

SOW EXHIBIT A

SOW Amendment 7 - DLNR - HunterEd - Hunter Education and Records Management System

State Agency: DLNR - DOFAW
Agency Contact: Jason Omick
Agency Email: jason.d.omick@hawaii.gov
Agency Address: 1151 Punchbowl St. 325, Honolulu, HI 96813
Agency Phone: 808-587-4159
NIC HI PM: Megan Nichols
NIC HI PM Email: megan.nichols@egov.com
NIC HI PM Phone: 808-539-8953
Application Name: Hunter Education and Records Management System
Business Model: Hybrid
Estimated Deployment Date: November 2, 2021

SCOPE OF WORK AND DELIVERABLES

Scope

The purpose of this amendment is to add the ability for hunters to purchase hunting tags online and print purchased tags.

Workflow

1. Hunter goes to Go Hunt Hawaii website
2. Hunter clicks the 'Hunting Tags' page in the main navigation
3. Hunter selects the type of hunting tag they want to purchase
 - a. Some tags are only for lottery winners. If the user wants to purchase a lottery tag then they will see this popup before they can proceed: This tag should only be purchased by lottery winners OR by standbys. All tag purchases are non-refundable. Are you sure you want to proceed?
4. Hunter will Login
 - a. Note: a login is required so the system can connect this specific hunter to the tag and display it on the 'My Tags' page
5. Hunter will complete the tag application
 - a. Page 1:
 - i. First Name
 - ii. Last Name
 - iii. Hunting License #
 - b. Hunter will click 'Continue'
 - c. At this point HunterEd will send Hunting License application the Last Name & License # and Hunting License will send back the residency: resident or non-resident
 - i. Tag prices are different for resident vs. non-resident
 - ii. If no match is found then the hunter won't be able to proceed. This will likely happen if they mistyped their license number or last name. Show this message to them: No match found. You will not be able to purchase a tag if the hunting license and last name cannot be found in the system. Please try again.
 - iii. If a match is found then they can continue to page 2

- d. Page 2:
 - i. How many tags would you like to purchase?
 - ii. What email address should purchase confirmation be sent to?
- e. Hunter will click 'Continue'
- f. Page 3
 - i. Review Your Order & Purchase
- g. Hunter clicks 'Purchase'
- h. Hunter pays via credit card
- i. After payment, the hunter sees a confirmation page where the tag can be downloaded
 - i. If the user clicks 'Download Tag' a PDF of the tag (only one tag per PDF) will be generated with the following information:
 - 1. Hunter Name
 - 2. Hunting License Number
 - 3. Tag Number (Automatically generated)
 - 4. Hunt Tag Type
 - 5. Service date (date range the tag is valid for)
- j. A confirmation email will be sent to the email address provided in the tag application
- k. The tag(s) will also be available to download/print in the 'My Tags' page of their Go Hunt Hawaii profile

Tasks and Other Notes

1. Add 'Hunting Tags' page to the main navigation
 - a. The partner will provide the final list of tags by island prior to development. The list should include:
 - i. Tag Name
 - ii. Tag prices for resident and non-resident
 - iii. Date range the tag should be available for purchase. If the date is outside this date range the tag will be not visible (or greyed out) so a purchase cannot be made
 - iv. Date range the tag is valid and can be used by the hunter
 - v. Lottery Tags - indicate which tags are for lottery winners and lottery standbys
 - vi. Quantity Limits - indicate the max quantity that each hunter is allowed to purchase per tag
 - b. Islands - List the islands alphabetically
 - c. Tags for each island - order by the date range the tag is available for purchase - the most recent start date will be at the top
 - d. Tags will only be displayed if they are within the date range they are available for purchase
2. Create an endpoint so the Hunting license application can send HunterEd exemption numbers. Since login will be required to purchase tags HunterEd will need the exemption numbers from the Hunting license application.
3. Create an endpoint in the Hunting License application to determine residency. The hunt licenses endpoint will tell HunterEd the residency of the hunter so the system can determine what price to charge.
4. Add a 'My Tags' page to the hunter's profile in Go Hunt so the hunter can login and view their tag(s) anytime before the service dates end
 - a. Islands - List the islands alphabetically
 - b. Tags for each island - order by service date - the most recent start date will be at the top
 - c. Tags will be removed from the 'My Tags' page after the service dates have passed
5. Payment type: Credit card (eCheck not needed)
6. The PDF tag template will be created prior to development. The template will either be created by NIC Hawaii or provided by the partner.

7. Each hunter will purchase their own tag(s). Hunter should not be buying tags for other hunters.
8. There will not be a 'shopping cart' if a hunter wants to purchase two different types of tags they will need to purchase each tag type separately.
9. The tag number will be automatically generated as follows:
 - a. The tag number will begin with the first two letters of the island the tag is for:
 - i. Oahu =OA
 - ii. Kauai= KA
 - iii. Maui= MA
 - iv. Hawaii= HA
 - v. Molokai=MO
 - vi. Lanai = LA
 - b. Next part of the tag number will be the last two digits of the year of the service start date of the tag. Example: 2021 = 21
 - c. The last part of the tag number will be sequential numbering (ex. 1, 2, 3). Starting at 1 for each island and year. The first tag of a new year (for each island) will begin at 1 again.
 - d. Here is an example of how the tag numbering would work:
 - i. Kauai
 1. Tag N
 2. Tag M
 - ii. Maui
 1. Tag Y
 2. Tag Z
 - iii. User A buys 3 of Tag N - Generate tag numbers: KA-21-1, KA-21-2, KA-21-3
 - iv. User B buys 2 of Tag N - Generate tag numbers: KA-21-4, KA-21-5
 - v. User C buys 2 of Tag M - Generate tag numbers: KA-21-6, KA-21-7
 - vi. User D buys 2 of Tag Y - Generate tag numbers: MA-21-1, MA-21-2
 - vii. User E buys 2 of Tag Z - Generate tag numbers: MA-21-3, MA-21-4

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					
1 week after kickoff	Design prototype	Design prototype (Image mockups of key pages)	Developer	64	\$80	\$5,120	
			PM	40	\$80	\$3,200	

15 working days after design prototype completed	Approval to proceed	Sign off					
12 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment	Sr Developer	431	\$100	\$43,100	
			Sys Admin	4	\$100	\$400	
15 working days after website deployed in test environment	Approval to proceed	Sign off					20% payment (\$13,951.83)
4 weeks after site deployed to TEST	Testing, training & review	1 training session for personnel	PM	176	\$80	\$14,080	
15 working days after testing website	Approval to proceed	Sign off					20% payment (\$13,951.83)
3 days after testing approval	Website live	Website deployed in PROD environment	Sys Admin	4	\$100	\$400	
			PM	4	\$80	\$320	
15 working days after website deployed in PROD environment	Approval to proceed	Sign off					20% payment (\$13,951.83)
N/A	Post Launch	Final invoice sent 90-days post launch					40% payment (\$27,903.64)
			Work Totals	723		\$66,620.00	\$69,759.13

NOTES

The start date of amendment 7 is dependent upon the PROD deployment date of amendment 6, scheduled for April 6, 2021.

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.

Prototype (April 12– May 14)

- Kickoff Meeting (April 12)
- Design prototype (April 12 – April 23)
- Review prototype internally (April 26 – April 30)
- Review prototype with STATE (May 3)
- Obtain STATE signoff on prototype (May 14)

Development and TEST Deployment (May 17 – August 23)

- Code the application (May 17 – August 20)
- Deployment to TEST environment (August 23)

Testing, Training, and Launch (August 23 – November 2)

- NIC HI application testing (August 23 – September 17)
- Application review and training with STATE staff (September 20)
- STATE application testing (September 20 – October 1)
- Bug fixes Round 1 (October 4 – October 15)
- STATE application testing – test fixes (October 18 – October 29)
- Production prep (November 1)
- Deployment to production environment (November 2)

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: \$69,759.13
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:

For all transactions completed, there will be a Transaction Fee due and payable to NIC HI, comprised of the following components:

- (1) A fixed cost of \$1.00; plus
- (2) Each credit/debit card transaction will incur an additional transaction processing fee of 2.78% per transaction

The Transaction Fee will be an add-on fee for each transaction, and therefore will be paid by end users.

The Transaction Fee shall be deducted from the gross amount collected online before the net amount is remitted to STATE on a set calendar basis via ACH. The frequency and method of remittance can be modified upon mutual agreement and signed agreement between NIC HI and STATE.

5. Other Fees: \$0.00

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed development cost for this project is \$69,759.13 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
09/20/2021	Payment upon deployment of functional test system and STATE acceptance	\$13,324.00	\$627.83	\$13,951.83 (20%)
10/29/2021	Payment upon completion of testing and STATE acceptance	\$13,324.00	\$627.83	\$13,951.83 (20%)
11/02/2021	Payment after acceptance letter signed by STATE and submittal of application for launch to production environment	\$13,324.00	\$627.83	\$13,951.83 (20%)
01/31/2022	Payment at end of 90-day warranty period	\$26,648.00	\$1,255.64	\$27,903.64 (40%)
	TOTAL	\$66,620.00	\$3,139.13	\$69,759.13

ADDITIONAL RESPONSIBILITIES OF STATE

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

ADDITIONAL RESPONSIBILITIES OF NIC HI

List set of responsibilities for NIC HI that are specific to this project. – 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