

Portal Frequently Asked Questions

1. When are the funds, collected by HIC, transferred/deposited to the State agency?

The majority of state and county agencies fee processing is transferred within three days. However, some smaller agencies request the transfer once a month in order to handle workload with limited resources.

2. What are the rates for specific job specifications?

The Hawaii Information Consortium (HIC) rates for each job specification are listed in the table below:
(pursuant to RFP-08-011-SW)

Job Specialty	Hourly Rate
General Manager	\$240.00
Software Architect	\$120.00
Senior Project Manager	\$120.00
Project Manager	\$80.00
Senior Business Analyst	\$100.00
Business Analyst	\$70.00
Senior Developer	\$100.00
Developer	\$80.00
Web/Creative Designer	\$60.00
Print Designer	\$75.00
Marketing Executive	\$80.00
Marketing Associate	\$50.00
Financial Management/Billing Specialist/Support Staff	\$70.00
Database Administrator	\$100.00
Security Administrator	\$100.00
Systems Administrator	\$100.00

3. What are the different funding models associated with the portal services?

Fixed Rate: When transaction fees are not feasible the Hawaii Information Consortium (HIC) can still offer services with a fixed rate. In most cases, this funding model is used when an agency wants to develop an online service that has an existing funding model (i.e. federal grants) or the service doesn't generate any revenue but requires significant development and maintenance.

Self-funded: HIC absorbs the risk and cost of developing & maintaining the service in return for future revenue over the lifecycle of the service. HIC generates revenue through portal fees that are added on to the online services we build. These fees can be passed to the fee payer or absorbed in part or whole by the State or County.

Hybrid: A hybrid approach is using both the self-funded and time & materials models together. There are development costs, however, they are discounted as there is also a self-funded component to the application.

4. What are the different types of fees associated with the portal?

DEVELOPMENT FEES

OPTION 1:

FIXED COST: The project development cost plus Hawaii General Excise Tax (GET).

OPTION 2:

NO DEVELOPMENT COST: There are no development costs for this project.

OPTION 3:

HYBRID: A hybrid approach is using both the no-cost and fixed cost models together. There are development costs, however, they are discounted as there is also a transaction fee component to the application.

HOSTING FEES

For Content Management Systems (CMS), there are two hosting options:

OPTION 1: Hosted by Hawaii Information Consortium (HIC)

HIC will administer and manage the WordPress installation for this site. State or County will be invoiced annually on a set calendar year basis dependent on the launch date of the website.

Hosting fees include:

- Website traffic statistics using Google analytics
- Weekly backups and system administration (updates, plugins, etc.)
- Licensing of plugins
- Support (4h per month)
- Annual security scans – to be completed prior to site launch and annually thereafter on or about the anniversary of the launch date

HIC standard hosting rates are as follows: (subject to change)

- Up to 30 Pages and 100 MB of storage - \$1,200 per year + GET
- Up to 100 Pages and 500MB of storage - \$3,600 per year + GET
- Up to 200 pages and 1 GB of storage - \$5,000 per year + GET
- Up to 300 pages and 2 GB of storage - \$7,200 per year + GET
- Up to 500 pages and 5 GB of storage - \$12,000 per year + GET
- Up to 1000 pages and 25 GB of storage - \$36,000 per year + GET

OPTION 2: Hosted by the State's Enterprise Technology Services Department (ETS)

The site will be hosted by ETS at no cost. No support will be provided by HIC outside of the 90-day post launch period.

MAINTENANCE AND SUPPORT FEES

OPTION 1: Set amount charged

State or County will be invoiced annually on a set calendar year basis dependent on the launch date of the Software or service. Payment from State or County is due within 30 days upon receipt of the invoice.

OPTION 2: No maintenance & support fees.

This project shall not incur maintenance & support and hosting fees for the duration of the service.

TRANSACTION FEES

OPTION 1: There are no associated transaction fees

There is no associated Transaction Fee for the project.

OPTION 2: There are transaction fees.

For all transactions completed, there will be a Transaction Fee due and payable to HIC, comprised of the following components:

(1) A fixed cost of \$xx.00; plus

(2) Each credit/debit card or eCheck transaction will incur an additional fee as described below:

- a. Credit/debit card transactions - Additional transaction processing fee of 2.78% (subject to change) per transaction; or
- b. eCheck transactions - Additional transaction processing fee of \$1.00 per transaction (subject to change); plus

(3) Subscriber account fee. This is an optional HIC fee. Pursuant to section 2.02.53 of the Contract (RFP-08-11-SW), "Subscribers will be required to execute a contract for services and can be charged an annual fee for the convenience of monthly billing."

The Transaction Fee can either be an add-on fee for each transaction, and therefore will be paid by end users, or the State or County will absorb the Transaction Fee for all transactions.

(Note: if the State or County does not charge a separate fee, the total amount would only be the Transaction Fee and would not need to be deducted from the gross and remitted to State or County. HIC would just keep the full amount of the Transaction Fee.)

The Transaction Fee shall be deducted from the gross amount collected online before the net amount is remitted to State or County on a set basis via ACH. The frequency and method of remittance differ for each project and are negotiated between each department of the State or County and HIC.

Any costs incurred by HIC associated with unsuccessful contest of a charge-back, cancellation, or insufficient funds will be invoiced to the State or County as explained below.

Credit Card Chargebacks

HIC will make an initial effort to collect on all returned payments, credit card chargebacks, etc. HIC's customer service staff will endeavor to satisfy merchant bank requests. In the event that HIC is unable to successfully contest a credit card chargeback, HIC will invoice State or County the original transaction amount plus a \$25.00 chargeback fee (subject to change).

ACH Returns (consolidated ACH via HIC only):

Some eCheck (ACH) transactions may be returned due to insufficient funds or because the bank account information was entered incorrectly by the customer. HIC will attempt to make initial collections on returned payments. If HIC is unable to collect the funds within 7 business days, HIC

will invoice State or County the original transaction amount to State or County plus a \$25.00 (subject to change) return fee.

5. What is the process for receipt of deliverables?

The State or County shall have fifteen (15) working days to review each deliverable and to either notify HIC of acceptance, or to provide HIC a detailed list of deficiencies that must be remedied prior to payment being made. In the event the State or County notifies HIC of material, non-compliance with the functional specifications, HIC shall correct the same within fifteen (15) working days, unless the State or County consents in writing to a longer period of time.

6. How is the State invoiced for work completed by the vendor?

Upon acceptance of HIC deliverables, HIC will send an original invoice to the State or County. The State or County has 30-days to pay from the receipt of a valid invoice according the following schedule:

Invoice Schedule

Date	Deliverable	Price	GE Tax	Total
	Payment upon deployment of functional test system and State or County acceptance	\$XXX.00	\$XX.00	\$XXX.00 (20%)
	Payment upon completion of testing and State or County acceptance	\$XXX.00	\$XX.00	\$XXX.00 (20%)
	Payment after acceptance letter signed State or County and submittal of application for launch to production environment	\$XXX.00	\$XX.00	\$XXX.00 (20%)
	Payment at end of 90-day warranty period	\$XXX.00	\$XX.00	\$XXX.00 (40%)
	TOTAL	\$XXX.00	\$XX.00	\$XXX.000

7. What happens if the vendor fails to perform?

If HIC substantially fails to perform the Statement of Work (SOW), State or County will give HIC written notice describing such failure. Thereafter, HIC shall have 10 days (or a longer period of time if set forth in the written notice) to remediate such failure. If HIC has not remediated such failure within the allotted time period, State or County may terminate the Statement of Work (SOW).

Pursuant to section 9.16.2 of the Contract (RFP-08-11-SW), substantial failure of HIC to perform the SOW may cause the State or County to terminate the SOW. In this event, the State or County may require HIC to reimburse the monies paid (based on the identified portion of unacceptable work received) and may seek associated damages.

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