

Exhibit A

Form of Connection Agreement

DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS  
PROFESSIONAL VOCATIONAL LICENSES DIVISION  
AND  
BUSINESS REGISTRATION DIVISION

February 2, 2023

Reference is made to that certain Office of Enterprise Technology Services (ETS) Single Sign-On (SSO) Azure AD B2C Support Statement of Work (SOW) dated as of December 3, 2020 (as amended or otherwise modified from time to time, the "Master SOW"), made by the State of Hawaii Office of Enterprise Technology Services (ETS) ("Government Partner") and Hawaii Information Consortium, LLC dba NIC Hawaii ("NIC HI"). Defined terms used herein shall have the respective meanings set forth in the Master SOW unless otherwise defined herein. The applicable government entity, Department of Commerce and Consumer Affairs (DCCA) Professional Vocational Licenses Division (PVL) and Business Registration Division (BREG) ("Government Entity"), hereby agrees as follows:

In accordance the Master SOW, Government Entity hereby agrees that this Connection Agreement shall be subject to the terms and conditions of the Master SOW.

Description of Services:

Connection Services:

- NIC HI authorizes Government Entity access to the eHawaii.gov Single Sign-On service which integrates with ETS's Azure AD B2C service.

Customer Support Terms and Fees:

- NIC HI will forward all non-SSO inquiries to Government Entity
- "Login-specific questions" will be listed on the Government Entity site to include a means for customers to contact NIC HI for support
- The Government Entity Customer Support number will also be listed on the Government Entity site for general PVL/BREG questions
- Government Partner shall pay NIC HI on behalf of Government Entity a fixed fee in the amount of \$2,000.00 + General Excise Tax (GET) per month for up to 1,000 inquiries. Thereafter, Government Partner shall pay NIC HI \$2.00 per inquiry + GET.

Invoice and Payment Schedule:

- NIC HI will invoice Government Partner \$2,000.00 + GET plus any overage amount on a monthly basis at the beginning of the month for the prior month's support work. Payment from Government Partner is due within 30 days upon receipt of the invoice. The first invoice will be in March 2023 for customer support in February 2023.

IN WITNESS WHEREOF this Connection Agreement is executed and delivered as of the date first written above.

GOVERNMENT ENTITY

By: \_\_\_\_\_

Dean I. Hazama  
Deputy Director  
Department of Commerce and Consumer Affairs

GOVERNMENT PARTNER

By: \_\_\_\_\_

Douglas Murdock  
Chief Information Officer  
Office of Enterprise Technology Services

Accepted:

NIC HI

By: \_\_\_\_\_

Bertrand Ramos  
General Manager  
Hawaii Information Consortium LLC dba NIC Hawaii