

STATEMENT OF WORK

DEPARTMENT OF HEALTH
DISABILITY AND COMMUNICATION ACCESS BOARD

FACILITY ACCESS PLAN SUBMISSION SYSTEM

Version 1.00

DOH.003

STATE OF HAWAII

OVERVIEW

This Statement of Work (“SOW”) document identifies the responsibilities between the Department of Health (DOH), Disability and Communication Access Board (DCAB), (“STATE”, “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 (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 7, 2008. This SOW is subject to all terms and conditions thereof unless specifically designated as exceptions in this document.

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 DOH Disability and Communication Access Board (DCAB) ensures ‘facility access’ through the design and construction of buildings, facilities, and sites that are free of barriers for the maximum inclusion of persons with disabilities in society. The DCAB Facility Access Unit is responsible for implementing HRS 103-50, which requires all State and county agencies to seek the advice and recommendation of DCAB prior to commencing with construction.

Physical plan drawings are currently submitted by engineering firms along with a transmittal form and a check payment for the review service. The submission is manually logged in the Project Log spreadsheet and assigned a project number. The updated log is then printed and included in a binder for tracking and assignment. A separate payment entry is entered to track the payment and for accounting reconciliation.

During the review process, the assigned Facility Access Specialist utilizes FileMaker Pro, a local database tool which has references to all the HRS and Americans with Disabilities Act Accessibility Guidelines (ADAAG) and Fair Housing Accessibility Guidelines (FHAG), as adopted and amended by the Disability and Communication Access Board, to generate feedback/deficiencies notices, including the specific references to the specific standards. The notice is generated as a PDF and emailed to the submitter for corrections. Because there is not a centralized depository for all requests/reviews, when the specialist is on vacation, other specialists do not have access to the PDF notices. It is especially difficult when the submitter calls for questions.

PURPOSE STATEMENT

The purpose of the project is to establish an online system where document transmittal forms can be completed, submitted with payment by the engineering firms to DCAB. The online system shall also provide an electronic review process for Facility Access Specialists to communicate deficiencies, as well as issue a final letter of findings of no deficiencies.

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 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 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 CONTRACT and provided for PARTNER 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 State.

SCOPE OF WORK AND DELIVERABLES

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

DELIVERY, ACCEPTANCE AND FINAL ACCEPTANCE

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.

MAINTENANCE AND SUPPORT

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; 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).

FEES

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 is \$87,484.00 plus Hawaii General Excise Tax (GET). See Exhibit A.

MAINTENANCE AND SUPPORT FEES

The maintenance, support, and hosting fee associated with this project is \$18,000.00 per year. PARTNER will be invoiced annually on a set calendar year basis dependent on the launch date of the Software or service. Payment from STATE is due within 30 days upon receipt of the invoice.

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 \$0.00; 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% per transaction; or
 - b. eCheck transactions - Additional transaction processing fee of \$1.00 per transaction; plus

PARTNER will absorb the Transaction Fee for all transactions.

The Transaction Fee shall be deducted from the gross amount collected online before the net amount is remitted to PARTNER on a set calendar monthly basis via ACH. The frequency and method of remittance can be modified upon mutual agreement and signed agreement between HIC and PARTNER.

Any costs incurred by HIC associated with unsuccessful contest of a charge-back, cancellation, or insufficient funds will be invoiced to PARTNER 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 PARTNER the original transaction amount plus a \$25.00 chargeback fee.

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 PARTNER the original transaction amount to PARTNER plus a \$25.00 return fee.

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

Invoice process - HIC shall send invoice to STATE upon acceptance of HIC deliverables; STATE has 30-days to pay.

See Exhibit A for details of Invoice and Payment Schedule.

RESPONSIBILITIES OF THE STATE/COUNTY

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/Project 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 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 compliance to web accessibility guidelines.
- 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.
- Includes 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 Health, Disability and Communication Access Board

1010 Richard Street, Room 118
Honolulu, HI 96813

Hawaii Information Consortium, LLC.

201 Merchant Street. Suite 1805
Honolulu, HI 96813

CHAIN OF COMMAND

DOH / DCAB

Virginia Pressler, Director, Department of Health
Bill Bow, Chairperson, DCAB
Francine Wai, Executive Director, DCAB

HIC

Burt Ramos, General Manager
Janet Pick, Director of Portal Operations
Zheng Fang, Director of Development

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 16, 2018

Date: Mar 16, 2018

Francine Wai

Burt Ramos

Francine Wai
Executive Director
Disability and Communication Access Board

Burt Ramos
General Manager
Hawaii Information Consortium, LLC

REVIEWED AND APPROVED:

Date: Mar 19, 2018

ACCESS HAWAII COMMITTEE

Todd Nacapuy

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

Exhibit A

SOW-DOH-DCAB-Facility Access Plan Submission System

State/County Agency: Department of Health, Disability & Communication
Access Board

Agency Contact: Francine Wai

Agency Email: francine.wai@doh.hawaii.gov

Agency Address: 1010 Richards St Room 118, Honolulu, HI 96813

Agency Phone: (808) 586-8121

HIC PM: Jing Xu

HIC PM Email: jing@ehawaii.gov

HIC PM Phone: (808) 695-4614

Application Name: Facility Access Plan Submission System

Business Model: Hybrid

Estimated Deployment Date: February 2019

Scope of Work to be Performed:

Develop an online system where document transmittal forms can be completed, submitted with payment by the engineering firms to DCAB; and provide an electronic review process for the Facility Access Specialist to communicate deficiencies, as well as issue a final letter of findings of no deficiencies.

The system should allow:

Submitter

- Create and maintain a portal user account
- Submit review request form with attachments and option to submit payments
- Receive email notification upon submission status changes
- View application history and messages received
- View application deficiency list and pending items
- Submit updates to the original request

DOH Staff

- Manage submissions within queues
- Assign reviewer to projects and track assignee changes
- Update request status and generate automatic email notifications
- Build deficiencies list with ability to cross off items have been satisfied
- Notification & email template management
- Deficiency code import & management
- Add attachment to requests, message and history view
- Generate statistical reports on an annual basis, or as needed, for reporting purposes

Delivery:

The "STATE" 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" consents in writing to a longer period of time.

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
4 weeks after kick-off meeting	Design and Develop System Prototype for Submitter and Staff Modules	System Prototype and acceptance	Designer	80.00	\$60.00	\$4,800.00
			PM	26.00	\$80.00	\$2,080.00
			Sr PM	2.60	\$120.00	\$312.00
24 weeks after Prototype Acceptance	System Development & Testing	System Deployment to TEST with both submitter and staff modules				
20 weeks after Prototype Acceptance	Submitter Module	Submitter Module Deployment to TEST				
	Create and maintain a portal user account		Developer	0.00	\$80.00	\$0.00
	Submit review request form with attachments and option to submit payments		Developer	80.00	\$80.00	\$6,400.00
			SR Developer	8.00	\$100.00	\$800.00
			PM	40.00	\$80.00	\$3,200.00
			SR PM	4.00	\$120.00	\$480.00
			DB Sys Admin	8.00	\$100.00	\$800.00

	Receive email notification upon submission status changes		Developer	24.00	\$80.00	\$1,920.00
			SR Developer	2.40	\$100.00	\$240.00
			PM	10.00	\$80.00	\$800.00
			SR PM	1.00	\$120.00	\$120.00
	View application history and messages received		Developer	32.00	\$80.00	\$2,560.00
			SR Developer	3.20	\$100.00	\$320.00
			PM	20.00	\$80.00	\$1,600.00
			SR PM	2.00	\$120.00	\$240.00
	View application deficiency list and pending items		Developer	80.00	\$80.00	\$6,400.00
			SR Developer	8.00	\$100.00	\$800.00
			PM	4.00	\$80.00	\$320.00
			SR PM	1.00	\$120.00	\$120.00
	Submit updates to the original request		Developer	24.00	\$80.00	\$1,920.00
			SR Developer	2.40	\$100.00	\$240.00
			PM	4.00	\$80.00	\$320.00
			SR PM	0.50	\$120.00	\$60.00
4 weeks after Submitter Module Deployment	Staff Module	Staff Module Deployment to TEST				
	Manage submissions within queues		Developer	80.00	\$80.00	\$6,400.00
			SR Developer	8.00	\$100.00	\$800.00
			PM	22.00	\$80.00	\$1,760.00
			SR PM	2.20	\$120.00	\$264.00
	Assign reviewer to projects and track assignee changes		Developer	24.00	\$80.00	\$1,920.00
			SR Developer	2.40	\$100.00	\$240.00
			PM	8.00	\$80.00	\$640.00
			SR PM	1.00	\$120.00	\$120.00
	Update request status and generate automatic email notifications		Developer	24.00	\$80.00	\$1,920.00
			SR Developer	2.40	\$100.00	\$240.00
			PM	8.00	\$80.00	\$640.00
			SR PM	0.80	\$120.00	\$96.00
			Developer	120.00	\$80.00	\$9,600.00

	Build deficiencies list and ability to cross off items have been satisfied		SR Developer	12.00	\$100.00	\$1,200.00
			PM	16.00	\$80.00	\$1,280.00
			SR PM	1.60	\$120.00	\$192.00
	Notification & template management		Developer	80.00	\$80.00	\$6,400.00
			SR Developer	8.00	\$100.00	\$800.00
			PM	16.00	\$80.00	\$1,280.00
			SR PM	1.60	\$120.00	\$192.00
	Deficiency code import & management		Developer	24.00	\$80.00	\$1,920.00
			SR Developer	2.40	\$100.00	\$240.00
			PM	24.00	\$80.00	\$1,920.00
			SR PM	2.40	\$120.00	\$288.00
			DB Sys Admin	24.00	\$100.00	\$2,400.00
	Add attachment to requests, message and history view		Developer	40.00	\$80.00	\$3,200.00
			SR Developer	4.00	\$100.00	\$400.00
			PM	8.00	\$80.00	\$640.00
			SR PM	1.00	\$120.00	\$120.00
			DB Sys Admin	3.00	\$100.00	\$300.00
	Generate annual legislative reports		Developer	24.00	\$80.00	\$1,920.00
			SR Developer	2.40	\$100.00	\$240.00
			PM	8.00	\$80.00	\$640.00
			SR PM	1.00	\$120.00	\$120.00
4 weeks after Deployment to TEST	Partner Testing and Review	Partner Authorization to deploy to PROD	PM	n/a	n/a	n/a
1 week after Partner Acceptance	System Launch	System Deployment to PROD	DB Sys Admin	3.00	\$100.00	\$300.00
90 Days after PROD Launch	Maintenance Period	Partner Final Acceptance	Sr. PM	n/a	n/a	n/a
	Subtotal			1,076.30		\$87,484.00
	GE Tax					\$4,122.25
	TOTAL					\$91,606.25

NOTES:

HIC will assist DCAB in investigating the possibility of retrieving/exporting existing deficiency codes from the FileMaker system, which is required to be able to facility the online review process.

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.

Prototype (May 1, 2018 – May 31, 2018)

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

Beta Deployment (June 1, 2018 – November 16, 2018)

- Application Development
- Deployment to test environment

Testing, training & Review (November 19, 2018 – January 31, 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 (February 1, 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

Applicability of Transaction Fees: There is no (\$0.00) HIC portal fee. Credit/debit card transactions will incur an additional processing fee of 2.78% per transaction, or \$1.00 for e-check.

Other HIC Fees: Development Total \$91,606.25

Maintenance and Support Fees: Annual maintenance fee is \$18,000.00

Invoice and Payment Schedule

The total not-to-exceed cost for this project is \$91,606.25 and will be invoiced and paid 30-days after invoice is received according to the following schedule:

Est. Date	Deliverable	Price	GE Tax	Total
December 2018	Payment upon deployment of functional test system	\$17,496.80	\$824.45	\$18,321.25 (20%)
January 2019	Payment upon completion of testing and "STATE" acceptance	\$17,496.80	\$824.45	\$18,321.25 (20%)
February 2019	Payment after acceptance letter signed by "STATE" and submittal of application for launch to production environment	\$17,496.80	\$824.45	\$18,321.25 (20%)
April 2019	Payment at end of 90-day warranty period	\$34,993.60	\$1,648.90	\$36,642.50 (40%)
	TOTAL	\$87,484.00	\$4,122.25	\$91,606.25

Additional Responsibilities of State/County:

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

Additional Responsibilities of HIC:

No additional list 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