

EXHIBIT A

SOW AMENDMENT-COUNTY OF HAWAII-DEPARTMENT OF LIQUOR CONTROL-LICENSING & PERMITTING APPLICATION

County Agency: Liquor Control, County of Hawaii
Agency Contact: Marcia Matsui
Agency Email: Marcia.Matsui@hawaiicounty.gov
Agency Address: 101 Aupuni Street, Suite 230, Hilo, HI 96720
Agency Phone: (808) 961-8218
HIC PM: Steffi Zacke
HIC PM Email: steffi@ehawaii.gov
HIC PM Phone: (808) 539-8964
Application Name: Licensing & Permitting Application
Business Model: Fixed Rate
Estimated Deployment Date: April 28, 2020

SCOPE OF WORK AND DELIVERABLES

This SOW Amendment covers development of enhancements to the Liquor Licensing & Permitting application.

The development work will result in enhancements that will:

1. Provide the Liquor Control staff with the ability to reverse the approved status of a liquor license renewal application.
2. Pre-populate the liquor license renewal application with the names of officers, directors, managing members and stockholders provided on a previous application. Ability to edit the information will be provided to the Liquor Control staff only. A stand-alone report will be created.
3. Add "S-Corporation" to the selection of business structures (and other if applicable) in the liquor license renewal application.
4. Create a secondary contact field set in the liquor license renewal application.
5. Send email notifications to the secondary contact.
6. Update the messages in the existing email notifications to liquor license renewal applicants.
7. Insert image of signatures of Director or Administrative Officer into an approved Direct Wine Shipper permit.
8. Modify the Help Section into a tab format for each license/permit type: Liquor License Original, Liquor License Renewal and Direct Wine Shipper Permit.

Delivery and Invoicing:

The COUNTY 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 COUNTY notifies HIC of material, non-compliance with the functional specifications, HIC shall correct the same within fifteen (15) working days, unless the COUNTY consents in writing to a longer period of time.

Task Duration	Description	Deliverable	Role	Hours	Rate (h)	Total	Total (GET included)
N/A	Signed SOW	Signed SOW	N/A	N/A	N/A	N/A	
N/A	Kickoff Meeting	Work Plan	N/A	N/A	N/A	N/A	
14 days	Development	N/A	PM	10.25	\$80.00	\$820.00	
			Dev	48	\$80.00	\$3,840.00	
1 day	Deployment	N/A	Dev	1	\$80.00	\$80.00	
			Sys Admin	1	\$100.00	\$100.00	
5 days	Internal Testing & Modifications	N/A	PM/QA	12	\$80.00	\$960.00	
			Dev	6	\$80.00	\$480.00	
5 days	Partner Review & Feedback	TEST site to Partner		N/A	N/A	N/A	
4 days	Development Modifications	N/A	PM/QA	12	\$80.00	\$960.00	
			Dev	4	\$80.00	\$320.00	
1 day	Deployment	Development in TEST environment	Dev	1	\$80.00	\$80.00	
			Sys Admin	1	\$100.00	\$100.00	
4 days	Partner Review & Approval	TEST site to Partner					
1 day	Approval to proceed	Sign off		N/A	N/A	N/A	
1 day	Deployment	Deploy in PROD environment	Sys Admin	1	\$100.00	\$100.00	
			PM	1	\$80.00	\$80.00	
			Dev	1	\$80.00	\$80.00	
						\$8,000.00	\$8,376.96

NOTES:

There are no risks identified at this time.

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 COUNTY within 2 days after project kickoff meeting.

- Development - Initial (March 9 – April 3)
 - Development (March 9 – 27)
 - Deploy to TEST environment (March 30)
 - Internal testing and modifications (March 31 – April 3)

- Partner Review & Feedback (April 6 – 14)
 - Deliver TEST site to Partner (April 6)
 - Partner to review and provide feedback (April 6 – 14)

- Development – Modifications (April 15 – 20)
 - Modifications and internal testing (April 15 -20)
 - Deploy to TEST environment (April 20)

- Partner Review & Approval (April 21 – 24)

- Partner Sign-off (April 27)

- Deployment to PROD environment (April 28)

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: \$8,376.96
2. Hosting Fees: \$0.00
3. Maintenance and Support Fees: \$0.00
4. Transaction Fees: There will be no changes to the existing transaction fee of 5% of the renewal fee.

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed cost for this project is \$8,376.96 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
	Payment upon deployment of functional test system and COUNTY acceptance	\$ 1,600.00	\$75.39	\$1,675.39 (20%)
	Payment upon completion of testing and COUNTY acceptance	\$ 1,600.00	\$75.39	\$1,675.39 (20%)
	Payment after acceptance letter signed by COUNTY and submittal of application for launch to production environment	\$ 1,600.00	\$75.39	\$1,675.39 (20%)
	Payment at end of 90-day warranty period	\$3,200.00	\$150.79	\$3,350.79 (40%)
	TOTAL	\$8,000.00	\$376.96	\$8,376.96 (100%)

ADDITIONAL RESPONSIBILITIES OF COUNTY

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

COUNTY will provide additional business structures to add to liquor license renewal form if applicable.

COUNTY will provide feedback on email notifications for editing and updating.

COUNTY will provide any additional FAQs for: Liquor License Original; Liquor License Renewal; Direct Winer Shipper Permit.

ADDITIONAL RESPONSIBILITIES OF HIC

There are no additional responsibilities of HIC.

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