SOW AMENDMENT 1 EXHIBIT A

Office of Enterprise Technology Services – Single Sign-On Azure AD B2C Support

State/County Agency:	Office of Enterprise Technology Services
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Application Name:	Single Sign-On Azure AD B2C Support
Business Model:	Fixed Rate
Estimated Deployment Date:	May 2023

SCOPE OF WORK AND DELIVERABLES

Scope

Phase 2.1 Prototype:

Create a new version of eHawaii Login (Lala) system which allows user logins (authentication) from Microsoft Azure Active Directory Business-to-Consumer (AD B2C). Create a new feature in Lala which allows for Microsoft B2C to send user account details for new users to Lala. Create a new feature which allows Microsoft B2C to send account detail updates for existing users to Lala. Integrate Microsoft B2C login into a single eHawaii (NIC Hawaii) application.

Phase 2.2 Migrate all NIC Hawaii applications

Integrate Microsoft B2C login into all NIC Hawaii applications which currently utilize Lala login. Migrate existing Lala user base into Microsoft B2C. This phase will be further defined in another SOW Amendment.

Delivery

The STATE shall have fifteen (15) working days to review each deliverable, unless otherwise specified, 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 fifteen (15) working days, unless the STATE consents in writing to a longer period of time.

Milestone Schedule for Phase 2.1

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; defined dependencies				
May 2023	Phase 2.1	Completion of Phase 2.1 (One application with SSO on production)	Sr Developer	280	$140	$39,200
			Sys Admin	160	$130	$20,800
			PM	120	$150	$18,000
			QA	220	$100	$22,000
			Work Totals	**780**		**$100,000 + GET = $104,712.00**

<u>NOTES</u>

The following risks may impact the schedule if dependent tasks are not completed on time by STATE or NIC HI. NIC HI will not be held responsible for delays by ETS.

1. Dependent tasks between ETS and NIC HI - These dependencies will be defined after the Project Kickoff Meeting.
2. Dependency on Microsoft resources due to lack of B2C expertise locally
3. Difficulty of implementing B2C per application

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.

Phase 2.1 Prototype (January – May 2023)

- Kickoff Meeting
- Defined dependencies between STATE, NIC HI, and external (Microsoft)
- Development
- Deployment to TEST environment
- Application Testing
- Bug fixes
- Production prep
- Deployment to production environment

FEES

1. Development Fees:
   a. Phase 2.1: $100,000 + $4,712.00 GET = $104,712.00

2. Hosting Fees: $0.00 + GET = $0.00

3. Maintenance and Support Fees: $10,000.00 + $471.20 GET = $10,471.20 (existing maintenance and support fee)

4. Transaction Fees: $0.00

5. Other Fees: Customer service support fees TBD in a SOW Amendment

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed development cost for this project is $104,712.00 and will be invoiced and paid 30-days after invoice is received according to the following schedule:

Invoice Schedule (Phase 2.1)

Date	Deliverable	Price	GE Tax	Total
March 31, 2023	Payment upon deployment of functional test system and STATE acceptance	$50,000.00	$2,356.00	$52,356.00
May 31, 2023	Payment at completion of testing, acceptance letter signed by STATE, and deployment to production environment	$40,000.00	$1,884.80	$41,884.80
August 31, 2023	Payment at 90 days post-production launch	$10,000.00	$471.20	$10,471.20
	TOTAL	$100,000.00	$4,712.00	$104,712.00

ADDITIONAL RESPONSIBILITIES OF STATE

List set of responsibilities for STATE that are specific to this project.

ADDITIONAL RESPONSIBILITIES OF NIC HI

List set of responsibilities for NIC HI that are specific to this project.

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