EXHIBIT A

SOW-DAGS-SPO-Hawaii Compliance Express

State Agency:	Department of Accounting and General Services (DAGS) - State Procurement Office (SPO)
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Application Name:	Hawaii Compliance Express
Business Model:	Fixed Rate
Estimated Deployment Date:	03/17/2020

SCOPE OF WORK AND DELIVERABLES

Scope:

Hawaii Compliance Express (HCE) will be redesigned. The look and feel will be updated so it is similar to HANDS and HIePRO. There will be no major functionality changes. The redesign will include the following:

- Modernize the User Interface (UI)
    - Implement responsive design
    - Ensure it is mobile friendly
- Address usability issues
- Redesign all pages including:
    - Public View
    - Online Registration Form
    - Vendor Module
    - Buyer Module
    - Admin Module
    - DLIR Admin Module
    - DOTAX Admin Module
    - IRS Admin Module
    - Users Admin Module
    - Switch Lala User Module

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	Payment Schedule (includes GET)
TBD	Signed Statement of Work	Signed SOW	N/A	N/A	N/A	N/A	
Kickoff Meeting	Determine Start of Project Work	Work Plan with dates for each deliverable presented					
5 weeks after kickoff meeting	Design prototype	Design prototype (Image mockups of key pages)	Developer	120	$100	$12,000	
			Sr PM	40	$100	$4,000	
15 working days after design prototype completed	Approval to proceed	Sign off					
4 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment	Developer	320	$100	$32,000	
			Sys Admin	1	$100	$100	
15 working days after website deployed in test environment	**Approval to proceed**	**Sign off**					**20% payment ($10,890.05)**
1 week after site deployed to TEST	Testing, training & review	1 training session for personnel	Sr PM	37	$100	$3,700	
15 working days after testing website deployed in test environment	**Approval to proceed**	**Sign off**					**20% payment ($10,890.05)**
3 days after testing approval	Website live	Website deployed in PROD environment	Sys Admin	1	$100	$100	
			Sr PM	1	$100	$100	
15 working days after website deployed in PROD environment	**Approval to proceed**	**Sign off**					**20% payment ($10,890.05)**
N/A	Post Launch	**Final invoice sent 90-days post launch**					**40% payment ($21,780.09)**
			Work Totals	**520**		**$52,000.00**	**$54,450.24**

NOTES:

There will need to be collaboration between HIC, SPO, and all agencies that use HCE: DLIR, DOTAX, IRS, and DCCA. The varying agency schedules could affect testing and delivery dates.

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.

Prototype (September 21– October 28)

- Kickoff Meeting (September 23 – September 25)
- Design prototype (September 23 – October 16)
- Review prototype internally (October 16– October 22)
- Review prototype with STATE (October 22– October 26)
- Obtain STATE signoff on prototype (October 28)

Development and TEST Deployment (October 28, 2019 – January 1, 2020)

- Code the application (October 28– December 20)
- Deployment to TEST environment (January 1)

Testing, Training, and Launch (January 1, 2020 – March 17, 2020)

- HIC application testing (January 1 – January 15)
- Application review and training with STATE staff (January 15)
- STATE application testing (January 15 – January 29)
- Bug fixes Round 1 (February 3 – February 14)
- STATE application testing – test fixes (February 17 – February 28)
- Bug fixes Round 2 and final STATE testing and approval (March 2 – March 13)
- Production prep (March 16)
- Deployment to production environment (March 17)

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: $54,450.24 (detailed explanation if needed)

2. Hosting Fees: $0.00 (detailed explanation if needed)

3. Maintenance and Support Fees: $0.00 (detailed explanation if needed)

4. Transaction Fees:

    The current transaction fee is not being modified via this SOW Amendment and will remain $12 per registration annually. For subscribers it will remain $10 for the first registration then $12 annually thereafter.

5. Other Fees: $0.00 (detailed explanation required)

INVOICE AND PAYMENT SCHEDULE

The total firm fixed cost for this project is $54,450.24 and will be assessed from the 2017 and 2018 SPO Credit, defined in the Memo of Understanding (MOU) between the STATE and HIC. An actual invoice will NOT be issued. SPO is keeping a running total of credits/usage (from HIePRO transaction fees). As each deliverable is met, the credits will be deducted.

Invoice Schedule

Date	Deliverable	Price	GE Tax	Total
01/15/2020	Payment upon deployment of functional test system and STATE acceptance	$10,400.00	$490.05	$10,890.05 (20%)
03/13/2020	Payment upon completion of testing and STATE acceptance	$10,400.00	$490.05	$10,890.05 (20%)
03/17/2020	Payment after acceptance letter signed by STATE and submittal of application for launch to production environment	$10,400.00	$490.05	$10,890.05 (20%)
06/15/2020	Payment at end of 90-day warranty period	$20,800.00	$980.09	$21,780.09 (40%)
	TOTAL	$52,000.00	$2,450.24	$54,450.24

ADDITIONAL RESPONSIBILITIES OF STATE

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

ADDITIONAL RESPONSIBILITIES OF HIC

List 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

- ☒ 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