

SOW EXHIBIT A

SOW-DEPARTMENT OF HEALTH-HARM REDUCTION SERVICES BRANCH-MEDICAL CANNABIS REGISTRY-AMENDMENT 5

State Agency: Department of Health (DOH)

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Application Name: Medical Cannabis Registry

Business Model: Fixed Rate

Estimated Deployment Date: November 2, 2022

SCOPE OF WORK AND DELIVERABLES

Scope

1. Develop an electronic process that will enable the following changes to existing OSP registrations by user or STATE Admin:
 - a. Void a 329 Card;
 - b. Name and/or Date of Birth Change as applicable;
 - c. Add or Update Applicant's Contact Information as applicable;
 - d. Add or Update Caregiver's Contact Information as applicable;
 - e. Add, Change, or Remove my Caregiver as applicable;
2. Allow registered users who have submitted online OSP applications to:
 - a. Submit (multiple) online changes for a single fee if submitted at the same time;
 - b. Include document uploads, when required;
 - c. Pay online for changes, when required.
3. Allow STATE Admin to view OSP change requests in a change request queue before approving them;
4. Allow STATE Admin to notify the OSP submitter of approval or returned/denial, with a custom explanation for returned/denial;
5. If an OSP change submission that required a payment has to be returned to the submitter and resubmitted, allow resubmission without charge;
6. Track the changes made and display them in the patient record.

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					
2 week after kickoff meeting	Design prototype	Design prototype (Image mockups of key pages)	Developer	30	\$100	\$3,000	
			Sr PM	20	\$120	\$2,400	
15 working days after design prototype completed	Approval to proceed	Sign off					
16 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment	Developer	200	\$100	\$20,000	
			QA Testing	80	\$100	\$8,000	
			Sr PM	28	\$120	\$3,360	
			Sys Admin	5	\$100	\$500	
15 working days after website deployed in test environment	Approval to proceed	Sign off					20% payment (\$8,502.61)
4 week after site deployed to TEST	Testing, training & review	1 training session for personnel	Developer	8	\$100	\$800	
			Sr PM	6	\$120	\$720	
15 working days after testing website deployed in test environment	Approval to proceed	Sign off					20% payment (\$8,502.61)
3 days after testing approval	Website live	Website deployed in PROD environment	Sys Admin	3	\$100	\$300	
			Developer	8	\$100	\$800	
			Sr PM	6	\$120	\$720	
15 working days after website deployed in PROD environment	Approval to proceed	Sign off					20% payment (\$8,502.62)
N/A	Post Launch	Final invoice sent 90-days post launch					40% payment (\$17,005.23)
			Work Totals	394		\$40,600.00	\$42,513.07

NOTES

The timeline presented below assumes DOH delivery of approved, final PDF forms prior to the start of development.

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 11 – May 27)

- Kickoff Meeting (April 11 – April 15)
- Design prototype (April 18 – April 22)
- Review prototype internally (April 25 – April 29)
- Review prototype with STATE (May 2 – May 6)
- Obtain STATE signoff on prototype (May 9 – May 27)

Development and TEST Deployment (May 30 – August 12)

- Code the application (May 30 – August 5)
- Deployment to TEST environment (August 8 – August 12)

Testing, Training, and Launch (August 15 – November 3)

- NIC HI application testing (August 15 – September 23)
- Application review and training with STATE staff (September 26 – September 30)
- STATE application testing (October 3 – October 21)
- STATE approval (October 24 – October 28)
- Production prep (October 31 – November 2)
- Deployment to production environment (November 3)

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: $\$40,600.00 + \$1913.07 = \$42,513.07$
2. Hosting Fees: $\$0.00$
3. Maintenance and Support Fees: $\$0.00$
4. Transaction Fees: This SOW Amendment V does not change any existing transaction fees for the Medical Cannabis Registry service. The current transaction fee of 10% per transaction remains as is.

5. Other Fees: \$0.00

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed development cost for this project is \$42,513.07 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
August 8, 2022	Payment upon deployment of functional test system and STATE acceptance	\$8,120.00	\$382.61	\$8,502.61 (20%)
October 24, 2022	Payment upon completion of testing and STATE acceptance	\$8,120.00	\$382.61	\$8,502.61 (20%)
November 2, 2022	Payment after acceptance letter signed by STATE and submittal of application for launch to production environment	\$8,120.00	\$382.62	\$8,502.62 (20%)
February 1, 2023	Payment at end of 90-day warranty period	\$16,240.00	\$765.23	\$17,005.23 (40%)
TOTAL		\$40,600.00	\$1,913.07	\$42,513.07

ADDITIONAL RESPONSIBILITIES OF STATE

There are no additional responsibilities of the STATE that are specific to this project.

ADDITIONAL RESPONSIBILITIES OF NIC HI

There are no additional responsibilities of 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