the HIC deliverables detailed in the Deliverables section and will:

- Host the application over the course of its lifecycle
- Present steps to resolve Priority A issues prior to project commencement
- Create and submit a Continuity plan to the State 5 business days prior to launch
- Provide day-to-day management of the project work plan
- Host periodic team meetings to review the status of project activities against the plan
- Provide Project Plan Updates
- Provide Executive Briefing as needed

- Provide the STATE with transaction reports and money transfers on a schedule mutually agreed to by HIC and the STATE
- Provide a consistent look and feel for related applications under development
- Provide ongoing monitoring of system efficiency and effectiveness and correct deficiencies in a prompt manner
- Provide resources to design, create, test, and implement the service
- Perform system maintenance and upgrades
- Run database backups and recovery routines
- Provide services as specified in the SOW
- Make all websites accessible - Ensure information is accessible to everyone, including individuals with disabilities by complying with the Department of Accounting and General Services policy for accessibility of state department and agency websites in Comptroller's Memorandum 2010-28.
- Make all websites accessible following the Governor's Administrative Directive NO. 12-06
- Include acceptance testing criteria and process
- See additional responsibilities in Exhibit A

REMEDIES

Failure to Perform
If HIC substantially fails to perform the SOW, STATE will give HIC written notice describing such failure. Thereafter, HIC shall have 10 days (or a longer period of time if set forth in the written notice) to remediate such failure. If HIC has not remediated such failure within the allotted time period, STATE may terminate this SOW.

Pursuant to section 9.16.2 of the CONTRACT, substantial failure of HIC to perform the SOW may cause the STATE to terminate the SOW. In this event, the STATE may require HIC to reimburse the monies paid (based on the identified portion of unacceptable work received) and may seek associated damages.

MODIFICATIONS AND AMENDMENTS

This SOW may be modified, amended, or extended only by mutual agreement signed by both parties.

Department of Land and Natural Resources

1151 Punchbowl Street

Room 325

Honolulu, HI 96813

Hawaii Information Consortium, LLC

201 Merchant Street

Suite 1805

Honolulu, HI 96813

CHAIN OF COMMAND

Department of Land and Natural Resources	David Smith, Administrator
	Shane De Mattos, Program Manager
Hawaii Information Consortium, LLC	Burt Ramos, General Manager
	Janet Pick, Director of Portal Operations
	Zheng Fang, Director of Development
	Laurenz Bacungan, Partner Liaison

I, the undersigned, have the authority to make binding decisions on behalf of my respective STATE/department regarding projects in collaboration with HIC.

Date: Mar 22, 2018   Date: Mar 19, 2018

NGM   *Burt Ramos*

_____   _____

David Smith   Burt Ramos
Administrator   General Manager
Department of Land and Natural Resources   Hawaii Information Consortium, LLC
Division of Forestry and Wildlife

REVIEWED AND APPROVED:

Date: Mar 29, 2018

ACCESS HAWAII COMMITTEE

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By: Todd Nacapuy
Chief Information Officer
Office of Enterprise Technology Services
State of Hawaii

Exhibit A

DLNR-DOFAW-HUNTLOTTERYDRAWINGSYSTEM SOW AMENDMENT 2

State/County Agency:	Department of Land and Natural Resources Division of Forestry and Wildlife
Agency Contact:	Shane De Mattos
Agency Email:	Shane.DeMattos@hawaii.gov
Agency Address:	1151 Punchbowl Street Room 325 Honolulu, HI 96813
Agency Phone:	(808) 984-8113
HIC PM:	Brian Hafalia
HIC PM Email:	Brian@ehawaii.gov
HIC PM Phone:	(808) 695-4297
Application Name:	Hunt Lottery Drawing System
Estimated Deployment Date:	October 15th, 2018

Scope of Work to be Performed:

During Phase 1, HIC will update and enhance the existing Hunt Lottery Drawing System to allow the ability to run the 2018 Lanai Mouflon Sheep Lottery on 06/01/2018.

During Phase 2, HIC will develop and configure the entire Hunt Lottery Drawing System so that the STATE has the ability to self-sufficiently run lotteries with no or minimal assistance from HIC. This will allow the STATE to set up and run all subsequent lotteries themselves, including the 2019 Lanai Axis Deer Lotteries and 2019 Mouflon Sheep Lotteries.

Phase 1 – Hunt Lottery Drawing for 2018 Mouflon Sheep

The following updates/enhancements will allow the System to be able to run the 2018 Mouflon Sheep Lottery drawing:

- Applicants / Seasons Interface
    - Develop code within the interface to distinguish the mouflon and deer applicants accordingly
    - Develop Foreign Keys to update the Seasons Table
    - Develop the User Interface to be able to search by Group Number
    - Develop User Interface to have the ability for the seasons to appear on the list

- Data Integration
    - Add a new season for 2018 Mouflon Sheep Lottery
    - Develop a new Game Table (does not exist today)
    - Add Mouflon Sheep and Axis Deer to Game Table

- Generate reports
  - Develop additional reporting requested by STATE
- Regression Testing
  - Testing of the Mouflon Sheep Lottery
  - Regression testing for Lanai Axis Deer Season
  - Regression Testing for Hunter Education Application

Phase 2 – Self-Sufficient Lotteries

HIC will implement the following features to allow the STATE to self-sufficiently run all subsequent lotteries after the 2018 Mouflon Sheep Lottery:

- Admin Seasons Functionality
  - In order for the STATE to add new lotteries they first need to be able to create, read, update, and delete seasons.
- Admin Delete Lottery
  - Develop an interface for STATE that enables them to reset all test lotteries.
- Automated Workflow
  - Add logic and develop code that triggers lotteries for each hunt based on the applicant and permit counts.
- Enhanced Applicant API
  - Currently we manually set all applicants to "Going" since we are assuming only General Rifle hunts need lotteries. Since this is most likely to change in the future, we need to set each applicant to "Submitted" and insert logic based on the lottery status.
- Session Time-Out
  - When the lottery runs, it will trigger a session time-out based on no activity. We would need to provide a session timeout dialog box for the Administrator to continue running the lottery.
- Permission based Admin Roles
  - Create different levels of Administrator roles for STATE in which certain roles have more access than others.
- Regression Testing
  - Testing all the Admin Functionality works for STATE Acceptance.

Business Model: Fixed Rate

Applicability of Transaction Fees: N/A

Other HIC Fees:

Development Cost (Phase 1) = $35,680.00 + GET (4.712%) = $37,361.24

Development Cost (Phase 2) = $47,400.00 + GET (4.712%) = $49,633.49

The total not-to-exceed cost for Phase 1 and Phase 2 is $86,994.73.

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).

Delivery and Invoicing:

Phase 1

Milestone Schedule						
Task Duration	Description	Deliverable	Role	Hours	Rate (h)	Total
4 Weeks	Applicants/Seasons Interface	Development of Applicants / Seasons Interface on Test	Development	80	$80	$6,400.00
			Design	24	$60	$1,440.00
			PM/QA	40	$80	$3,200.00
4 Weeks	Data Integration	Development of New Seasons, Game Tables, and Hunts on Test	Development	120	$80	$9,600.00
			PM/QA	40	$80	$3,200.00
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
2 Weeks	Regression Testing	Ensure Hunters Education and Axis Deer is fully functional on TEST	Development	32	$80	$2,560.00
			PM/QA	40	$80	$3,200.00
			Phase 2 Work Totals	456		$35,680.00
			TOTAL with GET			$37,361.24

Phase 2

Milestone Schedule						
Task Duration	Description	Deliverable	Role	Hours	Rate (h)	Total

2 Weeks	Admin Seasons Functionality	Develop "Create Season" Admin functionality on Test	Development	40	$80	$3,200.00
			Design	20	$60	$1,200.00
			PM/QA	20	$80	$1,600.00
2 Weeks	Admin Delete Lottery	Develop an interface for DoFAW Admin that enables them to delete all test lotteries on TEST	Development	40	$80	$3,200.00
			Design	20	$60	$1,200.00
			PM/QA	20	$80	$1,600.00
5 Weeks	Automated Workflow	Add logic and development that triggers lotteries based on applicants and various permit counts on Test	Development	130	$80	$10,400.00
			Design	30	$60	$1,800.00
			PM/QA	40	$80	$3,200.00
2 Weeks	Enhanced Applicant API	Ability for system to automatically set application status based on proper logic in Test	Development	30	$80	$2,400.00
			Design	4	$60	$240.00
			PM/QA	8	$80	$640.00
1 Week	Session Time-Out	Session Time-Out dialog box fully functional on Test	Development	30	$80	$2,400.00
			Design	8	$60	$480.00
			PM/QA	12	$80	$960.00
1 Week	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
3 Weeks	Regression Testing	Regression Testing of Application on Test	Development	40	$80	$3,200.00
			PM/QA	80	$80	$6,400.00
			Phase 2 Work Totals	**616**		**$47,400.00**
			TOTAL with GET			**$49,633.49**

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.

Specific completion dates to be included for each deliverable within 2 days after project kickoff meeting.

The following are the deliverables to be provided by Contractor to Customer under this SOW:

PHASE 1 – Mouflon Sheep Hunt Lottery Drawing System (March 12th, 2018 – June 1st, 2018)

- Applicants Seasons Interface (March 12th, 2018 – April 6th, 2018)
- Data Integration (April 9th, 2018 – May 4th, 2018)
- Reports Generation (May 7th, 2018 – May 18th, 2018)
- Regression Testing (May 21st, 2018 – June 1st, 2018)
- Phase 1 Deployment to PROD (June 1st, 2018)

PHASE 2 – Self Sufficient Hunt Lottery Drawing System (June 4th, 2018 – October 1st, 2018)

- Admin Create Season (June 4th, 2018 – June 15th, 2018)
- Admin Create Season (June 18th, 2018 – June 29th, 2018)
- Admin Delete Lottery (July 2nd, 2018 – July 13th, 2018)
- Automated Workflow (July 16th, 2018 – August 17th, 2018)
- Enhanced Applicant APU (August 20th, 2018 – August 31st, 2018)
- Session Time-Out (September 3rd, 2018 – September 7th, 2018)
- Permission Based Admin Roles (September 10th, 2018 – September 14th, 2018)
- Regression Testing (September 17th, 2018 – October 5th, 2018)
- Phase 2 Deployment to PROD (October 15th, 2018)
    - Delivery Hardcopy of the Administrative Guide directly to the Hunt Lottery Office and also send an Electronic PDF Soft Copy – Table of Contents listed below
        i. Administrative Login for GoHunt, Hawaii Lottery Application
            1. What is needed to Login
            2. How to Login
        ii. Season - How to Create a Season
            1. Admin - Create A Season Instructions
        iii. Hunts- How to Create a Hunt
            1. Admin- What Info is needed to Create a Hunt
            2. Admin- How to Create A Hunt under a Season
            3. Admin- How to Create Multiple Hunts under One Season.
            4. Admin - How to add Hunt Dates to the Hunts
            5. Admin - How to add Units to the Hunts
            6. Admin - Adding Permit Info to the Hunts
        iv. Import Permit Applications
            1. Where are permits applications today
            2. Admin- How to Import All permit applications for the Lottery
        v. Lotteries
            1. Admin - When do you run a Lottery
            2. Admin- What is the criteria to run a lottery
            3. Admin- Pre-Lottery Reports available
                a. Where are they located
                b. How to print
            4. Admin-How to Start the Lottery once the Application Period is Closed
            5. Admin- Screenshots of what you will see when running the Lottery
            6. Admin- How to Delete a Lottery
        vi. After Lottery has Run

1. Admin- Where to find Post Lottery Results
2. Admin- Post Lottery Reports
   a. Where are they located
   b. How to Print
3. Admin- How to search for Hunters and Results using the Application
vii. Troubleshooting
1. FAQs
2. Troubleshooting

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.

Invoice and Payment Schedule:

The total not-to-exceed cost for Phase 1 and Phase 2 is $86,994.73 and will be invoiced and paid according to the following schedule:

Phase 1

Invoice Schedule			
	Price	GE Tax (4.712%)	Total
Payment upon deployment of functional test system and STATE acceptance	$7,136.00	$336.25	$7,472.25
Payment upon completion of testing and STATE acceptance	$7,136.00	$336.25	$7,472.25
Payment after acceptance letter signed by "STATE" and submittal of application for launch to production environment	$7,136.00	$336.25	$7,472.25
Payment at end of warranty period (at completion of the 2018 Mouflon Sheep Lottery on June 1, 2018)	$14,272.00	$672.49	$14,944.49
TOTAL			**$37,361.24**

Phase 2

Invoice Schedule			
	Price	GE Tax (4.712%)	Total

Payment upon deployment of functional test system and STATE acceptance	$9,480.00	$446.70	$9,926.70
Payment upon completion of testing and STATE acceptance	$9,480.00	$446.70	$9,926.70
Payment after acceptance letter signed by "STATE" and submittal of application for launch to production environment	$9,480.00	$446.70	$9,926.70
Payment at end of 90-day warranty period	$18,960.00	$893.39	$19,853.39
TOTAL			**$49,633.49**

State Responsibilities:

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

HIC Responsibilities:

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

Checklist for 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