

HAWAII INFORMATION CONSORTIUM

AMENDMENT 1  
STATEMENT OF WORK

DEPARTMENT OF LAND AND NATURAL RESOURCES  
DIVISION OF FORESTRY AND WILDLIFE

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HUNT APPLICATION SYSTEM

Version 1.00

Document Number – DLNR.FY2019.008.A1

## STATE OF HAWAII

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### OVERVIEW

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This Statement of Work (“SOW”) 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 original SOW document entitled Hunt Application System dated on December 18, 2015 and signed between the Department of Land and Natural Resources and Hawaii Information Consortium, LLC.

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### TERM AND TERMINATION

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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.

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### CURRENT PROCESS

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STATE administers public hunting registrations/applications for game mammal hunting in designated public hunting areas throughout Hawai‘i.

Public individuals submit an application to be entered into the hunt 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.

HIC partnered with the STATE in 2015 to create this online Hunt Application system which allowed the public and admins to submit hunt lottery applications online as well as automatically assign draw numbers and view reports. Prior to the online system, the STATE took 4-5 weeks to manually enter all applications into their MS DOS system. Approximately 7,500 applications for Lanai hunting seasons were received by the STATE. The Hunt Application system streamlined this process and reduced the manual processing time to 1-2 weeks.

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### PURPOSE STATEMENT

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The purpose of this SOW is to 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). GoHunt Hawaii also includes the online hunt lottery service which allows the DLNR agency staff run the hunt lottery selection process electronically.

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## DEFINITIONS

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**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

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

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#### DELIVERY AND FINAL ACCEPTANCE

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##### 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.

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#### MAINTENANCE AND SUPPORT

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The annual maintenance and hosting shall be provided to the STATE, irrespective of any changes or enhancements to the system, as described under Maintenance and Support Fees in Exhibit A.

## Schedule of Maintenance

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 7:45 AM to 4:30 PM, excluding state holidays.
- Database and file storage
- Daily database backups at 10:00 PM; STATE will be notified if the time changes
- Daily file backups at 12:00 AM; STATE 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 unless a mutually agreed upon timeline is stated in writing.

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 the Office of Enterprise Technology Services (ETS) via email, [ets.notifyus@hawaii.gov](mailto: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 for contact information).

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**F E E S**

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All fees shall be reviewed periodically by the STATE and the Access Hawaii Committee (AHC), and adjusted after review via an amendment to the SOW upon mutual agreement of HIC, the STATE, and the AHC. The AHC will review and approve any and all Portal charges for fairness, reasonableness, and appropriateness in furthering the goals of this CONTRACT.

**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**

**OPTION 1:** Fixed cost for dev costs

**FIXED COST:** The project development cost plus Hawaii General Excise Tax (GET) shall be stated in Exhibit A. HIC will invoice STATE according to a payment schedule set forth in Exhibit A.

**OPTION 2:** If there are no dev costs, include the following general statement.

**NO DEVELOPMENT COST:** This option is N/A.

**OPTION 3:** Hybrid model that combines both fixed cost and no-cost options.

**HYBRID:** This option is N/A.

**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 annually).

**TRANSACTION FEES**

The current transaction fee is not being modified via this SOW Amendment and will remain as is per the original SOW (10% of the application price with a minimum fee of \$1.00).

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

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**INVOICE AND PAYMENT SCHEDULE**

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Upon acceptance of HIC deliverables, HIC will send an original invoice to STATE. The STATE has 30-days to pay from the receipt of a valid invoice.

See Exhibit A for details of Invoice and Payment Schedule.

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**RESPONSIBILITIES OF THE STATE**

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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.
- 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

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#### **RESPONSIBILITIES OF THE HAWAII INFORMATION CONSORTIUM**

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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
- Ensure website accessibility compliance per the August 25, 2010 State Comptroller's Memorandum 2010-28 on Policy Guidance on Web Site Accessibility, which is incorporated herein by reference. Accessibility of content added by the STATE post-production launch is at the responsibility of the STATE.
- Include acceptance testing criteria and process
- See additional responsibilities in Exhibit A

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#### REMEDIES

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##### **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.

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#### MODIFICATIONS AND AMENDMENTS

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

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#### STAKEHOLDERS

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##### **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

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**CHAIN OF COMMAND**

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**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

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**SIGN OFF**

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

Date: June 25, 2019

Date: June 25, 2019



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David Smith  
Administrator  
Department of Land and Natural Resources  
Division of Forestry and Wildlife

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Burt Ramos  
General Manager  
Hawaii Information Consortium, LLC

REVIEWED AND APPROVED:

Date: June 26, 2019

ACCESS HAWAII COMMITTEE



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By: Douglas Murdock  
Chief Information Officer  
Office of Enterprise Technology Services  
State of Hawaii

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## Exhibit A

### DLNR-DOFAW-HuntApplicationSystem SOW Amendment1

**State Agency:** Department of Land and Natural Resources Division of Forestry and Wildlife  
**Agency Contact:** Shane De Mattos  
**Agency Email:** [Shane.DeMattos@hawaii.gov](mailto:Shane.DeMattos@hawaii.gov)  
**Agency Address:** 1151 Punchbowl Street Room 325  
Honolulu, HI 96813  
**Agency Phone:** (808) 984-8113  
**HIC PM:** Megan Nichols  
**HIC PM Email:** [megan.nichols@egov.com](mailto:megan.nichols@egov.com)  
**HIC PM Phone:** (808) 539-8953

**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 Test	Design	24	\$60	\$1,440.00
			PM/QA	40	\$80	\$3,200.00
4 Weeks	Admin Registration Functionality	Develop	Development	80	\$80	\$6,400.00
		Admin Registration Module that allows Admin to create upcoming Hunts on Test	Design	30	\$60	\$1,800.00
			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