EXHIBIT A

SOW-DOH-OHSM-Vital Records Ordering System Improvement Project

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Application Name:	Vital Records Ordering and Tracking System
Business Model:	Hybrid
Estimated Deployment Date:	October 1, 2020

SCOPE OF WORK AND DELIVERABLES

Scope:

The scope of the project includes:

1. Enhance the existing Vital Records Ordering and Tracking System (VROTS) including:
    a. Enhance existing data access and replace existing record search API with full and partial matching logic
    b. Enable staff manual search/override for order/record association
    c. Allow data entry and ordering for non-birth/marriage request orders
    d. Improved queue management with advanced filtering
    e. Design and implement new certificate templates with secure electronic verification process
    f. Auto generate order receipt and certificates by predefined criteria
    g. Ability for staff to create and print/email return letters based on the selected deficient reason
    h. Ability for staff to change the quantity of an order that has been paid

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.

Task Duration	Description	Deliverable	Role	Hours	Rate	Total
TBD	Signed Statement of Work	Signed SOW	Sr PM	n/a	n/a	n/a
1 Day	Project Kick off Meeting and Start of the Project	Work Plan with Dates for each Deliverable presented	PM	n/a	n/a	n/a
2 weeks after kick-off meeting	Design and Develop System Prototype	System Prototype and acceptance	Developer	60.00	$80.00	$4,800.00
			PM	20.00	$80.00	$1,600.00
			Sr PM	80.00	$120.00	$9,600.00
30 weeks after Prototype Acceptance	System Development & Testing	System Deployment to TEST				
	Enhance existing data access and replace record search API with full and partial match logic		Developer	160.00	$80.00	$12,800.00
			PM	48.00	$80.00	$3,840.00
			SR PM	10.00	$120.00	$1,200.00
	Enable staff manual search and override order/record association					
			Developer	80.00	$80.00	$6,400.00
			PM	24.00	$80.00	$1,920.00
			SR PM	5.00	$120.00	$600.00
	Allow data entry and ordering for non-birth/marriage requests		Developer	160.00	$80.00	$12,800.00
			PM	48.00	$80.00	$3,840.00
			SR PM	10.00	$120.00	$1,200.00
	Improve queue management with advanced filtering		Developer	80.00	$80.00	$6,400.00
			PM	24.00	$80.00	$1,920.00
			SR PM	5.00	$120.00	$600.00

	Auto generate order receipt and certificates by predefined criteria,		Developer	120.00	$80.00	$9,600.00
			PM	36.00	$80.00	$2,880.00
			SR PM	7.00	$120.00	$840.00
	Design and implement new certificate templates with secure electronic verification		Designer	80.00	$60.00	$4,800.00
			Developer	120.00	$80.00	$9,600.00
			PM	36.00	$80.00	$2,880.00
			SR PM	7.00	$120.00	$840.00
	Ability for staff to create and print return letters based on the selected deficiency code		Developer	80.00	$80.00	$6,400.00
			PM	24.00	$80.00	$1,920.00
			SR PM	5.00	$120.00	$600.00
	Ability for staff to change the Quantity of an order that has been paid		Developer	120.00	$80.00	$9,600.00
			PM	36.00	$80.00	$2,880.00
			SR PM	7.00	$120.00	$840.00
2 weeks after Deployment to TEST	Partner Testing and Review	Partner Authorization to deploy to PROD	PM		n/a	n/a
1 week after Partner Acceptance	System Launch	System Deployment to PROD	DB Sys Admin	40.00	$100.00	$4,000.00
90 Days after PROD Launch	Maintenance Period	Partner Final Acceptance	Sr. PM		n/a	n/a
	Subtotal			1,532.00		$127,200.00
	GE Tax					$5,993.66

	TOTAL				$133,193.66

NOTES:

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 (March 9 – March 27, 2020)

- Kickoff Meeting
- Design prototype
- Review prototype internally
- Review prototype with STATE
- Obtain STATE signoff on prototype

Development and TEST Deployment (March 30 – August 31, 2020)

- Code the application
- Deployment to TEST environment and Testing

Testing, Training, and Launch (September 1 – October 1, 2020)

- STATE Application review and testing
- Bug fixes and updates
- System launch approval
- Production prep
- Deployment to production environment

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: $133,193.66 (including GET)

2. Hosting Fees: $0.00

3. Maintenance and Support Fees: $0.00

4. Transaction Fees:

    There will be no changes to the existing transaction fees: $2.50 per order

5. Other Fees: $0.00

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed cost for this project is $133,193.66 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
August 2020	Payment upon deployment of functional test system and STATE acceptance	$25,440.00	$1,198.73	$26,638.73 (20%)
September 2020	Payment upon completion of testing and STATE acceptance	$25,440.00	$1,198.73	$26,638.73 (20%)
October 2020	Payment after acceptance letter signed by STATE and submittal of application for	$25,440.00	$1,198.73	$26,638.73 (20%)

	launch to production environment			
December 2020	Payment at end of 90-day warranty period	$50,880.60	$2,397.47	$53,277.47 (40%)
	TOTAL	$127,200.00	$5,993.66	$133,193.66

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