

HAWAII INFORMATION CONSORTIUM

STATEMENT OF WORK

DEPARTMENT OF COMMERCE AND CONSUMER
AFFAIRS
INSURANCE DIVISION

INSURANCE LICENSEE SELF-SERVICE

Version 1.15

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 "CONTRACT" between the State of Hawaii and HIC dated December 3, 2007.

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

This Statement of Work covers the development and maintenance of a self-service portal for the insurance licensees to securely access their current license information, and provide the ability to download an electronic version of the license certificate.

OVERVIEW OF CURRENT PROCESS

Currently the Insurance Division issues the license certificate to licensee upon new, renew, or change to the license information. The paper 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.

With the enabling of the self-service portal, DCCA INS will no longer issue the paper certificates. This will improve efficiency and reduce cost. New electronic certificate will have links to the existing public online license search to verify if the license is valid.

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 for DCCA to send email notifications to licensees when certificates 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 require an amendment signed by both parties.

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.

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 with all items defined in the Scope Statement	HIC	3 weeks from start of the project
PARTNER approval of prototype	PARTNER	1-2 week from Delivery of Prototype
Delivery of the TEST System with all items defined in the Scope Statement	HIC	6-7 weeks from Approval of Prototype
PARTNER approval of TEST site	PARTNER	1-2 week from the Delivery of the TEST system
Launch to Production with all items defined in the Scope Statement	HIC	1 day from the Approval of the TEST system
90-day Post-Production Period (bug fixes)	HIC	90 days from the Launch Date

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.

DELIVERY

PARTNER will provide written notice to authorize HIC to install the Software or service in HIC's production environment.

If PARTNER discovers and provides written notice to HIC, within the first 90 days after any Software or service is placed in production in HIC's production environment, of any material failure to meet the functional specifications required of Software or services provided hereunder, HIC will remedy such failure.

“Production environment” shall mean the technical environment and configuration in which HIC's existing online services are operated and managed independently from HIC's testing and development environment.

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. These issues shall be fixed within 6 business hours (See 24 x 7 Tech Support section). If an issue cannot be fixed 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 does not impact the performance or operation of the site, but correction of the error will result in improved user experience or application efficiency. HIC will investigate and resolve within 10 business days.
- Priority C – A simple text or graphic (non-design) change. An acknowledgement of the request will be provided within 2 business days. The change will be completed within 15 business days.

HIC may provide a work-around solution for each priority level. If a work-around is the immediate solution, or if an issue cannot be resolved within the time frames noted above, a resolution plan must be presented by HIC to the DCCA to address a final resolution of the error.

HIC will work with DCCA staff in the event of an issue resulting from a partner-initiated modification to Software or services. In the event there is significant work required to resolve the non-HIC caused issue, HIC may charge the DCCA for the time spent resolving the issue.

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 defined in the Deliverables/Milestones section of this document, DCCA Project Manager will work with HIC Project Manager to establish a project plan/timeline in conjunction 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.

Failure to Perform

Pursuant to section 9.16.2 of the CONTRACT, substantial failure of HIC to perform the SOW may cause the PARTNER to terminate the SOW. In this event, the PARTNER may require HIC to reimburse the monies paid (based on the identified portion of unacceptable work received) and may seek associated damages.

Liquidated Damages

Liquidated Damages are not applicable for this SOW.

CHANGE PROCESS

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

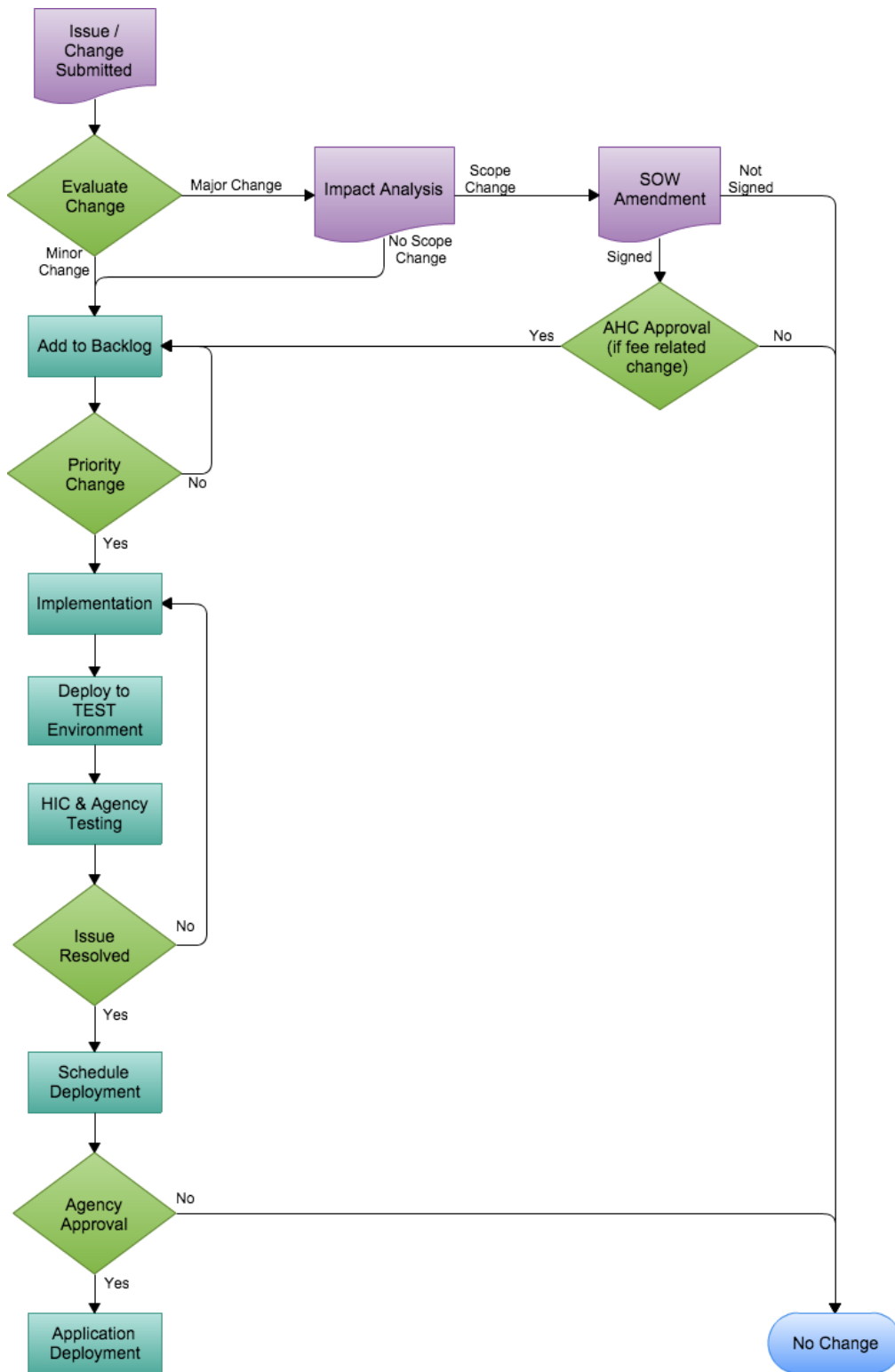
- The DCCA project manager informs the issue/change by email to the HIC Partner Liaison.
- The HIC Partner Liaison shall review the issue and determine whether the resolution will lead to a change in scope, defined as a change that will impact cost, schedule, or staffing.
- The proposed change shall 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