

SOW EXHIBIT A

DLNR – HunterED – Hunter Education and Records Management System – Amd 9

State/County Agency: DLNR
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Application Name: Hunter Education and Records Management System
Business Model: Fixed Cost
Estimated Deployment Date: February 16, 2023

SCOPE OF WORK AND DELIVERABLES

Scope

Build shopping cart functionality so hunters can add multiple types of tags/permits to a shopping cart and pay them online through one transaction.

Currently the transaction fee, \$1 per tag/permit plus credit card fee, is passed on to the user. Going forward the STATE will absorb the transaction fee for all transactions.

Delivery

The STATE shall have fifteen (15) working days to review each deliverable, unless otherwise specified, 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 wireframes are approved	Design prototype	Design prototype (Image mockups of key pages)	Sr Developer	40	\$140	\$5,600	
			PM	16	\$150	\$2,400	

15 working days after design prototype completed	Approval to proceed	Sign off					
4 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment	Sr Developer	228	\$140	\$31,920	
	Approval to proceed		Sys Admin	4	\$130	\$520	
1 working day after website deployed in test environment	Approval to proceed	Sign off					50% payment (\$32,230.35)
1 week after site deployed to TEST	Testing, training & review	1 training session for personnel	QA	80	\$100	\$8,000	
			PM	80	\$150	\$12,000	
15 working days after testing website deployed in test environment	Approval to proceed	Sign off					
3 days after testing approval	Website live	Website deployed in PROD environment	Sys Admin	4	\$130	\$520	40% payment (\$25,784.28)
			PM	4	\$150	\$600	
N/A	Post Launch	Final invoice sent 90-days post launch					10% payment (\$6,446.07)
			Work Totals	456		\$61,560.00	\$64,460.70

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.

Prototype (October 17, 2022 – November 18, 2022)

- Kickoff Meeting (October 17, 2022)
- Design prototype (October 17, 2022 – October 28, 2022)
- Review prototype internally (October 31, 2022 - November 4, 2022)
- Review prototype with STATE (November 7, 2022 - November 18, 2022)
- Obtain STATE signoff on prototype (November 18, 2022)

Development and TEST Deployment (November 21, 2022 – January 30, 2023)

- Code the application (November 21, 2022 – January 27, 2023)
- Deployment to TEST environment (January 30, 2023)

Testing, Training, and Launch (January 30, 2023 – March 1, 2023)

- NIC HI application testing (January 30, 2023 – February 10, 2023)
- Application review and training with STATE staff (February 13, 2023)
- STATE application testing (February 13, 2023 – February 24, 2023)
- STATE approval (February 27, 2023)
- Production prep (February 27, 2023 - February 28, 2023)
- Deployment to production environment (March 1, 2023)

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

1. Development Fees: $\$61,560.00 + \$2,900.70 \text{ (GET)} = \$64,460.70$
2. Hosting Fees: $\$0.00 + \text{GET} = \0.00
3. Maintenance and Support Fees: The maintenance fee will not be changed in this amendment and will remain \$2,000 per month.
4. Transaction Fees: The fixed fee will not be changed in this amendment and will remain \$1.00 per tag/permit. The credit card fee will not be changed in this amendment and will remain 2.5%.

Currently the transaction fee is passed on to the user. This will be changed to the following:

STATE will absorb the Transaction Fee for all transactions.

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

Current Fee Structure (add on fee):

Puuanahulu Goat Tag - Non-Resident
 $\$25 \text{ (Tag price)} \times 2 \text{ (quantity)} = \50
 $\$1 \text{ (Transaction Fee)} \times 2 \text{ (quantity)} = \2.00
 $\$52 \text{ (total amount)} \times 2.5\% \text{ (CC Fee)} = \1.30

Item	Price
Puuanahulu Goat Tag (Quantity = 2)	\$50.00
Transaction/Service Fee	\$3.30
Customer Total	\$53.30

New Fee Structure (absorbed fee):

Puuanahulu Goat Tag - Non-Resident
 $\$25 \text{ (Tag price)} \times 2 \text{ (quantity)} = \50
 $\$1 \text{ (Transaction Fee)} \times 2 \text{ (quantity)} = \2.00
 $\$50 \text{ (total amount)} \times 2.5\% \text{ (CC Fee)} = \1.25

Item	Price
Puuanahulu Goat Tag (Quantity = 2)	\$50.00
Customer Total	\$50.00

Due to NIC HI: \$3.25

Due to STATE: \$46.75

5. Other Fees: \$0.00

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed development cost for this project is \$64,460.70 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
01/30/2023	Payment upon deployment of functional test system and STATE acceptance	\$30,780.00	\$1,450.35	\$32,230.35 (50%)
03/01/2023	Payment at completion of testing, acceptance letter signed by STATE, and deployment to production environment	\$24,624.00	\$1,160.28	\$25,784.28 (40%)
05/30/2023	Payment at 90 days post-production launch	\$6,156.00	\$290.07	\$6,446.07 (10%)
	TOTAL	\$61,560.00	\$2,900.70	\$64,460.70

ADDITIONAL RESPONSIBILITIES OF STATE

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

ADDITIONAL RESPONSIBILITIES OF NIC HI

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

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