

EXHIBIT A

SOW Amendment 6 - DLNR - HunterEd - Hunter Education and Records Management System

State/County Agency: DLNR – Hunter Education Program
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Application Name: Hunter Education and Records Management System
Business Model: Fixed Cost
Estimated Deployment Date: 10/20/2020

SCOPE OF WORK AND DELIVERABLES

Scope:

There will be two major enhancements being developed in this amendment: Events and Announcements.

Events

Events provide opportunities for hunters to continue their hunter education. Here is what is needed for events:

Admin View

- Admin Dashboard
 - Add a ‘Work on an event’ section to the dashboard.
 - Add ‘Events’ to the ‘Search the system’ dropdown menu.
 - Add ‘Events’ to the main navigation. If the admin clicks this button they will be taken to the events page.
- Events Page – This page will list all the events that the admin has created
 - The columns will be determined by the partner at the kick-off meeting.
 - Display a button called ‘Create new event.’ If the admin clicks this button, they will be taken to the new event form.
- New Event Form
 - The new event form fields will be determined by the partner at the kick-off meeting.
 - Add the ability for the admin to indicate whether an event will require registration.
 - Schedules are not needed for events.
 - The event will not immediately be published. Instead, the admin should have the ability to publish when ready.
- Event Details Page
 - All the details of the event will be displayed on this page.

- Event materials will be determined by the partner at the kick-off meeting (ex. Roster, timesheets, evals, but not exams).
- Attendance/User's Event Details Page – This page will show details about the user that attended a particular event.
 - The admin should be able to confirm that the user either attended the event or was a no-show.
 - There will be no exams or scoring for events.
 - These questions are not applicable to events and will not be included:
 - Did this student attend all the segments?
 - Was this student court ordered to take this class?
 - Did this student take the exam?
- User's Profile Page
 - Add a tab called 'Event History'- this will display all events this user has attended.
 - The attendance for each event (attended vs no-show) will also be displayed
 - Columns to be displayed in the event history:
 - Event
 - Status
 - Action
- Enroll a Student
 - The admin should have the ability to enroll a student in an event if registration is required for the event.
 - Events that require registration are limited only to users that have graduated HunterEd classes and are 'certified.'
 - Final fields for enrolling a student will be provided by the partner at the kick-off meeting.

Public View

- Events Page
 - All events that have been published will display here.
 - Not all events will require registration.
 - If an event requires registration, then the user should have the ability to enroll themselves in an event from this page.
 - Events that require registration are limited only to users that have graduated HunterEd classes and are 'certified.'
 - Final fields for the student to enroll themselves will be provided by the partner at the kick-off meeting.
- Help Page - update with Event information
 - Events
 - The help information for events will be determined by the partner after the kick-off meeting.

Logged-In View

- User Dashboard
 - Add 'My Events' to the dropdown menu.
 - No changes to the dashboard tiles.
- My Events
 - Show all upcoming events that the user has registered for.
 - Give the user the ability to remove themselves from an upcoming event that they registered for.
 - Show all past events the user registered for.
- Events Page
 - The logged-in view should be the same as the public view for this page.
 - The system will be able to tell if the logged-in user is certified and will only allow the user to register for an event if they are certified.

Announcements

There are two types of announcements being requested:

1. Event or Class Announcements
 - a. This type of announcement would be specific to a class or event and should be displayed publicly with the class or event.
 - b. The admin can add/edit an announcement to a class or event at any time.
 - c. Students that have already enrolled in the class during the time of the announcement will receive an email notification of the announcement.
2. General Announcements
 - a. This type of announcement would be a general announcement and not tied to a class or event. A general announcement will likely be displayed on the homepage. Final placement to be decided by the designer and a mockup will be provided to the partner for approval.
 - b. The admin can add/edit a general announcement at any time.
 - c. No email notifications will be sent for general announcements.

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						
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Task Duration	Description	Deliverable	Role	Hours	Rate (h)	Total	Payment Schedule (includes GET)
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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				
1 week after kickoff	Design prototype	Design prototype (Image mockups of key pages)	Designer	8	\$120	\$960
			PM/PL	7	\$80	\$560
15 working days after design prototype completed	Approval to proceed	Sign off				
28 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment	Developer	880	\$80	\$70,400
15 working days after website deployed in test environment	Approval to proceed	Sign off				20% payment (\$16,980.10)
4 weeks after site deployed to TEST	HIC testing, Partner testing, training & review	1 training session for personnel	PM/PL / QA	110	\$80	\$8,800
15 working days after partner testing	Approval to proceed	Sign off				20% payment (\$16,980.10)
3 days after testing approval	Website live	Website deployed in PROD environment	PM/PL	2	\$80	\$160
			Sys Admin	2	\$100	\$200
15 working days after website deployed in PROD environment	Approval to proceed	Sign off				20% payment (\$16,980.10)
N/A	Post Launch	Final invoice sent 90-days post launch				40% payment (\$33,960.19)
			Work Totals	1009		\$81,080
						\$84,900.49

NOTES: The start date of this development work is dependent on the launch of the Hunt Registration application functionality within the Go Hunt Hawaii system (expected launch date is late February 2020).

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 (February 26, 2020 – March 23, 2020)

- Kickoff Meeting (February 26, 2020 – February 28, 2020)
- Design prototype (March 2, 2020 – March 6, 2020)
- Review prototype internally (March 9, 2020 – March 13, 2020)
- Review prototype with STATE (March 16, 2020 – March 20, 2020)
- Obtain STATE signoff on prototype (March 23, 2020)

Development and TEST Deployment (March 23, 2020 – September 21, 2020)

- Code the application (March 23, 2020 – September 18, 2020)
- Deployment to TEST environment (September 21, 2020)

Testing, Training, and Launch (September 21, 2020 – October 20, 2020)

- HIC application testing (September 21, 2020 – October 2, 2020)
- STATE application testing (October 5, 2020 – October 16, 2020)
- STATE Approval to go to PROD (October 19, 2020)
- Deployment to production environment (October 20, 2020)

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: \$84,900.49

2. Hosting Fees: \$0.00

3. Maintenance and Support Fees: The maintenance fees will not be changed in this amendment and will remain \$2,000.00 per month.

4. Transaction Fees: There will be no transactions for events or announcements. The transaction fees for the certificate replacement will not be changed in this amendment and will remain \$1.00 per replacement.

5. Other Fees: N/A

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed cost for this project is \$84,900.49 and will be invoiced and paid 30-days after invoice is received according to the following schedule:

Invoice Schedule				
Date	Deliverable	Price	GE Tax	Total
09/21/2020	Payment upon deployment of functional test system and STATE acceptance	\$16,216.00	\$764.10	\$16,980.10 (20%)
10/16/2020	Payment upon completion of testing and STATE acceptance	\$16,216.00	\$764.10	\$16,980.10 (20%)
10/20/2020	Payment after acceptance letter signed by STATE and submittal of application for launch to production environment	\$16,216.00	\$764.10	\$16,980.10 (20%)
01/18/2021	Payment at end of 90-day warranty period	\$32,432.00	\$1,528.19	\$33,960.19 (40%)
	TOTAL	\$81,080.00	\$3,820.49	\$84,900.49

ADDITIONAL RESPONSIBILITIES OF STATE

List set of responsibilities for STATE that are specific to this project – N/A

ADDITIONAL RESPONSIBILITIES OF HIC

List set of responsibilities for HIC that are specific to this project – N/A

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