

STATEMENT OF WORK

ADDENDUM IV

DEPARTMENT OF BUSINESS, ECONOMIC
DEVELOPMENT & TOURISM

BUSINESS DEVELOPMENT AND SUPPORT DIVISION

COMMUNITY-BASED ECONOMIC DEVELOPMENT
(CBED) APPLICATIONS

Version 1.00

DBEDT.001.A4

STATE OF HAWAII

OVERVIEW

This Statement of Work (“SOW”) Addendum IV (4) document identifies the responsibilities between the Department of Business, Economic Development & Tourism (DBEDT) Business Development and Support Division (BDS) (“STATE”) 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 (collectively referred to as the “CONTRACT”).

The original SOW covered work for HIC to develop an online service to:

1. Allow users to complete the application and reporting process online.
2. Allow DBEDT administrators to:
 - a) review and approve/deny applications and reports;
 - b) send email notifications to users;
 - c) generate reports from data in the system.

The SOW Addendum I covered additional functionality as stated below:

1. Allow DBEDT administrators to: a) link and unlink an eHawaii.gov User Account from a record in the application; b) upload and attach files to individual records and mark uploaded files as private.
2. Create four additional Open Reports as requested by DBEDT administrators.

The SOW Addendum II covered additional functionality as stated below:

1. Allow DBEDT administrators to: a) edit forms that are in the certified, not certified, approved and denied statuses; b) change the status of forms that are in certified, not certified, approved and denied statuses.
2. Add a time stamp to the current “Status Updates and Notes” change log.

The SOW Addendum III covered work to be performed in regards to:

1. New functionality;
2. Modifications to existing functionality;
3. Revisions to forms;
4. Creation of new reports;
5. Updating of instructions and text.

The SOW Addendum 4 is subordinate to the Service Level CONTRACT (“SLA”) between the STATE and HIC signed and dated on February 26, 2015. This SOW is subject to all terms and conditions thereof unless specifically designated as exceptions in this document.

This SOW Addendum 4 is an addendum to the original Statement of Work entitled “Community-Based Economic Development (CBED) Applications” signed by the Department of Business, Economic Development & Tourism and Hawaii Information Consortium, LLC on March 22, 2012.

TERM AND TERMINATION

This SOW shall begin on the date it is signed by all parties (hereinafter referred to as “Effective Date”), and shall continue in effect until the expiration/termination of the CONTRACT. Termination of this SOW shall not operate to terminate any other SOW between the parties, and such termination shall not, by itself, operate to terminate the CONTRACT.

This SOW may be terminated pursuant to the terms and conditions in the AG’s General Conditions.

CURRENT PROCESS

The EZ Forms online application has been built and the first three addendums to the SOW have been fulfilled. Addendum 4 does not change any previous work for the EZ Forms application which has been completed.

Business users can apply/submit forms online for the Enterprise Zone program via ezforms.ehawaii.gov:

- Enrollment Application
- End-of-Year Report Form
- 3-Year Extension Application Form
- Force Majeure Event Claim Application

STATE reviews and updates the application online and can upload supporting documentation. Upon approval, STATE will issue an enrollment/certification letter to the user.

PURPOSE STATEMENT

This Addendum 4 covers additional enhancements requested by the STATE as stated below:

Phase I:

1. Add eHawaii.gov email address field in Business Status Report to capture logged-in user.
2. Prevent users access to all EZ forms if business status is graduate or withdrawn.
3. Update Admin dashboard with “business status” and “uploaded files” columns and populate columns with existing data.

Phase II:

4. Update Interface with:
 - a) new EZ logo and color scheme;
 - b) update home page with embedded eHawaii.gov login;
 - c) new “About” page;
 - d) new “Help” page;
 - e) top/breadcrumb navigation.

DEFINITIONS

Acceptance: Acceptance refers to the partner's written approval of the functionality delivered in the production environment.

CMS (Content Management System) site: the front-end user interface that allows a user, even with limited expertise, to add, modify, and remove content from a website without the intervention of a webmaster; primarily allows the user to perform actions.

Delivery: Delivery refers to when HIC delivers the entire functionality per the SOW requirements into the production environment.

Final Acceptance: Final Acceptance refers to the partner's written approval of the entire project.

Fixed Rate (Business Model): When transaction fees are not feasible we 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.

Hybrid (Business Model): 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.

Self-funded (Business Model): 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 partner.

Services: Web site and application development; Web site and application maintenance; Web site and application hosting; Marketing; Customer service; Payment portal and account management; Portal development and maintenance; Mobile web applications. See SPO Vendor List Contract No. 08-13 for entire list of services.

Software: Web applications, CMS websites and APIs. For purposes of clarity, the following off-the-shelf, SaaS solutions are developed, owned and maintained by HIC affiliates and expressly excluded from the definition of "Software": (1) payment processing services and subscriber billing; (2) the Gov2Go® Platform and related services; (3) a proprietary application development platform referred to as "Application Engine," which enables expedited application design services; and (4) any other enterprise SaaS solutions developed outside of the Master Contract and provided for PARTNER use under the Master Contract.

Web application or application: a client-server software application in which the client (or user interface) runs in a web browser; primarily allows the user to perform actions

Work plan: a work plan provides a timeline of the deliverables outlined in the SOW that is developed by HIC and approved by the State

SCOPE OF WORK AND DELIVERABLES

This Addendum 4 covers the following additional enhancements:

This Addendum 4 covers additional enhancements requested by the STATE as stated below:

Phase I:

1. Add eHawaii.gov email address field in Business Status Report to capture logged-in user.
2. Prevent users access to all EZ forms if business status is graduate or withdrawn.
3. Update Admin dashboard with “business status” and “uploaded files” columns and populate columns with existing data.

Phase II:

4. Update Interface with:
 - a) new EZ logo and color scheme;
 - b) update home page with embedded eHawaii.gov login;
 - c) new “About” page;
 - d) new “Help” page;
 - e) top/breadcrumb navigation.

Specifications for the project are attached as Exhibit A and made a part of this SOW.

DELIVERY AND FINAL ACCEPTANCE

DELIVERY

Prior to launch of the enhancements, HIC will provide the STATE with an Authorization to Deploy Letter describing that the service has been built to the STATE requirements. The STATE shall sign and return the Authorization to Deploy Letter to HIC within 5 business days.

After receiving the signed Authorization to Deploy Letter, HIC will deploy the enhancements per the SOW requirements into the production environment on the date specified in the Authorization to Deploy Letter.

ACCEPTANCE (Deliverables)

The “STATE” shall not exceed 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” notifies HIC of material, non-compliance with the functional specifications, HIC shall correct the error within a period not to exceed fifteen (15) working days, unless the “STATE” consents in writing to a longer period of time.

FINAL ACCEPTANCE

STATE should notify HIC of any errors or bugs when discovered during testing in the 90-day post-launch period. HIC shall fix any specifications not met by the project completion date specified in the Work Plan, plus the 10 business days to fix all issues at no extra cost or charge to STATE, or any longer time specified as mutually agreed upon in writing.

Once all the errors and bugs, if any, have been fixed and the Software or service has been retested, or at the end of the 90-day post-delivery period, whichever occurs later, HIC shall provide an acceptance letter to STATE with a checklist of the deliverables/specifications for approval. STATE shall sign and return the acceptance letter to HIC within 5 business days at which time the maintenance period begins.

MAINTENANCE AND SUPPORT

HIC will provide support for the proper installation and ongoing general maintenance and operation of the application including the following:

- Customer Service Support including phone, email, and chat support Monday through Friday 7:45 AM to 4:30 PM, excluding state holidays.
- Database and file storage
- Daily database backups at 10:00 PM; partners will be notified if the time changes
- Daily file backups at 12:00 AM; partners will be notified if the time changes
- Maintenance of the web application and hosted environment
 - annual application scan within a year of the anniversary of service launch date
 - server, system, and security updates upon release of new patches/updates by third-party vendors
 - monitoring of the application and hosted environment 24/7

Notification to STATE to be posted of any changes or maintenance at least 48 hours prior.

After the application is delivered, as defined in the DELIVERY and FINAL ACCEPTANCE section, HIC will provide support for the proper installation and ongoing general maintenance and operation of the application. HIC shall immediately provide troubleshooting to correct any errors in the application and issues reported by STATE.

Upon receipt of notice of an error, 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 service being substantially or completely nonfunctional or inoperative. These issues shall be resolved within 6 business hours. If an issue cannot be resolved within the 6 business hours or a work-around is the immediate solution, a resolution plan must be presented by HIC to the STATE within the 6 business hours and the HIC General Manager will be notified. If the service is unavailable a message will immediately be posted by HIC to web users that the site is temporarily down.
- 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. If the issue cannot be resolved within the 10 business days or a work-around, decided by both parties, is the immediate solution, a resolution plan must be presented by HIC to the STATE within the 10 business days.
- Priority C – A simple text or graphic (non-design) change. The change will be completed within 15 business days or a longer time if specified by STATE.

During state business hours, 7:45 a.m. – 4:30 p.m., Monday through Friday, the STATE will contact the Partner Liaison if there are any issues with the service. During non-business hours, the HIC support team can be contacted at 808-695-4627.

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 SFTP/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, and the Partner Liaison will contact the STATE immediately. 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.

In the event of a system-wide service issue, HIC will immediately notify ETS via email, ets.notifyus@hawaii.gov. For all other service issues impacting a single service, HIC will immediately notify the State Portal Program Manager and the STATE Project Manager by email and phone (See Exhibit A).

F E E S

HIC RATES

RATE CHART – RFP 08-011

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

DEVELOPMENT FEES

The project development cost plus Hawaii General Excise Tax (GET) shall be stated in Exhibit A. HIC will invoice PARTNER according to a payment schedule. Payment from PARTNER is due within 30 days from the invoice date.

MAINTENANCE AND SUPPORT FEES

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

TRANSACTION FEES

The portal administration fee shall be \$10.00 per application submitted online. DBEDT will absorb the portal administration fee and HIC will invoice DBEDT on the first of every month for each form that was filed online in the previous month.

Any and all fees and payment policies may be altered by mutual agreement in writing between PARTNER and HIC via an SOW Amendment.

See Exhibit A for actual fees charged.

INVOICE AND PAYMENT SCHEDULE

See Exhibit A for details of Invoice and Payment Schedule.

RESPONSIBILITIES OF THE STATE

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

To accomplish the enhancements outlined in this SOW and provide the deliverables defined in the Deliverables/Milestones section of this document, STATE Project Manager will work with HIC Project Manager/Partner Liaison to establish a project plan/timeline in conjunction Deliverables/Milestones, HIC will require the following from STATE by the agreed upon dates in the Work Plan. If STATE 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 STATE.

- STATE will provide timely authorization for the project and for each approval required during the project.
- STATE will provide written functional requirements for all system components.
- STATE agrees to designate content-knowledgeable reviewer(s) to review each deliverable prior to acceptance to ensure that acceptance represents an informed commitment.
- STATE will provide knowledge transfer of necessary IT knowledge, environment and business processes. Verbal walkthroughs and documentation will satisfy this responsibility.
- STATE will provide content information to be presented on the website.
- While building the website, it is the STATE's responsibility to ensure all pre-existing PDF documents meet State Comptroller's Memorandum 2010-28 on accessibility. This includes adding tags to each document to ensure they are easily read by screen readers.
- After 90-days post launch, STATE is responsible for maintaining ADA compliance.
- STATE will perform testing and give approval of acceptance

- See additional responsibilities in Exhibit A

RESPONSIBILITIES OF THE HAWAII INFORMATION CONSORTIUM

HIC will provide a Project Manager to serve as the primary point of contact and coordination with the STATE project team for the duration of the implementation of this project. STATE will require the following from HIC by the agreed upon dates. If HIC does not provide any of these items by the required date, delivery dates, then STATE will not be held responsible for delays in the timetable due to unavailability of data or resources from HIC. HIC will provide all the HIC deliverables detailed in the Deliverables section and will:

- Host the application over the course of its lifecycle
- Present a resolution plan for Priority A prior to project commencement
- Create and submit a Continuity plan to the State 5 business days prior to launch
- 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
- Provide Executive Briefing as needed
- Provide the STATE with transaction reports and money transfers on a schedule mutually agreed to by HIC and the STATE
- 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
- Provide services as specified in the SOW
- Ensure website accessibility compliance per State Comptroller's Memorandum 2010-28. Accessibility of content added by the STATE post-production launch is at the responsibility of the STATE.
- Include acceptance testing criteria and process
- See additional responsibilities in Exhibit A

REMEDIES

Failure to Perform

If HIC substantially fails to perform the SOW, STATE 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 may terminate this SOW.

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

MODIFICATIONS AND AMENDMENTS

This SOW may be modified, amended or extended only by mutual agreement signed by both parties.

STAKEHOLDERS

Department of Business, Economic Development & Tourism

Business Development and Support Division No. Capitol District Building
250 South Hotel Street, 5th Floor
Honolulu, HI 96813

Hawaii Information Consortium, LLC.

201 Merchant Street.
Suite 1805
Honolulu, HI 96813

CHAIN OF COMMAND

STATE/COUNTY

Dennis Ling, BDSB Administrator

Mark Ritchie, BDSB Branch Chief

Lyle Fujikawa, BDSB Specialist

HIC

Burt Ramos, General Manager

Janet Pick, Director of Portal Operations

Zheng Fang, Director of Development

Carrie Miyasato, Partner Liaison

SIGN OFF

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

Date: Mar 23, 2018



Dennis Ling
Administrator
DBEDT, BSD

Date: Mar 23, 2018



Burt Ramos
General Manager
Hawaii Information Consortium, LLC

REVIEWED AND APPROVED

Date: Mar 23, 2018

ACCESS HAWAII COMMITTEE



By: Todd Nacapuy
Chief Information Officer
Office of Enterprise Technology Services
State of Hawaii

Exhibit A

SOW-DBEDT-BDSD-CBED APPLICATIONS

State Agency:	Department of Business, Economic Development and Tourism
Agency Contact:	Lyle Fujikawa
Agency Email:	lyle.h.fujikawa@hawaii.gov
Agency Address:	No. 1 Capitol District Building 250 South Hotel Street, 5 th Floor Honolulu, Hawaii 96813
Agency Phone:	(808) 587-2774
HIC PM:	Carrie Miyasato
HIC PM Email:	cmiyasato@ehawaii.gov
HIC PM Phone:	(808) 687-6137
Application Name:	Enterprise Zones (EZ) Forms
Business Model:	Time and Materials
Phase I Estimated Deployment Date:	(16 weeks from kick-off)
Phase II Estimated Deployment Date:	(22 weeks from kick-off)

Scope of Work and Deliverables

Scope of Work to be Performed:

The scope of work will include the following enhancements:

Phase I:

1. Add eHawaii.gov email address field in Business Status Report to capture logged-in user.
2. Prevent users access to all EZ forms if business status is graduated or withdrawn.
3. Update Admin dashboard with “business status” and “uploaded files” columns and populate columns with existing data.

Phase II:

4. Update Interface with: a) new EZ logo and color scheme; b) update home page with embedded eHawaii.gov login; c) new “About” page; d) new “Help” page; d) top/breadcrumb navigation.

Milestone Schedule – Phase I							
Task Duration	Description	Deliverable	Role	Hours	Rate (h)	Total	Total plus GET (4.712%)
TBD	Signed SOW	Signed SOW	N/A	N/A	N/A	N/A	
1 week after signed SOW	Kickoff Meeting	Work Plan with dates for each deliverable	PM	1.00	\$80	\$80.00	
1 week after approved workplan	Design prototype	Design prototype	Designer PM	3.00 2.00	\$60 \$80	\$180 \$160	
15 working days after design prototype	Approval to proceed	Sign off					
3 weeks after design prototype approved	Development	Updates deployed in TEST environment	Developer Designer QA PM Sys Admin	27.00 1.00 3.00 6.00 0.25	\$80 \$60 \$80 \$80 \$100	\$2,160 \$60 \$240 \$480 \$25	
15 working days after deployed in test environment	Approval to proceed	Sign off					
1 week after site deployed to TEST environment	Testing, training & review	One training session for DBEDT staff	Developer QA PM Sys Admin	5.00 6.00 4.00 0.25	\$80 \$80 \$80 \$100	\$400 \$480 \$320 \$25	
15 working days after testing of test environment	Approval to proceed	Sign off					
1 week after testing approval	Deploy to production environment	Updates deployed in production environment	Developer PM Sys Admin	0.50 0.50 0.50	\$80 \$80 \$100	\$40 \$40 \$50	
90 days after deployment to production environment	Post Launch	Final invoice sent 90-days post launch					
			Work Totals	60.00		\$4,740.00	\$4,963.35

Milestone Schedule – Phase II							
Task Duration	Description	Deliverable	Role	Hours	Rate (h)	Total	Total plus GET
TBD	Signed SOW	Signed SOW	N/A	N/A	N/A	N/A	
1 week after signed SOW	Kickoff Meeting	Work Plan with dates for each deliverable (cost accounted for in Phase I schedule)		N/A	N/A	N/A	
3 weeks after approved workplan	Design prototype	Design prototype (Image mockups of key pages)	Designer PM	18.00 12.00	\$60 \$80	\$1,080 \$960	
15 working days after design prototype	Approval to proceed	Sign off					
7 weeks after design prototype approved	Development	Updates deployed in TEST environment	Developer Designer QA PM Sys Admin	70.00 3.00 6.50 11.00 1.00	\$80 \$60 \$80 \$80 \$100	\$5,600 \$180 \$520 \$880 \$100	
15 working days after deployed in test environment	Approval to proceed	Sign off					
1 week after site deployed to TEST environment	Testing, training & review	One training session for DBEDT staff	Developer QA PM Sys Admin	9.00 15.00 9.00 1.00	\$80 \$80 \$80 \$100	\$720 \$1,200 \$720 \$100	
15 working days after testing of test environment	Approval to proceed	Sign off					
1 week after approval received	Deploy to production environment	Updated interface deployed in PROD environment	Developer PM Sys Admin	1.50 1.50 1.50	\$80 \$80 \$100	\$120 \$120 \$150	
90 days after deployment to production environment	Post Launch	Final invoice sent 90-days post launch					
Work Totals				160.00		\$12,450.00	\$13,036.64

Work Plan/Deliverables:

HIC 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.

Specific completion dates to be included for each deliverable within 2 days after kickoff meeting.

The following is an example of the deliverables to be provided by Contractor to Customer under this SOW:

Phase I (16 Weeks)

Prototype (5 weeks)

- Kickoff Meeting
- Deliverable: Design prototype
- Review prototype with STATE
- Obtain STATE signoff to proceed

Development (6 weeks)

- Application Development
- Deliverable: Deployment to test environment
- Obtain STATE signoff to proceed

Testing, training & Review (4 weeks)

- HIC Application testing
- Deliverable: Application review and training with STATE staff
- STATE application testing
- Deliverable: Bug fixes (round 1)
- STATE application testing – test fixes
- Deliverable: Bug fixes (round 2) and final STATE testing and approval
- Obtain STATE signoff to proceed

Deployment to production environment (1 week)

- Production prep
- Deliverable: Deployment to production environment

Phase II (22 Weeks)

Prototype (7 weeks)

- Kickoff Meeting
- Deliverable: Design prototype
- Review prototype with STATE
- Obtain STATE signoff to proceed

Development (10 weeks)

- Application Development
- Deliverable: Deployment to test environment
- Obtain STATE signoff to proceed

Testing, training & Review (4 weeks)

- HIC Application testing
- Deliverable: Application review and training with STATE staff
- STATE application testing
- Deliverable: Bug fixes (round 1)
- STATE application testing – test fixes
- Deliverable: Bug fixes (round 2) and final STATE testing and approval
- Obtain STATE signoff to proceed

Deployment to production environment (1 week)

- Production prep
- Deliverable: Deployment to production environment

HIC 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

Applicability of Transaction Fees:

There is no change via this SOW to the existing transaction fee of \$10 per form that is absorbed by the STATE.

Other HIC Fees:

The development cost for the enhancements covered in this Addendum is \$17,999.99 inclusive of General Excise Tax (GET).

Maintenance and Support Fees:

None.

Invoice and Payment Schedule

The total not-to-exceed cost for this project is \$17,999.99 and will be invoiced and paid according to the following schedules:

Invoice Schedule – Phase I			
	Price	GE Tax	Total
Payment upon deployment of functional test system and “STATE” acceptance	\$948.00	\$44.67	\$992.67 (20%)
Payment upon completion of testing and “STATE” acceptance	\$948.00	\$44.67	\$992.67 (20%)
Payment after acceptance letter signed by “STATE and submittal of application for launch to production environment	\$948.00	\$44.67	\$992.67 (20%)
Payment at end of 90-day warranty period	\$1,896.00	\$89.34	\$1,895.34 (40%)
TOTAL	\$4,740.00	\$223.35	\$4,963.35

Invoice Schedule – Phase II			
	Price	GE Tax	Total
Payment upon deployment of functional test system and “STATE” acceptance	\$2,490.00	\$117.33	\$2,607.33 (20%)
Payment upon completion of testing and “STATE” acceptance	\$2,490.00	\$117.33	\$2,607.33 (20%)
Payment after acceptance letter signed by “STATE and submittal of application for launch to production environment	\$2,490.00	\$117.33	\$2,607.33 (20%)
Payment at end of 90-day warranty period	\$4,980.00	\$234.66	\$5,214.66 (40%)
TOTAL	\$12,450.00	\$586.64	\$13,036.64

Additional Responsibilities of State/County:

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

Additional Responsibilities of HIC:

There are no additional responsibilities for HIC that are specific to this project.

Checklist for Services HIC Will Provide:

Idea Development

- Analysis of existing processes, workflows and systems
- Roadmap creation
- Workflow process re-engineering
- Alternative solution exploration

Customer Service

- 24/7 customer service via phone, web chat, and email
- 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
- 24/7 customer service 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

Servers & Security

- Endeavor Data Center with 99.99% uptime
- Secured redundant UPS power systems
- Regular server monitoring and tracking
- 24/7 security and video surveillance
- Smoke detection and dry pipe fire systems

3rd Party Merchant Processing

- Level-3 PCI DSS compliance
- Secure configuration with external PCI scans
- Credit card and electronic check payments
- ACH or manual disbursements
- Chargeback and returns support
- Collection and frontline customer support for all payments
- Reporting modules