

SOW EXHIBIT A

DLNR-DAR-Freshwater Game Fishing License SOW Amendment 2

State Agency: Department of Land and Natural Resources
 Division of Aquatic Resources

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Application Name: Freshwater Game Fishing License

Business Model: Fixed Cost

Estimated Deployment Date: October 27, 2020

SCOPE OF WORK AND DELIVERABLES

Scope:

Update the existing Freshwater Game Fishing License system so it does not automatically enter today’s date as the start date for a fishing license. The system should make the user enter a start date when purchasing a license. For example, if the user is purchasing a 7 day tourist license then they should enter the date they want the 7 day license to begin. Next the system will automatically calculate 7 days from the start date and assign the end date of the license.

Delivery:

The STATE shall have fifteen (15) working days to review each deliverable and to either notify NIC HI of acceptance, or to provide NIC HI a detailed list of deficiencies that must be remedied prior to payment being made. In the event the STATE notifies NIC HI of material, non-compliance with the functional specifications, NIC HI 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					
After Kick off meeting	Development of new feature	Development of new feature	Developer	6	\$80	\$480	
2 weeks after development begins	Beta deployment	Website deployed in TEST environment	Developer	1	\$80	\$80	
			PM/PL	1	\$80	\$80	

15 working days after website deployed in test environment	Approval to proceed	Sign off					20% payment (\$201.05)
2 weeks after site deployed to TEST	Testing, training & review		PM/PL/QA	2	\$80	\$160	
15 working days after testing website deployed in test environment	Approval to proceed	Sign off					20% payment (\$201.05)
3 days after testing approval	Website live	Website deployed in PROD environment	Developer	1	\$80	\$80	
			PM/PL/QA	1	\$80	\$80	
15 working days after website deployed in PROD environment	Approval to proceed	Sign off					20% payment (\$201.05)
N/A	Post Launch	Final invoice sent 90-days post launch					40% payment (\$402.09)
			Work Totals	12		\$960.00	\$1,005.24

NOTES:

N/A

Work Plan/Deliverables:

NIC HI 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.

Development and TEST Deployment (September 14, 2020 – September 28, 2020)

- Code the application (September 14, 2020 – September 25, 2020)
- Deployment to TEST environment (September 28, 2020)

Testing, Training, and Launch (September 28, 2020 – October 27, 2020)

- NIC HI application testing (September 28, 2020 – October 9, 2020)
- STATE application testing (October 12, 2020 – October 23, 2020)
- STATE sign off (October 26, 2020)

- Deployment to production environment (October 27, 2020)

NIC HI 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: \$1,005.24
2. Hosting Fees: \$800.00 invoiced annually. The first invoice will be sent upon signature of SOW Amendment 2.
3. Maintenance and Support Fees: \$0.00
4. Transaction Fees: The transaction fees are not being modified via this amendment and will remain \$1 per license. The fee is passed on to the user. A monthly ACH disbursement is sent to the agency less the transaction fee. Average annual fee collected by NIC Hawaii over the past three years is: \$2,580.00.
5. Other Fees: \$0.00

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed cost for this project is \$1,005.24 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
09/28/2020	Payment upon deployment of functional test system and STATE acceptance	\$192.00	\$9.05	\$201.05 (20%)
10/26/2020	Payment upon completion of testing and STATE acceptance	\$192.00	\$9.05	\$201.05 (20%)
10/27/2020	Payment after acceptance letter signed by STATE and submittal	\$192.00	\$9.05	\$201.05 (20%)

	of application for launch to production environment			
01/25/2021	Payment at end of 90-day warranty period	\$384.00	\$18.09	\$402.09 (40%)
	TOTAL	\$960.00	\$45.24	\$1,005.24

ADDITIONAL RESPONSIBILITIES OF STATE

N/A

ADDITIONAL RESPONSIBILITIES OF NIC HI

N/A

CHECKLIST OF SERVICES NIC HI 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
- Customer service technical 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

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