

HAWAII INFORMATION CONSORTIUM

STATEMENT OF WORK

DEPARTMENT OF COMMERCE AND CONSUMER
AFFAIRS
INSURANCE DIVISION

INSURANCE LICENSEE SELF-SERVICE

Version 1.8

DCCA-20160906

HAWAII INFORMATION CONSORTIUM

OVERVIEW

This Statement of Work (SOW) document identifies the responsibilities between the Department of Commerce and Consumer Affairs, Insurance Division (DCCA INS) "PARTNER" and the Hawaii Information Consortium, LLC (HIC), the Internet Portal provider for the State of Hawaii. This document is subordinate to the requirements stated in RFP-08-11-SW, Internet Portal Manager and Service Provider, HIC's Proposal and the contract between the State of Hawaii and HIC dated December 3, 2007.

This Statement of Work covers general topics that deal with the development and maintenance of an insurance licensee self service with the ability to print licenses.

SERVICE LEVEL AGREEMENT

This Statement of Work (SOW) is subordinate to the Service Level Agreement (SLA) between the DCCA and HIC signed and dated on October 27, 2008. This SOW is subject to all terms and conditions thereof unless specifically designated as exceptions in this document.

PURPOSE STATEMENT

The purpose of this project is to create a self-service portal for the insurance licensees to securely access their current license information, and provide the ability to download and print their own license certificates.

OVERVIEW OF CURRENT PROCESS

The Insurance Division issues the license certificate to licensee upon new, renew, or change to the license information. The new certificate is printed on special security paper, and delivered by mail to the licensee. The licensee is required to hang the certificate at the business establishment.

Depending on the volume, the time required to process the change, print and mail the certificates, including transit time, the process of generating a new license certificate could take up to two weeks.

The Insurance Division issues over 60,000 certificates annually.

SCOPE STATEMENT

HIC will work with DCCA to design, develop, and maintain the online self-service to include:

- Secure login with real-time authentication with Insurance Licensing System (HILS)
- Display of current license information upon successful login
- Ability to generate license certificate in PDF format for active licenses
- Ability to generate email notifications to licensees when licenses are ready to be printed
- Include the updated Look and Feel to match with DCCA/INS online presence
- Include links to existing INS online services
 - Public License Search
 - License Renewal
 - Continuing Education Search

Out of Scope

Features and functionality not explicitly stated in this SOW are considered Out of Scope and will not be implemented.

PORTAL ADMINISTRATION FEE, TRANSACTION FEE, OR NO FEE

There is no associated Portal Administration or Transaction Fee for this project.

PROJECT DEVELOPMENT COSTS

This project will be completed at \$0.00, or no cost to the PARTNER. This is because this project is being funded from the revenue received from the Insurance Licensing Renewal service.

The Estimated Project Development Cost would have been \$14,743.45 as detailed below:

Description	Resource	Hours	Rate	Amount
UI Design & Revisions	Designer	32	\$80.00	\$2,560.00
Application Development	Developer	80	\$80.00	\$6,400.00
Project Management	Project Manager	40	\$80.00	\$3,200.00
QA and Documentation	Developer	24	\$80.00	\$1,920.00
Subtotal		176		\$14,080.00
Tax			4.712%	\$663.45
TOTAL				\$14,743.45

MAINTENANCE AND SUPPORT FEES

The annual maintenance and hosting will be performed at no cost to the PARTNER, irrespective of any changes or enhancements to the system.

DELIVERABLES/MILESTONES

<i>Description (Milestone /Deliverable)</i>	<i>Owner</i>	<i>Estimated Duration</i>
Delivery of Prototype	HIC	3 weeks
PARTNER approval of prototype	PARTNER	1-2 week
Delivery of the TEST System	HIC	6-7 weeks
PARTNER approval of TEST site	PARTNER	1-2 week
Launch to Production	HIC	1 day
Maintenance Period 1 (bug fixes)	HIC	30 days
Maintenance Period 2 (bug fixes)	HIC	30 days

The estimated duration of each task may be shorter or longer than indicated. If longer, HIC shall provide PARTNER with a written notification of the delay and a new projected timetable.

RISK ASSESSMENT

Risks may be identified by any of the project stakeholders and stakeholders are expected to communicate any risk. Risks will be tracked by the HIC project manager. The HIC project manager will work with the project team to prioritize risks and develop risk mitigation strategies to manage the projects risks.

MAINTENANCE AND SUPPORT

After the application is delivered, as defined above, HIC will provide support for the proper installation and ongoing general maintenance and operation of the current release of the application. HIC shall use reasonable effort to provide troubleshooting to correct any errors in the application and issues reported by DCCA.

HIC will notify DCCA Project Manager, Portal Program Manager, and ETS via email and/or phone of operational problems which impact services immediately during business hours or 1 hour during non-business hours. Phone will be used if there are network issues.

Upon receipt of notice of an error, exception, or enhancement request, HIC will assign a priority level to the error or issue in accordance with the following criteria:

- Priority A – An error that results in the application being substantially or completely nonfunctional or inoperative. HIC will investigate the issue immediately, and these issues shall be addressed within

6 business hours (See 24 x 7 Tech Support section). If an issue cannot be resolved within the 6 business hours, a resolution plan must be presented by the Partner Liaison, Project Manager, General Manager, or Director of Development to the DCCA.

- Priority B – An error that results in the application operating or performing other than as represented in the Design or in a manner that complicates its use or navigability, but which does not have a material adverse impact on the performance of the site. An estimate of completion will be provided within 2 business days.
- Priority C – A simple text or graphic (non-design) change. An acknowledgement of the request will be provided within 2 business days. An estimate of completion will be provided within 5 business days.
- Priority D – An application design change. The HIC Partner Liaison will schedule a meeting to discuss goals, audience, and other issues related to the design change.

HIC will make reasonable efforts to correct errors or provide a work-around solution for each priority level and, if a work-around is the immediate solution, will make reasonable efforts to provide a final resolution of the error.

HIC will work with DCCA staff in the event of an issue resulting from a change submitted by the DCCA. HIC staff will be able to rollback the changes to resolve the issue. In the event that there is significant work required to resolve the issue, HIC may charge the DCCA for the time spent resolving the issue. Issues that are a result of HIC changes will be addressed immediately and no charges associated with the time spent to resolve the issue will result.

24 X 7 TECH SUPPORT

HIC server systems are constantly monitored for seamless operation 24x7x365 days a year using NAGIOS network monitoring software. The software checks the status of HTTP, SSL, and FTP services every three minutes. If there is an issue, the software automatically sends an e-mail to the Systems Administrator's and Director of Development's (DOD) cellular telephone. The Systems Administrator and/or Director of Development will then respond as appropriate to the problem. There are numerous additional monitoring scripts that are also programmed to e-mail the HIC DOD if the file transfer operations are not handled in the proper fashion.

If HIC cannot solve the problem within six hours on business days or 12 hours on weekends or holidays, the HIC Director of Development will notify the HIC General Manager. If the application is unavailable a message will be posted by HIC to web users that the site is temporarily down.

If a Priority A issue arises that is not covered under the aforementioned explanation, the HIC support team is available 24 hours a day at **808-695-4627**.

SOFTWARE MODIFICATIONS AND ENHANCEMENTS

At DCCA's request, HIC will consider developing modifications or additions that materially change the utility, efficiency, functional capability, or application of the software ("Enhancements") at such charge and

on such schedule as the parties may mutually agree in writing. Such modifications or additions will be undertaken on a project basis, subject to review and approval of the Access Hawaii Committee.

RESPONSIBILITIES OF THE DCCA

DCCA will designate a Project Manager with responsibility and authority for review and approval of deliverables under this SOW.

In order to accomplish the tasks outlined in this SOW and provide the deliverables in accordance with the Deliverables/Milestones, HIC will require the following from DCCA by the agreed upon dates. If DCCA does not provide any of these items by the required date, delivery dates for HIC deliverables will be revised accordingly. HIC will not be held responsible for delays in the timetable due to unavailability of data or resources from DCCA.

- DCCA will provide timely authorization for the project and for each approval required during the project.
- DCCA will provide written functional requirements for all system components.
- DCCA agrees to designate content-knowledgeable reviewer(s) to review each deliverable prior to acceptance to ensure that acceptance represents an informed commitment.
- DCCA will provide knowledge transfer of necessary IT knowledge, environment and business processes. Verbal walkthroughs and documentation will satisfy this responsibility.
- DCCA will provide content information to be presented on the website.

RESPONSIBILITIES OF THE HAWAII INFORMATION CONSORTIUM

HIC will provide a Project Manager to serve as the primary point of contact and coordination with the DCCA project team for the duration of the implementation of this project. HIC will provide all the HIC deliverables detailed in the Deliverables section and will:

- Host the application over the course of its lifecycle
- Provide day-to-day management of the project work plan
- Host periodic team meetings to review the status of project activities against the plan
- Provide Project Plan Updates - ongoing, as required
- Provide Executive Briefings - ongoing, as required
- Provide DCCA with transaction reports and money transfers on a schedule mutually agreed to by HIC and DCCA
- Provide a consistent look and feel for related applications under development
- Provide ongoing monitoring of system efficiency and effectiveness and correct deficiencies in a prompt manner
- Provide resources to design, create, test, and implement the service
- Perform system maintenance and upgrades
- Run database backups and recovery routines
- Create a Business Continuity Plan

TERM OF AGREEMENT

This Agreement will remain in force until such time as DCCA and/or HIC decides to terminate it with 90 days written notice to the other party.

CHANGE PROCESS

The scope of work as specified in this document shall not change except where approved using the following process:

Prior to Software Delivery:

- The HIC project manager shall review an issue and determine whether the resolution will lead to a change in scope, defined as a change that will impact cost, schedule, or staffing.
- The proposed change shall be documented in a scope change order, including the impact on schedule, cost, and staffing.
- The DCCA project manager shall review and approve the scope change.
- The scope change order shall be reviewed by HIC and/or the Access Hawaii Committee (if fee related) and is approved upon signature by the HIC General Manager.

After final review and upon signature of the HIC General Manager, the scope change order shall become an amendment to the Statement of Work.

After Software Delivery:

Maintenance: To report an error, the DCCA project manager shall contact the HIC Partner Liaison or Project Manager. Urgent requests may be directed to the HIC Partner Liaison, Project Manager, Director of Development, or Systems Administrator.

The scope of work as specified in this document shall not change except where approved using the following process:

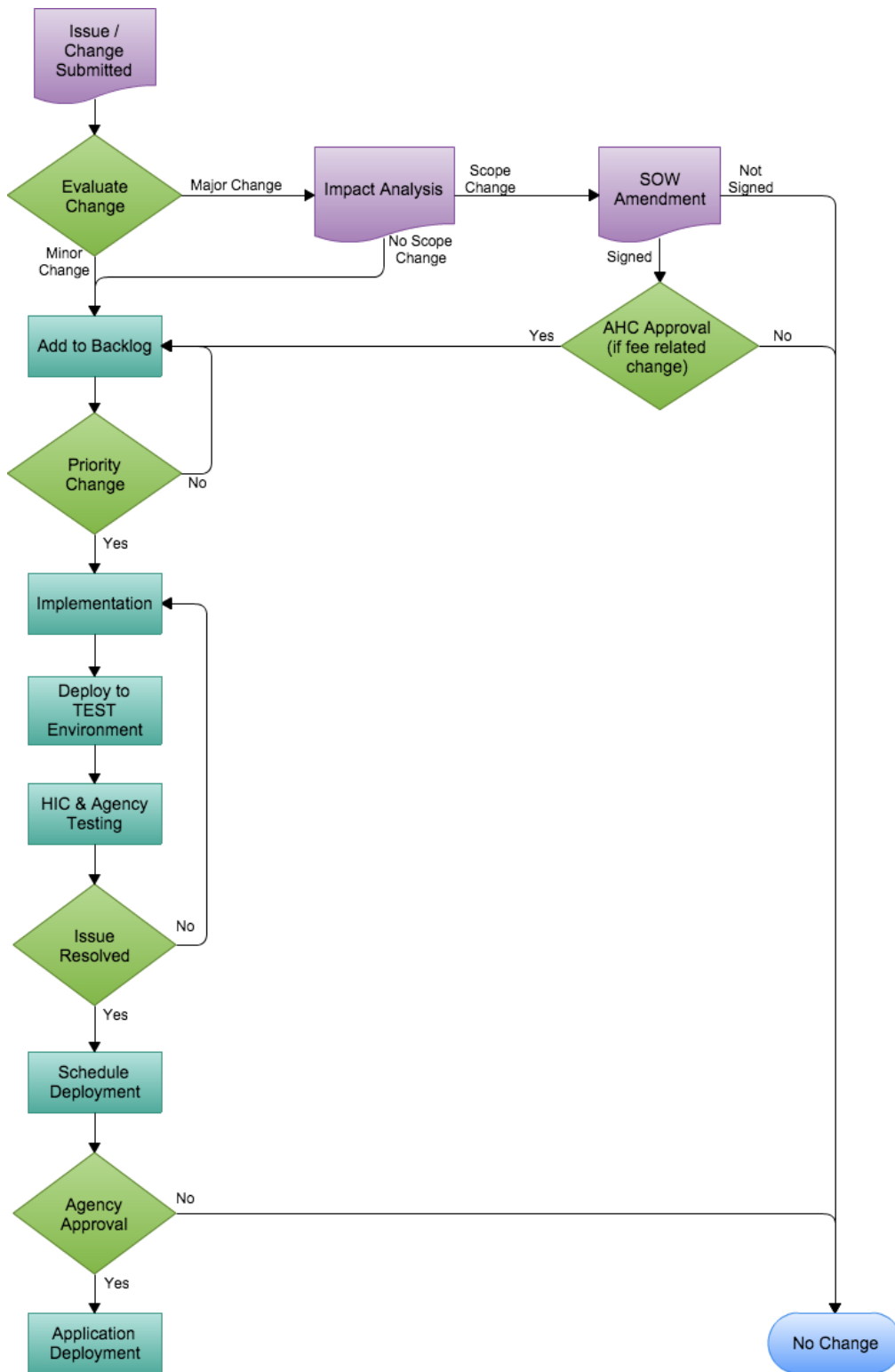
- The DCCA project manager informs the issue/change by email to the HIC Partner Liaison.
- The HIC Partner Liaison shall review the issue and determine whether the resolution will lead to a change in scope, defined as a change that will impact cost, schedule, or staffing.
- The proposed change shall be documented by HIC in a scope change order, including the impact on schedule, cost, and staffing.
- The DCCA project manager shall review and approve the scope change order.
- The scope change order will then be subject to final review by the HIC General Manager and/or the Access Hawaii Committee (if fee related).

After final review and upon the signature of the HIC General Manager, the scope change order shall become an amendment to the Statement of Work.

After the application is launched, any change required can be requested via HIC's change management system. For substantial changes or changes in scope, an addendum to the statement of work may be required. HIC will then review the change requests and prioritize it with other requested changes. Access Hawaii Committee approval is needed for fee related changes only.

Next, HIC will provide a response to the DCCA. The response will describe the exact change, estimated completion date, and the estimated resources required. If the requested change requires an unusually high level of HIC resources, or is significantly out of scope of the original Statement of Work document for the application, HIC may decline to perform the change.

The Access Hawaii Committee may also prioritize the requested change with HIC's other activities. A workflow diagram of the change process is shown below:



STAKEHOLDERS

Department of Commerce and Consumer Affairs, Insurance Division

335 Merchant Street

Honolulu, HI 96813

Hawaii Information Consortium, LLC.

201 Merchant Street.

Suite 1805

Honolulu, HI 96813

CHAIN OF COMMAND

DCCA

Gordon Ito, Commissioner, Insurance Division

Ai-Chun Rakieten, Licensing Supervisor

HIC

Burt Ramos, General Manager

Janet Pick, Director of Portal Operations

Zheng Fang, Director of Development

Jing Xu, Partner Liaison

SIGN OFF

I, the undersigned, have the authority to make binding decisions on behalf of my respective agency/department regarding projects in collaboration with HIC.

I also have the authority to allocate agency/department resources towards the above-described project.

I have read the above document and understand all implications thereof. Any future changes to this Statement of Work will be made through amendments signed by both parties.

By signing, I acknowledge that the project described herein has received any required legal reviews and is in compliance with current State of Hawaii statutes and administrative rules.

Date:

Gordon Ito
Commissioner
DCCA, INS

Burt Ramos
General Manager
Hawaii Information Consortium, LLC

Todd Nacapuy
Chief Information Officer
Enterprise Technology Services