

## EXHIBIT A

### SOWAmend1-DLNR-DAR-Commercial Marine Dealer Reporting System

**State Agency:** Department of Land and Natural Resources,  
Division of Aquatic Resources

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**Application Name:** Commercial Marine Dealer Reporting System

**Business Model:** Fixed Rate

**Estimated Deployment Date:** August 2019

### SCOPE OF WORK AND DELIVERABLES

#### Scope:

The scope of the amendment includes the following:

- Provide maintenance and hosting as defined in the Maintenance and Support section of the SOW for the Commercial Marine Dealer Reporting System

### 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: \$0
2. Hosting Fees: \$0.00
3. Maintenance and Support Fees: \$48,000.00 Annually
4. Transaction Fees: \$0.00
5. Other Fees: \$0.00

### INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed cost for the annual maintenance & support fee is \$48,000.00. It will be invoiced on a monthly basis in the amount of \$4,000.00 and paid 30-days after invoice is received.

### ADDITIONAL RESPONSIBILITIES OF STATE

None.

### ADDITIONAL RESPONSIBILITIES OF HIC

None.

## 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