

EXHIBIT A

SOW-DEPARTMENT OF HEALTH-HARM REDUCTION SERVICES BRANCH-MEDICAL CANNABIS REGISTRATION SYSTEM-AMENDMENT 4

State Agency: Department of Health (DOH)

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Application Name: Medical Cannabis Registry

Business Model: Fixed Rate

Estimated Deployment Date: April 14, 2020

SCOPE OF WORK AND DELIVERABLES

Scope:

Allow option for 2 parent/guardians, of in-state or out-of-state minor patients, to provide grow site address information.

- Modify the patient application process, Patient Record Search Results, Law Enforcement search results, display of patient records, and business rules to reflect the presence of 2 grow sites for parent/guardians of minor children

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)
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					
2 weeks after kickoff meeting	Design prototype	Design prototype (Image mockups of key pages)	Designer	20	\$60	\$1,200	
			PM	16	\$80	\$1,280	
15 working days after design prototype completed	Approval to proceed	Sign off					
7 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment	Designer	20	\$60	\$1,200	
			Developer	160	\$80	\$12,800	
			QA Testing	40	\$80	\$3,200	
			PM	24	\$80	\$1,920	
			Sys Admin	4	\$100	\$400	
Upon website deployment in test environment	Approval to proceed	Sign off					20% payment (\$4,645.02)
4 weeks after site deployed to TEST	Testing, training & review	1 training session for personnel	PM		n/a	n/a	n/a
15 working days after deployment of website in test environment	Approval to proceed	Sign off					20% payment (\$4,645.02)
	System Launch	Website deployed in	Developer	.5	\$80	\$40	
			PM	.5	\$80	\$40	

1 week, after partner acceptance	PROD environment	Sys Admin	1	\$100	\$100
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Upon website deployment in PROD environment	Approval to proceed	Sign off			20% payment (\$4,645.03)
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N/A	Post Launch	Final invoice sent 90-days post launch			40% payment (\$9,290.05)
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			Work Totals	286			\$22,180.00
			GE TAX				\$1,045.12
			Total				\$23,225.12

NOTES:

The timeline presented below assumes DOH delivery of approved, final PDF forms prior to the start of development.

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 (December 9, 2019 – January 24, 2020)

- Kickoff Meeting (December 9 – December 13)
- Design prototype (December 16 – December 30)
- Review prototype with STATE (December 31 – January 3)
- Obtain STATE signoff on prototype (January 6 – January 10 or 15 workdays)

Development and TEST Deployment (January 13, 2020 – March 4, 2020)

- Code the application (January 13 – March 3)
- Deployment to TEST environment (March 4)

Testing, Training, and Launch (March 5, 2020 – April 14, 2020)

- Application review and training with STATE staff (March 5 – March 11)
- STATE application testing (March 12 – April 3)
- STATE approval (April 6 – April 13)
- Deployment to production environment (April 14)

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: \$23,225.12
2. Maintenance, Support, and Hosting Fees: \$0.00

The annual maintenance and hosting shall be provided at no cost to the STATE, irrespective of any changes or enhancements to the system.

3. Transaction Fees: This SOW Amendment IV does not change any existing transaction fees for the Medical Cannabis Registry service. The current transaction fee of 10% per transaction remains as is.

4. Other Fees: \$0.00

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed cost for this project is \$23,225.12 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
March 4, 2020	Payment upon deployment of functional test system and STATE acceptance	\$4,436.00	\$209.02	\$4,645.02 (20%)
April 3, 2020	Payment upon completion of testing and STATE acceptance	\$4,436.00	\$209.02	\$4,645.02 (20%)
April 14, 2020	Payment after acceptance letter signed by STATE and submittal of application for launch to production environment	\$4,436.00	\$209.03	\$4,645.03 (20%)
July 13, 2020	Payment at end of 90-day warranty period	\$8,872.00	\$418.05	\$9,290.05 (40%)
	TOTAL	\$22,180.00	\$1,045.12	\$23,225.12

ADDITIONAL RESPONSIBILITIES OF STATE

There are no additional responsibilities of the STATE that are specific to this project.

ADDITIONAL RESPONSIBILITIES OF HIC

There are no additional responsibilities of 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
- 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

- 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