SOW EXHIBIT A

DLNR – Hunter Ed – Hunter Education and Records Management System

State/County Agency:	DLNR
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Application Name:	Hunter Education and Records Management System
Business Model:	Fixed Cost
Estimated Deployment Date:	April 28, 2022

SCOPE OF WORK AND DELIVERABLES

Scope

1. Remove the current lottery popup
2. If the user selects a lottery tag then take them through the lottery tag workflow described below
3. Update the tag PDF
   - Display multiple tags on one PDF (ex. Two (2) Doe Tags will display one doe tag on each page of the PDF)
   - Display the weekend they won the lottery for

New Lottery Tag Workflow

1. The hunter will click 'Select Tag' for a lottery tag
2. The hunter will login
   - The system will get the hunter's last name, dob, and cert #
3. Lottery Confirmation Page 1
   - Text: A lottery must be won to purchase this tag. We must verify a lottery has been won before you can proceed.
   - Are you purchasing this tag for yourself?
     - Yes
     - No
       - If No, then have the user fill in these fields:
         - Who is the tag for?
           - HunterEd Cert #
           - Last Name
           - DOB
   - Select the season the lottery was won:
     - There will be a drop down menu that will only display seasons where the season end date has not passed yet
   - Select the hunt the lottery was won:

- There will be a drop down menu displaying all the hunts within the season
4. Click 'Continue'
5. Search within the season and hunt type for a matching user that won a lottery and is labeled as GOING or STANDBY
    o If no matches are found then do not let the user proceed. Instead, display this message: A lottery must be won to purchase this tag. We have no record of a lottery that was won with the information you have given.
6. Lottery Confirmation Page 2
    o Confirm the lottery information is correct
    o <display lottery results>
7. Click 'Continue'
8. Tag Form Page 1
    o First name - autofill from the lottery results
    o Last name - autofill from the lottery results
    o Hunting License #
9. They will complete the tag form and purchase the tag
    o The rest of the pages of the tag form will be the same as current form. Except for the breadcrumbs and sidebar, the sidebar should include all the new data we are gathering.
10. After the user completes payment they will be directed to the confirmation page where they can download the PDF with multiple tags on it.

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					
5 weeks after kickoff meeting	Wireframes	1-2 facilitated workshops, Site architecture (Sitemap, Home page explorations), wireframes as needed	N/A	N/A	N/A	N/A	
15 working days after completed wireframes	Approval to proceed	Sign off					
1 week after wireframes are approved	Design prototype	Design prototype (Image mockups of key pages)	Developer	30	$80	$2,400	
			PM	20	$80	$1,600	

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	260	$100	$26,000	
			Sys Admin	4	$100	$400	
15 working days after website deployed in test environment	**Approval to proceed**	**Sign off**					**20% payment ($8,192.67)**
1 week after site deployed to TEST	Testing, training & review	1 training session for personnel	PM	100	$80	$8,000	
15 working days after testing website deployed in test environment	**Approval to proceed**	**Sign off**					**20% payment ($8,192.67)**
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 ($8,192.66)**
N/A	**Post Launch**	**Final invoice sent 90-days post launch**					**40% payment ($16,385.33)**
			Work Totals	**422**		**$39,120.00**	**$40,963.33**

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 (February 7 – March 4)

- Kickoff Meeting (February 7)
- Design prototype (February 7 – February 18)
- Review prototype internally (February 21 – February 25)
- Review prototype with STATE (February 28)
- Obtain STATE signoff on prototype (March 4)

Development and TEST Deployment (March 7 – April 18)

- Code the application (March 7 – April 15)
- Deployment to TEST environment (April 18)

Testing, Training, and Launch (April 18 – August 6, 2018)

- NIC HI application testing (April 18 – April 27)
- Application review and training with STATE staff (April 26)
- STATE application testing (April 26)
- Production prep (April 27)
- Deployment to production environment (April 28)

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: $39,120.00 + $1,843.33 (GET) = $40,963.33

2. Hosting Fees: $0.00 + 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. The credit card fee will be modified from 2.78% to 2.5%.

5. Other Fees: $0.00

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed development cost for this project is $40,963.34 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
04/18/2022	Payment upon deployment of functional test system and STATE acceptance	$7,824.00	$368.67	$8,192.67 (20%)
04/27/2022	Payment upon completion of testing and STATE acceptance	$7,824.00	$368.67	$8,192.67 (20%)
04/28/2022	Payment after acceptance letter signed by STATE and submittal of application for launch to production environment	$7,824.00	$368.66	$8,192.66 (20%)
07/27/2022	Payment at end of 90-day warranty period	$15,648.00	$737.33	$16,385.33 (40%)

TOTAL	$39,120.00	$1,843.33	$40,963.33

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