

SOW EXHIBIT A

ETS-SINGLE SIGN-ON AZURE AD B2C SUPPORT

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Application Name:	Single Sign-On Azure AD B2C Support
Business Model:	Fixed Rate
Estimated Deployment Date:	February 2021

SCOPE OF WORK AND DELIVERABLES

Scope:

The STATE has made a decision to universally use Microsoft Azure SSO for online services/portals. Given the eHawaii.gov SSO service is used across many portals, NIC HI will integrate the eHawaii.gov SSO with the Azure Active Directory Business-to-Consumer (AD B2C) solution to allow existing eHawaii.gov portal services to continue using the eHawaii.gov SSO.

Phase 1

Development Version – Ready on TEST July 20, 2020

- Upgrade underlying technology:
 - Java 7 to Java 11
 - CAS 2 to CAS 6
 - Spring 3 to Spring 5
 - Tomcat 7 to Tomcat 9
- Create a new instance of eHawaii.gov SSO based on new version of CAS 6.XX
- OpenID Connect
- Spring Library Upgrade
- Both old and the new eHawaii.gov SSO share the same user database
- Will provide OpenID config parameters to ETS

UAT - Ready on TEST August 15, 2020

- New eHawaii.gov applications will use the new eHawaii.gov SSO
- Look & feel will be the same until all applications are fully migrated to the new eHawaii.gov SSO
- Update to use distributed session management technology (MEMCACHED)

PROD – February 2021

- All above functionality

Post-Production Item

- Customer Service – NIC HI will provide customer service support for eHawaii.gov SSO login related inquiries
 - The cost of Customer Service support will be defined in a SOW Amendment prior to the PROD launch of SSO.

Delivery:

The STATE shall have five (5) working days to review each deliverable and to either notify NIC HI of acceptance, or to provide NIC HI a detailed list of deficiencies that must be remedied prior to payment being made. In the event the STATE notifies NIC HI of material, non-compliance with the functional specifications, NIC HI shall correct the same within five (5) working days, unless the STATE consents in writing to a longer period of time.

Milestone Schedule

Task Duration	Description	Deliverable	Role	Hours	Rate (h)	Total
TBD	Signed Statement of Work	Signed SOW	N/A	N/A	N/A	N/A
Kickoff Meeting	Determine Start of Project Work	Work Plan with dates for each deliverable presented				
5 weeks after kickoff meeting	Phase 1 functionality in Dev Env	Dev Version/Environment	Sr Developer Sr PM QA Sys Admin Software Arch Total	200 150 150 40 160 700	\$100 \$120 \$80 \$100 \$120	\$20,000 \$18,000 \$12,000 \$4,000 \$19,200 \$73,200
5 working days after Dev Version delivered	Approval to proceed	Sign off				
1 week after Dev Version delivered	Phase 1 functionality in UAT Env	UAT Version/Environment	Sr Developer Sr PM QA Sys Admin Total	200 80 100 40 420	\$100 \$120 \$80 \$100	\$20,000 \$9,600 \$8,000 \$4,000 \$41,600
5 working days after UAT Version/Environment delivered	Approval to proceed	Sign off				
3 days after testing approval	Website live	Website deployed in PROD environment	Sys Admin Sr Developer Sr PM	8 16 8	\$100 \$100 \$120	\$800 \$1,600 \$960
5 working days after website deployed in PROD environment	Approval to proceed	Sign off				
60 days after PROD launch	Post Launch	Final invoice sent 60-days post launch				

			Work Totals	1152		\$118,160.00
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NOTES:

Full end-to-end testing may be dependent on outside vendors who own the portal or service using SSO. NIC HI will not be responsible for any delays in this regard.

Work Plan/Deliverables:

NIC HI 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.

The following is the work plan determined at the time of SOW creation. An updated work plan will be provided to the STATE within 2 days after project kickoff meeting.

Development and Dev Deployment (June 15 - July 20, 2020)

- Implement functionality and upgrades (June 15 – July 12)
- Review dev instance internally (July 12-14)
- Review dev instance with STATE (July 15-17)
- Obtain STATE signoff on dev instance (July 20)
- Dev instance can be shared with external agencies, Department of Commerce and Consumer Affairs, DCCA (July 20)

Development and UAT Deployment (July 20 – Aug 15, 2020)

- Implement functionality (July 20 – Aug 14)
- Deployment to UAT environment (Aug 14)

Testing and Launch (Aug 17 – February 2021)

- STATE application testing (Aug 17-28)
- Bug fixes Round 1 (Aug 31 – Sept 4)
- STATE application testing – test fixes (Sept 8-11)
- Bug fixes Round 2 and final STATE testing and approval (Sept 14 - 25)
- Production prep (Sept 28 – Oct 7)
- Deployment to production environment (Feb 2021)

NIC HI 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

Include total cost (including general excise tax) and breakdown of all other fees (i.e. development, hosting, maintenance and support, transaction and other fees).

1. Development Fees: TBD in a SOW Amendment
2. Hosting Fees: TBD in a SOW Amendment
3. Maintenance and Support Fees: \$10,000.00/year beginning in October 2020 as this service has been migrated to AWS
4. Transaction Fees: \$0.00
5. Other Fees: Customer service support fees TBD in a SOW Amendment

INVOICE AND PAYMENT SCHEDULE

There are no development costs to be invoiced for this project at this time.

The hosting fee will be invoiced annually once the service has been launched to the production environment.

The maintenance & support fees will be invoiced annually once the service has been migrated to the AWS environment (October 2020).

The customer service support fees will be invoiced monthly once the service has been launched to the production environment. The total monthly amount to be invoiced will be determined based on the number of inquiries received.

ADDITIONAL RESPONSIBILITIES OF STATE

ETS will coordinate dependencies with external agencies (DCCA) on end-to-end testing.

ADDITIONAL RESPONSIBILITIES OF NIC HI

N/A

CHECKLIST OF SERVICES NIC HI WILL PROVIDE

Idea Development

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

Customer Service

- Customer service via phone, web chat, and email during state business hours
- 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
- Customer service technical 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

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