

## Exhibit A

### SOW-DCCA-PVL-SelfPrintingService

<b>State/County Agency:</b>	Department of Commerce and Consumer Affairs, Professional and Vocational Licensing Division (PVL)
<b>Agency Contact:</b>	Charlene Oshiro
<b>Agency Email:</b>	<a href="mailto:coshiro@dcca.hawaii.gov">coshiro@dcca.hawaii.gov</a>
<b>Agency Address:</b>	335 Merchant St. Rm 301, Honolulu, HI 96813
<b>Agency Phone:</b>	808-586-2703
<b>HIC PM:</b>	Jing Xu
<b>HIC PM Email:</b>	<a href="mailto:jing@ehawaii.gov">jing@ehawaii.gov</a>
<b>HIC PM Phone:</b>	808-695-4614
<b>Application Name:</b>	PVL Licensee Self Printing Service
<b>Business Model:</b>	Free
<b>Estimated Deployment Date:</b>	January 28, 2019

## Scope of Work and Deliverables

### Scope:

Develop, maintain, and host an online service where each licensee from the 25 professional boards and commissions and 26 licensing programs can access securely with ability to download wall certificates and pocket ID's.

#### Web-based Self-Service Access to Print Wall Certificate & Pocket ID

- User authentication with MyPVL licensee account only
- Display Current Licensee Information by License
- Incorporating Pocket ID printing logic
- Incorporating Wall Certificate printing logic
- Design and development of Wall Certificate Templates
- Design & development of Pocket ID Templates
- Allow on-demand printing by PVL staff

### Delivery:

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 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.

The table below illustrates what the STATE would have paid if there was a development fee.

Task Duration	Description	Deliverable	Role	Hours	Rate	Total
TBD	Signed Statement of Work	Signed SOW	SR PM	n/a	n/a	n/a
1 Day	Project Kick off Meeting and Start of the Project	Work Plan with Dates for each Deliverable presented	PM	n/a	n/a	n/a
2 weeks after kick-off meeting	Design and Develop System Prototype for Self-Serve Print Service	System Prototype and acceptance	Designer	40.00	\$60.00	\$2,400.00
			PM	8.00	\$80.00	\$640.00
			SR PM	2.40	\$120.00	\$288.00
8 weeks after Prototype Acceptance	Development & Testing of Self-Serve Print Service	System Deployment to TEST	Designer	40	60	\$2,400.00
			SR Developer	160.00	\$100.00	\$16,000.00
			PM	32.00	\$80.00	\$2,560.00
			SR PM	9.60	\$120.00	\$1,152.00
2 weeks after Deployment to TEST	Partner Testing and Review	Partner Authorization to deploy to PROD	PM	n/a	n/a	n/a
3 days after Partner Acceptance	System Launch	System Deployment to PROD	DB Sys Admin	2.00	\$100.00	\$200.00
90 Days after PROD Launch	Maintenance Period	Partner Final Acceptance	SR PM	n/a	n/a	n/a
			Subtotal	294.00		\$25,640.00
			GET			\$1,208.16
			Total			\$26,848.16

NOTES:

## **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 the project kickoff meeting.

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

### Prototype Web Portion (October 22, 2018 – November 2, 2018)

- Kickoff Meeting
- Design prototype
- Review prototype internally
- Review prototype with STATE
- Obtain STATE signoff on prototype

### Beta Deployment Web Portion (November 5, 2018 – January 11, 2018)

- Application Development
- Deployment to test environment

### Testing, training & Review Web Portion (January 14, 2019– January 25, 2019)

- HIC Application testing
- Application review and training with STATE staff
- STATE application testing
- Bug fixes (round 1)
- STATE application testing – test fixes
- Bug fixes (round 2) and final STATE testing and approval
- Production prep
- Deployment to production environment (January 28, 2019)

### Support to April 30, 2019 to implement updates or required changes to the application

- 90-day Maintenance support

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

**Transaction Fees:** \$0.00. There is no fee associated with the use of the online web-based self-serve print service. Licensees can access the online service and print wall certificates and/or pocket ID's at zero cost.

**Development Fees:** \$0.00.

**Maintenance and Support Fees:** \$0.00. There are no maintenance or support fees because this project is self-funded.

## Invoice and Payment Schedule

There is no invoice or payment schedule associated with this project.

## Additional Responsibilities of State/County:

No additional set of responsibilities for STATE that are specific to this project.

## Additional Responsibilities of HIC:

No additional set of responsibilities for HIC that are specific to this project.

## Checklist of 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 and manual disbursements
- Chargeback and refund support
- Collection and frontline customer support for all payments
- Reporting modules

# STATEMENT OF WORK

DEPARTMENT OF COMMERCE AND CONSUMER  
AFFAIRS  
PROFESSIONAL AND VOCATIONAL LICENSING  
DIVISION

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PVL LICENSEE SELF PRINTING SERVICE

Version 1.00

DCCA-001

## STATE OF HAWAII

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### OVERVIEW

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This Statement of Work (“SOW”) document identifies the responsibilities between the Department of Commerce and Consumer Affairs (DCCA), Professional and Vocational Licensing Division (PVL), (“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 SOW is subordinate to the Service Level Agreement (“SLA”) between the STATE 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.

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### TERM AND TERMINATION

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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.

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### CURRENT PROCESS

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The DCCA PVL is responsible for 25 professional boards and commissions and 26 licensing programs. In total, the Division licenses 51 different professions and vocations. Annually, the division licenses over 20,000 new applicants, processes 60,000 plus renewals, and thousands of address or name changes.

Each of the transaction described above would either result to printing and mailing of a wall certificate and/or a pocket ID card. Over 100,000 pocket ID cards are printed and mailed by PVL annually. The print orders are generated at PVL daily and transferred to the Department of Accounting and General Services (DAGS), then printed using the DAGS super printers. Upon completion, the boxes of printed cards/certificates are delivered back to PVL to be inserted into envelopes and mailed.

Pocket ID cards are typically mailed out within two business weeks after successful license renewal.

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### PURPOSE STATEMENT

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This Statement of Work covers the general topics related to the establishment of an online service to allow PVL licensees to access and print wall certificates and pocket ID’s electronically.

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## DEFINITIONS

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**Acceptance:** Acceptance refers to the agency’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 agency’s written approval of the entire project.

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

**Hybrid (Business Model):** A hybrid approach is using both the self-funded and fixed rate 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 agency.

**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 CONTRACT and provided for agency use under the 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 timeline of the deliverables outlined in the SOW that is developed by HIC and approved by the agency.

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#### **SCOPE OF WORK AND DELIVERABLES**

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

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#### **DELIVERY, ACCEPTANCE AND FINAL ACCEPTANCE**

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##### DELIVERY

Prior to launch of the service, 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 entire functionality 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.

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## MAINTENANCE AND SUPPORT

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For self-funded services, the annual maintenance and hosting shall be provided at no cost to the STATE, irrespective of any changes or enhancements to the system.

### Schedule of Maintenance

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; STATE will be notified if the time changes
- Daily file backups at 12:00 AM; STATE 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](mailto: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).

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**F E E S**

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**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**

There is no development fee payable by the STATE.

Exhibit A provides the would-be development cost in the amount of \$26,848.16.

**MAINTENANCE AND SUPPORT FEES**

The maintenance, support, and hosting of this service will be provided to the STATE at \$0.00 per year, valued at \$12,000.00 annually.

**TRANSACTION FEES**

See Exhibit A for fee amount.

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**INVOICE AND PAYMENT SCHEDULE**

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See Exhibit A for details of Invoice and Payment Schedule.

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**RESPONSIBILITIES OF THE STATE**

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

To accomplish the tasks 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 with 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 the August 25, 2010 State Comptroller's Memorandum 2010-28 on Policy Guidance on Web Site Accessibility, which is incorporated herein by reference. 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

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#### **RESPONSIBILITIES OF THE HAWAII INFORMATION CONSORTIUM**

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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.
- Includes acceptance testing criteria and process
- See additional responsibilities in Exhibit A

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## REMEDIES

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### **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.

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## MODIFICATIONS AND AMENDMENTS

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

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## STAKEHOLDERS

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### **Department of Commerce and Consumer Affairs**

#### **Professional and Vocational Licensing Division**

335 Merchant Street Rm. 301

Honolulu, HI 96813

### **Hawaii Information Consortium, LLC.**

201 Merchant Street

Suite 1805

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**CHAIN OF COMMAND**

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**STATE**

Charlene Tamanaha, Acting Licensing Administrator

Charlene Oshiro, Program Specialist

**HIC**

Bertrand Ramos, General Manager

Janet Pick, Director of Portal Operations

Zheng Fang, Director of Development

Jing Xu, Partner Liaison

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**SIGN OFF**

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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: Jul 18, 2018

Date: Jul 16, 2018

*Charlene L. K. Tamanaha*

*Bertrand Ramos*

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Charlene Tamanaha  
Acting Licensing Administrator  
PVL, DCCA

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Bertrand Ramos  
General Manager  
Hawaii Information Consortium, LLC

REVIEWED AND APPROVED:

Date: Jul 20, 2018

ACCESS HAWAII COMMITTEE



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