

Hawaii Department of Health

RELEASE DATE: Friday, November 19, 2015

REQUEST FOR PROPOSALS  
No. RFP-15-HTH-OHCA  
FOR  
MEDICAL MARIJUANA DISPENSARIES COMPUTER SOFTWARE TRACKING SYSTEM

STATE OF HAWAII  
DEPARTMENT OF HEALTH  
OFFICE OF HEALTH CARE ASSURANCE

To be submitted to the Hawaii Department of Health no later than:  
FRIDAY, DECEMBER 4, 2015 at 4:30 PM, Hawaii Standard Time

IN THE DEPARTMENT OF HEALTH  
OFFICE OF HEALTH CARE ASSURANCE,  
601 KAMOKILA BOULEVARD, ROOM 337  
KAPOLEI, HAWAII 96707  
ATTN: DISPENSARIES SOFTWARE

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Keith R. Ridley  
Chief, Office of Health Care Assurance  
Hawaii Department of Health

## SECTION ONE

### INTRODUCTION, TERMS AND ACRONYMS, KEY DATES

#### 1.1 INTRODUCTION

The Hawaii Department of Health (department) is requesting proposals for a medical marijuana dispensaries computer software tracking system. A decision to award a contract may be based in part or in whole on information provided by Offerors responding to this Request For Proposals (RFP).

#### 1.2 CANCELLATION

The RFP may be cancelled and any or all proposals rejected in whole or in part, without liability to the State, when it is determined to be in the best interest of the State.

#### 1.3 TERMS AND ACRONYMS USED THROUGHOUT THE SOLICITATION

Licensee: Any person or entity that holds a valid license by the State of Hawaii to own, operate, or subcontract production centers and retail dispensing locations, pursuant to Chapter 329D, Hawaii Revised Statutes (HRS).

MMJ: Medical marijuana

#### 1.4 RFP SCHEDULE AND SIGNIFICANT DATES

The schedule represents the State's best estimate of the schedule that will be followed. All times indicated are Hawaii Standard Time (HST). If a component of this schedule, such as "Proposal Due date/time" is delayed, the rest of the schedule will likely be shifted by the same number of days. Any change to the RFP Schedule and Significant Dates shall be reflected in and issued in an addendum. The approximate schedule is as follows:

Release of RFP	November 19, 2015
Proposals due to State of Hawaii	December 4, 2015
Best and Final Offer (if necessary)	December 18, 2015
Notice of Award	December 23, 2015

## SECTION TWO

### BACKGROUND AND SCOPE OR WORK

#### 2.1 PROJECT OVERVIEW AND HISTORY

Background. The mission of the department is to protect and improve the health and environment for all people in Hawaii.

In July 2015, the State of Hawaii enacted Act 241, "Relating to Medical Marijuana," which established a licensing system for medical marijuana dispensaries to be implemented by the department. Act 241 became Chapter 329D, Hawaii Revised Statutes (HRS).

A total of eight licenses shall be awarded. Each dispensary license permits up to two production centers that shall be limited to no more than three thousand marijuana plants each, and up to two retail dispensing locations. Retail dispensing locations shall not be at the same location as the dispensary licensee's production centers. Three licenses shall be issued for the city and county of Honolulu, two dispensary licenses each shall be issued for the county of Hawaii and the county of Maui, and one dispensary license shall be issued for the county of Kauai.

Each dispensary licensee may commence dispensing medical marijuana and manufactured marijuana products to qualifying patients or primary caregivers no earlier than July 15, 2016, with approval by the department, in accordance with Chapter 329D, HRS.

Project Overview. Chapter 329D, HRS, requires the department to establish, maintain, and control a computer software tracking system that shall have real time, twenty-four hour access to the data of all dispensaries. At a minimum, the department shall have access to data relating to:

1. The total amount of marijuana in possession of all dispensaries from either seed or immature plant state, including all plants that are derived from cuttings or cloning, until the marijuana, marijuana plants, or manufactured marijuana product is sold or destroyed;
2. The total amount of manufactured marijuana product inventory, including the equivalent physical weight of marijuana that is used to manufacture manufactured marijuana products, purchased by a qualifying patient and primary caregiver from all retail dispensing locations in the State in any fifteen day period;
3. The amount of unused organic material produced by each plant at harvest; and
4. The transport of marijuana and manufactured marijuana products between production centers and retail dispensing locations, including tracking identification issued by the tracking system, the identity of the person transporting the marijuana or manufactured marijuana products, and the means of transport including the make, model, and vehicle identification number of the vehicle used for transport.

The department intends to operate a web-based software system that will be used by state employees for the collection and reporting of seed-to-sale tracking information described above and in Exhibit B. Licensees are expected to provide or make available data to the State's computer software tracking directly, through application program interface (API), data interchange service tool, or by means of a process and technology

acceptable to the Department of Health.

Project Environment. Licenses will be issued by the Department of Health, Office of Health Care Assurance, which performs all state licensing activities on healthcare facilities, agencies and organizations in Hawaii.

While Chapter 329D, HRS, makes the licensed production and distribution of marijuana legal under state law, marijuana remains illegal in under federal law. Additionally, unlicensed commercial production and distribution of marijuana remains illegal in Hawaii. A dispensary shall not transport marijuana or manufactured marijuana products to another county or another island or properties owned or occupied by the federal government.

Other public and private entities may be required to have access to the department's MMJ Tracking system such as law enforcement or laboratories.

The scope of this RFP will not include hardware equipment such as computer, bar code or other scanners, label printers, and point-of-sale devices such as weighing scales, flatbed scanners, cash drawers and receipt printers that will be used by the licensees.

Licensees are also required to purchase, operate, and maintain a computer software tracking system that shall:

1. Interface and have data interchange capability with the department's computer software tracking system including the state's patient registry system to verify a person's status as a qualifying patient or caregiver of a qualifying patient;
2. Allow each licensed dispensary's production center to submit to the department data in real time, by automatic identification and data capture, all marijuana, marijuana plants, and manufactured marijuana product inventory in possession of that dispensary from either seed or immature plant state, including all plants that are derived from cuttings or cloning, until the marijuana or manufactured marijuana product is sold or destroyed;
3. Allow the licensed dispensary's retail dispensing location to submit data to the department in real time for the total amount of marijuana and manufactured marijuana product purchased by a qualifying patient and primary caregiver from the dispensary's retail dispensing locations in the State in any fifteen day period; provided that the software tracking system shall impose an automatic stopper in real time, which cannot be overridden, on any further purchases of marijuana or manufactured marijuana products, if the maximum allowable amount of marijuana has already been purchased for the applicable fifteen day period; provided further that additional purchases shall not be permitted until the next applicable period.

## 2.2 SCOPE OF WORK

2.2.1 Executive Summary: Offeror to provide a concise summary of the products and services proposed.

- 2.2.2 Vendor profile: Offeror to provide answers using the attached template and instructions (EXHIBIT A).
- 2.2.3 Specifications: Offeror to provide answers using the attached template and instructions (EXHIBIT B). In addition to the requirements found in EXHIBIT B, the system must be able to track information in items a through d, to include but is not limited to:
- a. The total amount of marijuana in possession of all dispensaries from either seed or immature plant state, including all plants that are derived from cuttings or cloning, until the marijuana, marijuana plants, or manufactured marijuana product is sold or destroyed;
  - b. The total amount of manufactured marijuana product inventory, including the equivalent physical weight of marijuana that is used to manufacture manufactured marijuana products, purchased by a qualifying patient and primary caregiver from all retail dispensing locations in the State in any fifteen day period;
  - c. The amount of unused organic material produced by each plant at harvest; and
  - d. The transport of marijuana and manufactured marijuana products between production centers and retail dispensing locations, including tracking identification issued by the tracking system, the identity of the person transporting the marijuana or manufactured marijuana products, and the means of transport including the make, model, and vehicle identification number of the vehicle used for transport..
- 2.2.4 Implementation Plan: Offeror to provide an implementation plan with estimated timelines within 45 (forty-five) calendar days of an awarded contract. The Implementation Plan shall specifically identify each of the specifications included in EXHIBIT B that will be implemented and operational as early as April 1, 2016.
- 2.2.5 Technology and Configuration Specifications: Offeror to provide information on the proposed technology infrastructure, platform and configuration for department's MMJ tracking system.
- 2.2.6 Cost Proposal: Offeror to provide costs using the attached template (EXHIBIT C). The Cost Proposal shall specifically identify the costs for the specifications in EXHIBIT B that will be implemented and operational as early as April 1, 2016 and the cost for the specifications included in EXHIBIT B that will be operational no later than April 15, 2016.

## SECTION THREE

### PROPOSAL RESPONSE FORMAT AND CONTENT

#### 3.1 OFFEROR'S AUTHORITY TO SUBMIT AN OFFER

The State will not participate in determinations regarding an Offeror's authority to sell a product or service. If there is a questions or doubt regarding an Offeror's right or ability to obtain and sell a product or service, the Offeror shall resolve those questions prior to submitting an offer.

#### 3.2 REQUIRED REVIEW

3.2.1 Before submitting a proposal, each Offeror must thoroughly and carefully examine this RFP, any attachment, addendum, and other relevant document, to ensure Offeror understands the requirements of the RFP. Offeror must also become familiar with State, local and Federal laws, statutes, ordinances, rules, and regulations that may in any manner affect cost, progress, or performance of the work required.

3.2.2 Should Offeror find defects and questionable or objectionable items in the RFP, Offeror shall notify the Chief, Office of Health Care Assurance in writing prior to the deadline for written questions as state in the RFP Schedule and Significant Dates, as amended. This will allows the issuance of any necessary corrections and/or amendments to the RFP by addendum.

#### 3.3 PROPOSAL PREPARATION COSTS

Any and all costs incurred by the Offeror in preparing or submitting a proposal shall be the Offeror's sole responsibility whether or not any award results from this RFP. The State shall not reimburse such costs.

#### 3.4 TAX LIABILITY

3.4.1 Work to be performed under this solicitation is a business activity taxable under chapter 237, HRS, and if applicable, taxable under chapter 238, HRS. Contractor is advised that they are liable for the Hawaii General Excise Tax (GET) at the current rate 4.5% rate for sales made on Oahu, and at the 4% rate for the islands of Hawaii, Maui, Molokai, and Kauai. If, however, an Offeror is a person exempt by the HRS from paying the GET and therefore not liable for the taxes on this solicitation, Offeror shall state its tax exempt status and cite the HRS chapter or section allowing the exemption.

#### 3.5 PROPERTY OF STATE

All proposals become the property of the State of Hawaii.

#### 3.6 CONFIDENTIAL INFORMATION

3.6.1 If an Offeror believes that any portion, offer, specification, protest, or correspondence contains information that should be withheld from disclosure as

confidential, then the Offeror shall inform the Chief, Office of Health Care Assurance named on the cover of this RFP in writing and provided with justification to support the Offeror's confidentiality claim. Price is not considered confidential and will not be withheld.

3.6.2 An Offeror shall request in writing nondisclosure of information such as designated trade secrets or other proprietary data Offeror considers to be confidential. Such requests for nondisclosure shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal in order to facilitate eventual public inspection of the non-confidential portion of the proposal.

### 3.7 EXCEPTIONS

Should Offeror take any exception to the terms, conditions, specifications, or other requirements listed in the RFP, Offeror shall list such exceptions in this section of the Offeror's proposal. Offeror shall reference RFP section where exception is taken, a description of the exception taken, and the proposed alternative, if any. The State reserves the right to accept or not accept any exceptions.

### 3.8 PROPOSAL OBJECTIVES

3.8.1 Responses shall be prepared in a straightforward and concise manner, in a format that is reasonably consistent and appropriate for the purpose. Emphasis will be on completeness and clarity and content.

3.8.2 When an Offeror submits a proposal, it shall be considered a complete plan for accomplishing the tasks described in this RFP and any supplemental tasks the Offeror has identified as necessary to successfully complete the obligations outlined in this RFP.

3.8.3 The proposal shall describe in detail the Offeror's ability and availability of services to meet the goals and objectives of this RFP as state in Section 2.2 SCOPE OF WORK.

3.8.4 Offeror shall submit a proposal that includes an overall strategy, timeline, and plan for the work proposed as well as expected results and possible shortfalls.

### 3.9 PROPOSAL FORMS

To be considered responsive, the Offeror's proposal shall include all items specified in this RFP and any subsequent addendum. Any proposal offering any other set of terms and conditions that conflict with the terms and conditions provided in the RFP or in any subsequent addendum may be rejected without further consideration.

### 3.10 PROPOSAL CONTENTS

Proposals must:

3.10.1 Include a transmittal letter to confirm that the Offeror shall comply with the requirements, provisions, terms, and conditions specified in this RFP.

- 3.10.2 If subcontractor(s) will be used, append a statement to the transmittal letter from each subcontractor, signed by an individual authorized to legally bind the subcontractor and stating:
- a. The general scope of work to be performed by the subcontract;
  - b. The subcontractor's willingness to perform for the indicated.
- 3.10.3 Provide all of the information requested in this RFP in the order specified in this document and in 3.10.5 below.
- 3.10.4 Responses must be submitted in hard copy, organized into sections, following the exact format using all titles, subtitles, and numbering, with tabs separating each section described below. Each section must be addressed individually and pages must be numbered. Five complete identical hard copies for the evaluation panel and one complete identical digital copy of responses are required.
- a. Transmittal Letter
  - b. Experience and Capabilities
    1. Executive Summary
    2. A complete, relevant, and current client listing
    3. The number of years Offeror has been in business and the number of years Offeror has performed services specified by this RFP.
    4. A list of key personnel and associated resumes for those who will be dedicated to the project.
    5. A list of at least three (3) references from the Offeror's client listing that may be contacted by the State as to the Offeror's past and current job performance. Offeror shall provide names, titles, organization, telephone numbers, email, and postal addresses.
    6. A summary listing of judgment or pending lawsuits or actions against; adverse contract action, including termination(s), suspensions, imposition of penalties, or other actions relating to failure to perform or deficiencies in fulfilling contractual obligations against your firm. If none, so state.
    7. A list of sample projects and/or examples of written plans.
  - c. Offer Form A
  - d. Vendor Profile (Exhibit A)
  - e. Specifications (Exhibit B)
  - f. Implementation Plan
  - g. Hardware and Configuration Specifications
  - h. Cost Proposal by State Fiscal Year (Exhibit C)

### 3.11 RECEIPT AND REGISTER OF PROPOSALS

Proposals will be received and receipt verified by two or more Department of Health officials on or after the date and time specified in Section One, or as amended.

The responses of the Offeror(s) shall be open to public inspection upon posting of award.

### 3.12 BEST AND FINAL OFFER

If the State determines a Best and Final Offer (BAFO) is necessary, it shall request one from the Offeror. The Offeror shall submit its BAFO and any BAFO received after the deadline or not received shall not be considered.

3.13 MODIFICATION PRIOR TO SUBMITTAL DEADLINE OR WITHDRAWAL OF OFFERS

3.13.1 The Offeror may modify or withdraw a proposal before the proposal due date and time.

3.13.2 Any change, addition, deletion of attachment(s) or data entry of an Offer may be made prior to the deadline for submittal of offer.

## SECTION FOUR

### EVALUATION CRITERIA

Evaluation criteria and the associated points are listed below. An award may be made to the responsible Offeror whose proposal is determined to be the most advantageous to the State based on the evaluation criteria listed in this section. The Department of Health reserves the right to issue no award based on responses to this RFP.

**The total number of points used to score this response is 100. Points for each evaluation criteria are identified next to each evaluation criteria.**

1. Cost of services (10)
2. Previous experience, capability and proficiency pertaining to the scope of work in the solicitation: (30)
  - a. Number of years in the business and number of years performing services specified in this RFP
  - b. References – A list of at least three (3) references from the Offeror's client listing that may be contracted by the State as to the Offeror's past and current job performance. Offeror shall provide names, titles, organization, telephone numbers, email and postal addresses.
  - c. Client listings
  - d. A list of key personnel and associated resumes for those who will be dedicated to the project.
  - e. A summary listing of judgment or pending lawsuits or actions against; adverse contract actions, including termination(s), suspensions, imposition of penalties, or other actions relating to failure to perform or deficiencies in fulfilling contractual obligations against your firm. If none, so state.
3. Sample projects and/or examples of written plan, organization charts, contact trees, etc. (15)
4. Knowledge and proficiency pertaining to the scope of work in this solicitation (Exhibit B). (20)
5. Project Proposal (25)
  - a. Methodology
  - b. Timeline
  - c. Expected Results
  - d. Possible Shortfalls

## SECTION FIVE

### EVALUATION PROCESS

#### 5.1 EVALUATION OF RESPONSES

An evaluation committee of at least three (3) State employees selected by the Director of Health shall evaluate proposals.

Prior to holding any discussion, a priority list shall be generated consisting of offers determined to be acceptable or potentially acceptable. However, proposals may be accepted without such discussions.

If numerous acceptable and potentially acceptable proposals are submitted, the evaluation committee may limit the priority list to the three highest ranked, responsible Offerors.

#### 5.2 DISCUSSION WITH PRIORITY LISTED OFFERORS

The State may invite priority listed Offerors to discuss with their responses to ensure thorough, mutual understanding. The State in its sole discretion shall schedule the time and location for these discussions, generally within the timeframe indicated in *RFP Schedule and Significant Dates*. The State may also conduct discussions with priority listed Offerors to clarify issues regarding the proposals before requesting Best and Final Offers, if necessary.

#### 5.3 SELECTION

The department shall select the Offeror whose proposal is determined to be the most advantageous to the State based on the evaluation criteria set forth in the RFP.

#### 5.4 TERMS OF CONTRACT

The selected Offeror is advised that contracting with the State of Hawaii requires compliance with all laws governing entities doing business in the State including, but not limited to, the following:

1. Chapter 237, General Excise Tax Law;
2. Chapter 383, Hawaii Employment Security Law;
3. Chapter 386, Worker's Compensation Law;
4. Chapter 392, Temporary Disability Insurance;
5. Chapter 393, Prepaid Health Care Act; and
6. Section 103D-310(c), Certificate of Good Standing (COGS) for entities doing business in the State.

The State will verify compliance on Hawaii Compliance Express (HCE).

HCE is an electronic system that allows vendors/contractors/service providers doing business with the State to quickly and easily demonstrate compliance with applicable laws. It is an online system that replaces the necessity of obtaining paper compliance certificates from the Department of Taxation, Federal Internal Revenue Service,

Department of Labor and Industrial Relations, and Department of Commerce and Consumer Affairs.

Vendors/contractors/service providers should register with HCE prior to submitting an offer at <https://vendors.ehawaii.gov>. The annual registration fee is \$12.00 and the Certificate of Vendor Compliance is accepted for the execution of contract and final payment.

Vendors/contractors/service providers should register with HCE prior to submitting an offer at <https://vendors.ehawaii.gov>. The annual registration fee is \$12.00 and the Certificate of Vendor Compliance is accepted for the execution of contract and final payment.

Potential vendors/contractors/service providers are advised to register on HCE as soon as possible. If a vendor/contractor/service provider is not compliant on HCE at the time of award, an Offeror will not receive the award.

#### 5.5 PROPOSAL AS PART OF THE CONTRACT

The RFP and all or part of the successful proposal may be incorporated into the contract.

#### 5.6 PUBLIC EXAMINATION OF PROPOSALS

Except for confidential portions, the proposals shall be made available for public inspection upon posting of award.

#### 5.7 APPROVALS

Pursuant to Chapter 329D, HRS, any agreement arising out of this offer shall be approved by the Director of the Department of Health and the State of Hawaii Chief Information Officer, provided that the department shall publicly solicit at least three proposals, and may be subject to the approval of the State of Hawaii Attorney General, or the Governor of the State of Hawaii.

#### 5.8 Successful Offeror receiving award shall enter into a formal written contract. No performance or payment bond is required for this contract.

No work is to be undertaken by the Contractor prior to the effective date of contract. The State of Hawaii is not liable for any work, contract, costs, expenses, loss of profits, or any damages whatsoever incurred by the Contractor prior to the official starting date.

If an option to extend is mutually agreed upon, the Contractor shall be required to execute a supplement to the contract for the additional extension period.

#### 5.9 The notice of award, if any, resulting from this solicitation shall be posted on the Procurement Awards, Notices and Solicitations (PANS), which is available on the SPO website: <http://www.hawaii.gov/spo2/source/>.

#### 5.10 INSURANCE

5.10.1 Prior to the contract start date, the Contractor shall procure at its sole expense and maintain insurance coverage acceptable to the State in full force and effect throughout the term of the Contract. The Offeror shall provide proof of insurance for the following minimum insurance coverage(s) and limit(s) in order to be awarded a contract. The type of insurance coverage is listed as follows:

1. Commercial General Liability Insurance

Commercial general liability insurance coverage against claims for bodily injury and property damage arising out of all operations, activities or contractual liability by the Contractor, its employees and subcontractors during the term of the Contract. This insurance shall include the following coverage and limits specified or required by any applicable law: bodily Injury and property damage coverage with a minimum of \$1,000,000 per occurrence; personal and advertising injury of \$1,000,000 per occurrence; broadcasters' liability insurance of \$1,000,000 per occurrence; and with an aggregated limit of \$2,000,000. The commercial general liability policy shall be written on an occurrence basis and the policy shall provide legal defense costs and expenses in addition to the limits of liability stated above. The Contractor shall be responsible for payment of any deductible applicable to this policy.

2. Automobile Liability Insurance

Automotive liability insurance covering owned, non-owned, leased, and hired vehicles with a minimum of \$1,000,000 for bodily injury for each person, \$1,000,000 for bodily injury for each accident, and \$1,000,000 for property damage for each accident.

3. Appropriate levels of per occurrence insurance coverage for workers' compensation and any other insurance coverage required by Federal or State law.

5.10.2 The certificates of insurance shall contain the following clauses:

1. "The State of Hawaii is added as an additional insured as respects to operations performed for the State of Hawaii."
2. "It is agreed that any insurance maintained by the State of Hawaii will apply in excess of, and not contribute with, insurance provided by this policy."

5.10.3. Failure of the Contractor to provide and keep in force such insurance shall constitute a material default under the Contract, entitling the State to exercise any or all of the remedies provided in the Contract (including without limitation terminating the Contract). The procuring of any required policy or policies of insurance shall not be construed to limit the Contractor's liability hereunder, or to fulfill the indemnification provisions of the Contract. Notwithstanding said policy or policies of insurance, the Contractor shall be responsible for the full and total amount of any damage, injury, or loss caused by the Contractor's negligence or neglect in the provision of services under the Contract.

#### 5.11 REQUIREMENTS FOR PERFORMANCE BONDS

No performance bond is required.

#### 5.12 PAYMENT

Incremental payments shall be made to the awarded Contractor on a quarterly basis, upon receipt of reports and specific deliverables that meet the expectations of the RFP. The receipt of quarterly reports shall be due based on the timeline submitted by the Contractor in the proposal, or as amended.

#### 5.13 CONTRACT INVALIDATION

If any provision of this contract is found to be invalid, such invalidation will not be construed to invalidate the entire contract.

## SECTION SIX

### SPECIAL PROVISIONS

#### 6.1 OFFER GUARANTY

A proposal security deposit is NOT required for this RFP.

#### 6.2 INTELLECTUAL PROPERTY RIGHTS

The State reserves the right to unlimited, irrevocable, worldwide, perpetual, royalty-free, non-exclusive licenses to use, modify, reproduce, perform, release, display, create derivative works from, and disclose the work product, and to transfer the intellectual property to third parties for State purposes.

#### 6.3 TERMINATIONS FOR CONVENIENCE OR UNAVAILABILITY OF FUNDS

The State of Hawaii reserves the right to terminate this RFP and issuing contract for convenience or unavailability of funds.

## SECTION SEVEN

### ATTACHMENTS AND EXHIBITS

- Offer Form A
  - Exhibit A
  - Exhibit B
  - Exhibit C
  - Exhibit D
- VENDOR PROFILE  
SPECIFICATIONS  
COST PROPOSAL  
GENERAL PROVISIONS

OFFER FORM A

Offeror is:

Sole Proprietor    Partnership    Corporation\*    Joint Venture

Other: \_\_\_\_\_

\*State of incorporation: \_\_\_\_\_

Hawaii General Excise Tax License ID No.: \_\_\_\_\_

Federal Tax ID No.: \_\_\_\_\_

Payment address (other than street address below):

Business address (street address):

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Date: \_\_\_\_\_

(x) \_\_\_\_\_

Authorized (original) Signature

Telephone No.: \_\_\_\_\_

\_\_\_\_\_

Name and Title

Email Address: \_\_\_\_\_

\*\* \_\_\_\_\_

Exact Legal Name of Company

\*\*If Offeror is a "dba" or a "division" of a corporation, furnish the exact legal name of the corporation under which the awarded contract will be executed:

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## EXHIBIT A – VENDOR PROFILE

Using the template below, please provide the requested information on your organization. Your response to a specific item may be attached to this section as an additional page if necessary.

<b>General</b>	
Name Address (Headquarters) Address, continued Main Telephone Number Website Address Publicly Traded or Privately Held	
<b>Parent Company (if applicable)</b>	
Name Address (Headquarters) Address, continued Main Telephone Number Website Address Publicly Traded or Privately Held	
<b>Main Contact</b>	
Name Title Address Address, continued Telephone Number Email Address	
<b>Business Data</b>	
Number of years as a medical marijuana computer software tracking system vendor Number of live sites Number of new installations over the last three years Does the product have a Hawaii presence? If so, provide list of Hawaii references. What is the average implementation time frame over the past three years? How many entities have de-installed your systems over the past two years, which systems, and why? Total FTEs last year Total FTEs this year Explain how your company is planning to meet the increase in demand for your product (including implementation, training, and support) over the next three years.	
<b>Product Information</b>	
Current product name and version number Date of next major version release; Hosted model: client-Server, ASP, SaaS, or other?	

<p>Is the product comprehensive or are separate modules available?  Can the State of Hawaii be guaranteed to copy, move, or retrieve client data from the product without charge should the State decide to change vendors?</p>	
<b>Additional Information</b>	
<p>Is a demonstration version available prior to purchase?  Has your company acquired, been acquired, merged with other organizations, or had any "change in control" events within the last five years? (If yes, please provide details.)  Is your company planning to acquire, be acquired, merge with other organizations, or have any "change in control" events within the next three years? (If yes, please provide details.)  Does your company use resellers to distribute your product(s)? If yes, please answer the following:  <ol style="list-style-type: none"> <li>1. What is your reseller structure?</li> <li>2. Who are your resellers who are authorized to sell within Hawaii?</li> </ol> If no, please answer the following:  <ol style="list-style-type: none"> <li>1. What is your distribution and sales structure?</li> </ol> Please provide information on any outstanding lawsuits or judgments within the last five years.  Please indicate any cases that you cannot respond to as they were settled with a nondisclosure clause.</p>	
<b>Security</b>	
<p>Describe how client data are secured at all times and in all modules.  Describe how client data are secured when accessed via portable devices.  Describe your disaster recovery and backup services, including whether you will guarantee down time limits, both in number per time frame and duration of each system down time.</p>	
<b>Licensing</b>	
<p>How is the product licensed?  What does each license actually provide?</p>	
<b>Infrastructure and Technology</b>	
<p><b>If product is a client/server model, please respond to questions below:</b>  What type of hardware is required?</p>	

What are the recommended workstation requirements?

What are the recommended server specifications?

Recommended Manufacturer/Model?

How many servers and server roles?

- Application Server
- Web Server
  - IIS (version)
  - Apache (version)
  - Other
- Database Server
  - MS SQL (version)
  - Oracle (version)
  - Other
- Test Server
- E-mail Server
- Others (Fax, Print, Dictation, etc.)
- Operating system (Windows, Unix/Linux, Other)
- Processor (number of processors and processor speed)?
- Memory/RAM requirements?
- Storage Space Requirements?
- SANs Connectivity (Yes/No)
  - If yes, SANs requirements?
- Network Card Speeds

Other components required?

What other applications are required for server?

- Server Management Tools
- Bandwidth Monitors
- Database Management Suite

Can systems be virtualized, and if so, how?

Are we required to purchase hardware from your company?

What type of support is available if equipment is purchased from your company?

Do you provide remote support?

Provide detailed security setup and access rules.

Can system or application be accessed remotely?

What are the minimum network infrastructure requirements?

- Firewall/VPN Appliance?
- Switches or Routers?
- Other Devices

What are the backup requirements?

<p>Does the product provide database software?          If no, what database application is required?          Can data be exported, if so, in what format?          Does product allow for ad hoc reporting against the database by customers using standard reporting software or standard database queries?</p>	
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<b>Infrastructure and Technology</b>	
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<p><b>If product is an ASP model, please respond to questions below:</b>          Do you provide ASP solutions or require 3rd party vendor participation?          What is the 3rd party vendor's involvement?          How are support issues handled?          Does the ASP model require a server at the customer location?          If yes, what are the system requirements?</p> <ul style="list-style-type: none"> <li>• Number of Server(s)?</li> <li>• Processor</li> <li>• Storage and Fault Tolerance Requirements?</li> <li>• Memory?             <ul style="list-style-type: none"> <li>○ &lt;25 concurrent users</li> <li>○ &gt;25 concurrent users</li> </ul> </li> <li>• Bandwidth Requirements?</li> <li>• System Backup Requirements?</li> </ul> <p>Types of Server(s)</p> <ul style="list-style-type: none"> <li>• Database Servers</li> <li>• Web Servers</li> <li>• Interface Servers</li> <li>• Scanning Servers</li> <li>• Messaging (Fax, E-Prescribing, Print) Servers</li> </ul> <p>Is virtualization supported or required (VMWare, XenApp, etc.)?          If so, on which servers and in what configuration?          If so, are there any application modules not supported or recommended for use in a virtualized environment?          Does your product require or recommend a firewall?          If yes, what is the recommended manufacturer/model?          Do you recommend VPN access?          List all security enhancements which must be accommodated on workstations (e.g., Internet sites trusted, active x controls enabled, Dot Net versions supported, registry modifications, etc.).</p>	
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<p>What are the bandwidth requirements per user?</p> <p>What are the workstation requirements?</p> <p>Manufacturer/Model</p> <ul style="list-style-type: none"> <li>• Processor</li> <li>• Storage</li> <li>• Memory</li> <li>• Operating System</li> </ul> <p>Does the product require any type of client (i.e. Citrix, client ware, Cisco VPN, etc.)?</p> <p>What applications are supported and/or need to be installed on the workstation?</p> <p>Require ODBC driver or SQL application on workstations?</p> <p>Any other applications required?</p> <p>Can the product be securely accessed from any location with a broadband connection?</p> <p>How is data saved at the ASP location?</p> <p>How often is routine maintenance performed on remote system?</p> <ul style="list-style-type: none"> <li>• Backups?</li> <li>• Updates?</li> <li>• Performance Monitoring and Enhancements</li> </ul> <p>Since we would be dependent on Internet connection, what is our strategy if the Internet connection goes down and cannot use your system?</p>	
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**Information and Technology**

<p><b>If product is a SaaS model, please respond to questions below:</b></p> <p>Do you provide SaaS solutions or require 3rd party vendor participation?</p> <p>How are support issues handled?</p> <p>Does a 3<sup>rd</sup> party vendor host any part of your product or data?</p> <p>Does your product require or recommend a firewall on the client side? If yes, what is the recommended manufacturer/model?</p> <p>Can the product be securely access from any location with a broadband connection?</p> <p>What are the security requirements for remote users (non-office)?</p> <p>What are the minimum bandwidth requirements?</p> <p>List all security enhancements which must be accommodated on the client workstations?</p> <p>What are the workstation requirements?</p> <ul style="list-style-type: none"> <li>• Processor</li> </ul>	
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- Storage
- Memory
- Operating system
- Bandwidth Requirements?
- System Backup Requirements?

Types of Server(s)

- Database Servers
- Web Servers
- Interface Servers
- Scanning Servers
- Messaging

What applications are supported and/or need to be installed on the workstations?

Require ODBC driver or SQL application on workstations?

Any other application required?

How is data saved and stored?

Can data be exported and if so, in what formats?

Does product allow reports to be created?

How often is routine maintenance performed on remote system?

- Backup?
- Updates?
- Performance Monitoring and Enhancements?
- Is virtualization supported or required

If so, on which servers and in what configuration?

If so, are there any application modules not supported or recommended for use in a virtualized environment?

Does your product require or recommend a firewall?

If yes, what is the recommended manufacturer/model?

Do you recommend VPN access?

List all security enhancements which must be accommodated on workstations (e.g., Internet sites trusted, active x controls enabled, Dot Net versions supported, registry modifications, etc.).

What are the bandwidth requirements per user?

What are the workstation requirements?

Manufacturer/Model

- Processor
- Storage
- Memory
- Operating System

Can you provide a contingency strategy or disaster recovery plan in the even Internet service is lost and customer is unable to access your system and application?  
 Do you have normal 'downtime' windows for system backup and maintenance?  
 Does this affect access to the product?  
 How is data gathered during Internet outages?  
 Is it uploaded into the system when Internet restored?

- Is this process done manually or automatically?
- How do we verify information has been uploaded?

In the event access to your site is unavailable, what steps will you take to notify the customer of progress towards resolving the issue?  
 What steps should the customer take during this time?  
 In the past two years, how many outages have you experienced due to your own infrastructure problems?  
 Do you have redundant Internet providers?  
 Is there a client portal?  
 Is there a test environment for the customer to use?  
 What are the network infrastructure requirements?  
 What are your security requirements and recommendations for client workstations?  
 Is your site secured with encryption and antivirus?  
 How often is access audited and by whom?  
 Is there an off-site disaster recovery location for your server farm?  
 How often is this tested?

**Support**

Please provide a detailed list of your support programs and standard SLA for each.  
 What are your support statistics, e.g., # first call resolutions, severity levels, etc.  
 What is the average amount of time for each issue resolutions?  
 If a problem persists what is the escalation process?  
 Do you have a problem ticketing system?  
 Do you have user forums or user communities?

<p>Who has ownership of the following:</p> <ul style="list-style-type: none"> <li>• Data</li> <li>• Software</li> <li>• Enhancements or Customizations Paid for by Customer</li> <li>• Hardware</li> <li>• Servers</li> <li>• Workstations</li> </ul> <p>What are your additional fee-based services? Do you have online support (Knowledgebase, InfoCenter, etc.)? Is remote assistance an option for workstation and server issues? Do you have regional and national user conferences? Describe on-going maintenance protocols Upgrade Process</p> <ul style="list-style-type: none"> <li>• Will customer get to choose which upgrades they want?</li> <li>• Frequency of Upgrades?</li> <li>• How long can a customer delay an upgrade without losing support?</li> <li>• Will training be provided for new functionality?</li> </ul> <p>Testing</p> <ul style="list-style-type: none"> <li>• Will customer get a chance to test the product in a test environment?</li> <li>• Will customer get access to test scripts from vendor?</li> <li>• Will customer have an opportunity to parallel test with vendor or conduct Acceptance Testing? End to End Testing?</li> </ul> <p>Product Enhancement Requests</p> <ul style="list-style-type: none"> <li>• If customer wants to add an enhancement, what is the process?</li> <li>• Are there additional costs for an enhancement?</li> <li>• How soon will customer be able to view, test, and use enhancement?</li> <li>• How will upgrades work with new enhancement?</li> <li>• Will all other customers get the enhancement one company has paid for?</li> <li>• How will the company stay up-to-date</li> </ul>	
<p><b>Training and Testing – All Phases</b></p>	
<p>Development/Training Environment</p>	

Specify if this will be provided before or after a contract is signed.

Will access be granted to development or training environments for testing during upgrades and during training processes?

What types of online training are available?

- Videos
- Recorded Modules/Workflow Training Courses
- Recorded Interactive "Many-to-One" Training Sessions
- Quick Reference or Tips & Tricks Videos
- Trial Demonstration

Web Based Training

- Interactive training activity with screenshots & instructions

Facilitator/Consultant Led Training Sessions

- Module Training Sessions
- Workflow Training Sessions
- One-on-One Training Sessions with Consultant
- Describe your training personnel (i.e., background, position, credentials).
- Vendor-Directed Demo (i.e., Web Ex Training, On-Site, etc.)

Training Documents (Identify format of documentation)

- Training Manuals
- Quick reference guides that focus on specific tasks
- On-line Printable Training Documentation
- Upgraded Training Guide
- Describe when these documents are modified and how quickly they are made available to the customer after product changes occur.

Does the product have customizable preferences?

Will a workflow assessment be completed by the vendor?

Will vendor complete on-site workflow assessment?

Is there an additional cost for workflow assessment?

Super User Training

- Will super users be trained by vendor?
- Remote or on-site training provided?

<p>Cost of Training</p> <ul style="list-style-type: none"> <li>• Describe training options included in contract agreement.</li> <li>• Will additional costs be incurred for training?</li> </ul> <p>On-Site Training</p> <ul style="list-style-type: none"> <li>• How many days does vendor provide for on-site training?</li> <li>• What is the consultant-to-staff ratio during training?</li> <li>• Will trainers complete a readiness assessment before Go-Live?</li> </ul> <p>Will vendor provide on-site demos before and after contract is signed?</p> <p><b>Post Go-Live Training and Support</b>  After 'Go-Live', who (i.e., support team, implementation manager, etc.) will be available to answer questions, issues, and/or training requests?  If original implementation team, how long before this level of service is transferred to "normal" support team?  Will a post Go-Live assessment be completed after a specified amount of time by the vendor?  How will customer be notified of upgrades when they are released and who is responsible for installing these updates (dates, training, documentation, etc.?)</p>	
<b>Service Levels</b>	
<p><b>What is the vendor's responsibility when:</b>  Problem resolution is not met by a certain time based on severity level of the problem or issue?  Upgrades cause problems (critical workflows breaks)?  Training is not conducted in agreed upon timeframe and/or the training materials are not adequate or delivered per contract deliverables?  Implementation is not completed by vendor in the agreed upon timeframe due to issues related to the vendor (staffing conflicts, software problems, etc.)?  Incompatibility issues arise between hardware (which meets agreed upon specifications) and approved software?  Promised product functionality does not exist at time of Implementation?</p>	

<p>Damages to hardware during transport if purchased through vendor or while vendor is on-site during installation?</p> <p>Data is corrupted during the course of normal use and operation of the product?</p> <p>SLAs are not met?</p> <p>Will you agree to a cap on price increases? For how long?</p> <p>How long will you guarantee to provide maintenance (or other support) on this product?</p> <p>What is the process that you will follow when "sun setting" this product?</p> <p>Will you escrow the source code for this product?</p> <p>Will you agree to the contract being governed by Hawaii law (including the applicable provisions of the UCC)?</p> <p>Will you agree to negotiate a standard form contract for use by Hawaii government clients?</p>	
<b>Other Vendor Services Offered</b>	
<p>What companies have you partnered with to provide services on your behalf and what is their contact information?</p> <p>If their work is done on your behalf, do you warranty their work as if it were your own?</p>	

EXHIBIT B – SPECIFICATIONS

Offeror Requirements

Mandatory Qualification	Met/Not Met	Available Y/N?	Est. Cost
Offeror must be incorporated as a business in good standing in Hawaii.			
Offeror must have experience developing and supporting marijuana product inventory software and describe experience.			
Offeror must provide a list of all employees, contractors, subcontractors, or vendors whose administrator privileges allow access to the system.			
Any additional information from Offeror to describe how the proposal meets the requirements of this section (“Offeror Requirements”). A separate document, clearly labeled and appended to this Exhibit may be used.			

Technical Requirements

Mandatory Qualification	Met/Not Met	Available Y/N?	Est. Cost
The system must be an existing Commercial off the Shelf (COTS) solution currently in use in local or state government in the United States or by private industry in the medical marijuana or recreational use marijuana industry.			
The system must be a solution managed by the awarded vendor; therefore, there are no restrictions on the technology to be used provided it meets technical and security requirements of this RFP. Any proposed solution must be located at a vendor’s ‘cloud’ datacenter or other secured service provider.			
The Offeror shall provide the hardware, software, communications, and other infrastructure necessary for a hosted solution.			
Provide secure web service API for integration of 3rd party information systems.			
The system must be available 100% of the time during peak usage hours from 8 am to 8 pm, Hawaii Standard Time, Monday through Saturday, excluding unplanned			

downtime for emergency fixes or other critical updates; or as amended by law. The system must be available 100% of the time during peak usage hours from 7 am to 7 pm, Hawaii Standard Time, Monday through Saturday, excluding unplanned downtime for emergency fixes or other critical updates.			
The system must maintain acceptable response time for retrieving, querying, and storing data. For most operations this means responses within 1-2 seconds of the request.			
The hosted system must include failover support with backup servers and databases in the event the primary server(s), routers, or databases are corrupted or down for any reason, the failover 'system' can quickly and easily take over as the primary with no loss of data or availability.			
The ability to meet the standard department data retention requirement of five (5) years from the transaction date for any records generated in the Seed to Sale system, with the exception of receipts which are required to be maintained for six (6) years.			
The vendor must provide an online support system for entering and tracking trouble tickets as they are processed through the support system.			
The system must provide the ad-hoc capability to create real-time alerts of significant events.			
The system must include capability to send automatic notifications of significant or critical events to users through email and SMS alerts.			
Any additional information from Offeror to describe how the proposal meets the requirements of this section ("Technical Requirements"). A separate document, clearly labeled and appended to this Exhibit may be used.			

Functional Requirements

Mandatory Qualification	Met/Not Met	Available Y/N?	Est. Cost
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<p>The ability to set up and maintain multiple locations for a given licensee within the database and to restrict their access to the facilities that are a part of that licensed organization, while allowing the department and designated staff to view the data of all registered organizations.</p>			
<p>The system must assign a globally unique, non-repeating identification number for every plant, product or inventory item recorded across all licensees in the State, e.g. RFID, barcode, etc.</p>			
<p>The ability in real time to track marijuana, including weight and/or volume, at each stage of the process: growing, manufacturing, storage, laboratory testing, distribution, inventory, dispensing, and destruction.</p>			
<p>The ability for the system to track in real time the form of medical marijuana product produced, including a unique lot identifier (number or barcode), quantity, manufacture date, expiration dates (opened and unopened) and any other data elements deemed necessary to tie the product back to a Batch in the event of a recall.</p>			
<p>The ability for the system to integrate in real time with equipment that will capture the weight of marijuana.</p>			
<p>The system must be capable of tracking and accountability of all aspects of the marijuana plant including trim, leaves, flowers, stems, wastage and any other plant matter.</p>			
<p>The ability to utilize bar code scanning in inventory/chain of custody and point of sale.</p>			
<p>The ability to integrate with hardware/equipment such as computers, bar code scanners, label printers, and point-of-sale devices such as weighing scale, flatbed scanner, cash drawer, or receipt printer.</p>			
<p>The ability for the system to send specified data elements on demand or as a scheduled job in a timeframe specified by the State, to an external system in a format determined by the State.</p>			

**Laboratory Sub-Section**

<p>The ability to track and report any laboratory testing performed on any material used to produce the medical marijuana, any medical marijuana extract prior to packaging and the final medical marijuana product, including which approved laboratory performed the analysis, specific results and the pass/fail status of each lot. The registered organization must also have the ability to track and report the percentage of lots passing cannabinoid profile testing and contaminant testing.</p> <p>Note: A registered organization may use more than one approved laboratory to test different analytes (or components) within the product. For example, the sample may be sent to lab A to test for contaminants and to lab B to test for the cannabinoid profile.</p>			
<p>The ability for each registered organization to create the active and inactive ingredient list for each medical marijuana product (cannabinoid content and excipients).</p>			
<p>The ability to track and account for each sample sent for required laboratory testing and to define the testing to be performed.</p>			
<p>The ability to exchange electronic data with Laboratory Information Management Systems used by the department's State Laboratories Division and by a list of department approved laboratories (the list of approved laboratories may change over time and there should be a mechanism for the department to update the list as needed).</p>			
<p>The ability to electronically send sample information including the unique sample identifier and test requisitions and to receive test results from the approved laboratory LIMS in a standard message format defined by the department.</p>			
<p>The ability to store detailed results of laboratory testing, not just a global pass/fail indicator.</p>			
<p>The ability to accommodate the addition of analytes (other components) to testing/results as required by the department.</p>			

The ability to flag any medical marijuana product that failed any component of testing and flag which component failed.			
The system must prevent inventory transfers to a licensee for any inventory that has either failed or has not undergone the required quality assurance testing.			
The ability to set thresholds of accepted values for laboratory testing.			
The ability for the system to indicate a list of the department's approved independent laboratories and which approved laboratories the registered organization is contracted with.			
The ability for a registered organization to send samples of a given lot to multiple Approved Laboratories for testing and track in the seed to sale system.			
<b>Inventory Tracking Sub-Section</b>			
The system must be capable of tracking and reporting on all transportation and exchange of marijuana, marijuana products and marijuana infused products from source to destination including but not limited to the following: <ul style="list-style-type: none"> <li>• When a licensee acquires marijuana from a patient or caregiver.</li> </ul>			
The system must enable licensees to report "start-up inventory", which are the initial seeds, clones, and plants added to the system that will not have a "mother plant" as a source.			
The system must be capable of tracking and reporting on all movement of marijuana and marijuana products within a licensee such as from a germinating area to a growth area to a processing area to a packaging area.			
The system must be capable of tracking and reporting on all disposal of marijuana and marijuana products within a licensee.			
The system must be capable of tracking and reporting on all changes in form of the marijuana and tracking of batches or lots from original seed, cutting or plant through creation of edible marijuana products and marijuana infused products.			

The system must include functionality for upload on a real-time or daily basis of inventory tracking data from licensees through the use of secured web services, secured API or other equivalent technology or by direct access through the portal to the inventory tracking system.			
System must enable licensees to report deductions in inventory due to theft and seizure by law enforcement, as well as plant death or failure to grow.			
System must provide functionality to indicate inventory items that have been seized by law enforcement.			
The ability for the registered organization to track all materials and ingredients used in the production of the medical marijuana product (e.g. marijuana, soil, growth regulators, pesticides).			
Allow for products to be composited into new products. Inputs may include fields including but not limited to: product type, product ID, units of measure of product yield, number of units yielded, component item information for all items containing marijuana products; including product ID, product name, lot number, and quantity. So that products inputs may be traced back to their origin, the inventory of each product batch is tracked by the Product ID and a unique Lot Number created for each new product batch.			
The ability to capture the extraction method used to produce the lot of medical marijuana product.			
<b>Inspection Sub-Section</b>			
The system must include secured online access to all functionality for the department and other users designated by the department.			
The System must allow a secure web-based application to which Statewide inspectors may enter inspection data.			
<b>Distribution Sub-Section</b>			
The ability to split a given manufacturing lot for distribution to multiple dispensing facilities within the registered organization.			
The ability to track a manufacturing lot to dispensing facilities and track backwards from the product dispensed to the patient in the event of a recall.			
<b>Transportation Sub-Section</b>			

The system must be able to generate transportation manifests that meet requirements of Hawaii statutes/regulations.			
The system must generate unique, global keys for all transportation manifests in order to ensure manifest validity and tracking.			
The system must allow for the reporting of manifest inventory discrepancies for any transfer of inventory between licensees.			
The system must track deductions in inventory due to theft, seizure by law enforcement, or other identified loss.			
The system must track all changes in the system including adds, updates, and deletes.			
The system must provide comprehensive audit history of all system data including by user and date time stamps.			
The system should include an audit log for historical purposes as well as data analysis and/or data restoration.			
The system should provide functionality for creation of audit and inspection forms for licensees and scheduling of those audits and inspections by department staff.			
The system must provide for collection and tracking of label data for marijuana and marijuana infused products.			
The system must provide a robust ad-hoc reporting engine to allow State staff to develop new reports as needed or as determined by management.			
The system must provide canned reports at start up for common activities and functions within a typical marijuana seed to sale inventory tracking system.			
The reporting engine must be capable of reporting against all tables and all data stored within the database.			
The reporting engine must provide functionality to export/display any report in multiple formats including Microsoft Excel, PDF, CSV, HTML, and text files.			
For each licensee the system must track each day's beginning inventory, acquisitions, harvests, sales, disbursements, disposal of unusable marijuana and ending inventory and			

provide this information to State users in a single, easily accessible report by licensees and overall summary at the state level.			
The ability to generate a receipt, in real time, at the point of sale and maintain the copy of the receipt and the sale transaction for at least six years.			
The ability for the registered organization to capture and report a reason for not dispensing to a patient.			
<b>Point of Sale Sub-Section</b>			
The ability to integrate with external data sources, in real time, to verify the validity of the patient's Registry ID Card.			
The ability to automatically enforce state and patient sales limits across all licensed dispensaries regardless of which licensed dispensary the MMJ or manufactured MMJ products were purchased.			
The ability to track product returns to the dispensing facility or registered organization, including reason for return and fate of returned product.			
The ability to generate a unique serial number for each dispensing transaction.			
Include a certification and testing program to ensure that licensees can correctly use the web service interface to submit data to the system.			
Any additional information from Offeror to describe how the proposal meets the requirements of this section ("Functional Requirements"). A separate document, clearly labeled and appended to this Exhibit may be used.			

Security Requirements

Mandatory Qualification	Met/Not Met	Available Y/N?	Est. Cost
Must have a user-based security model that allows licensees to only view data collected for that individual licensee.			
Must also allow department staff or designees to view data for all Marijuana Licensees based on specified search criteria.			
Any additional information from Offeror to describe how the proposal meets the			

requirements of this section (“Security Requirements”). A separate document, clearly labeled and appended to this Exhibit may be used.			
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**Project Management Requirements**

Mandatory Qualification	Met/Not Met	Available Y/N?	Est. Cost
<p>The Contractor shall deliver a Project Plan to include:</p> <ul style="list-style-type: none"> <li>• Project Scope Statement;</li> <li>• Project Schedule (Baseline &amp; Ongoing);</li> <li>• Project Budget;</li> <li>• Quality Management Plan;</li> <li>• Risk Management Plan;</li> <li>• Change Control Process;</li> <li>• Issue Management and Escalation Process;</li> <li>• Communications Management Process;</li> <li>• Organizational Change Management Process;</li> <li>• Project Team Development Plan;</li> <li>• Project Go-Live and Transition Plan.</li> </ul>			
<p>The Contractor shall deliver Status Reports to include:</p> <ul style="list-style-type: none"> <li>• Monthly status report</li> <li>• Project dashboard for Steering Committee frequency to be determined</li> <li>• Daily and Weekly briefings during Go-Live and first month of production operations</li> </ul>			
Operational Readiness Review Plan, Go-Live Contingency Plan			
Any additional information from Offeror to describe how the proposal meets the requirements of this section (“Project Management Requirements”). A separate document, clearly labeled and appended to this Exhibit may be used.			

**Service and Support Requirements**

Mandatory Qualification	Met/Not Met	Available Y/N?	Est. Cost
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Offeror agrees that the State of Hawaii is the owner of all data maintained on the System.			
Offeror must provide System configuration services including User Acceptance Testing.			
Offeror must provide on-line and telephone technical support at no cost to the State for at least one year.			
An emergency contact must be available during non-business hours.			
Offeror agrees to provide technical assistance, at no cost to the State, to transfer the data to a new or replacement System.			
Any additional information from Offeror to describe how the proposal meets the requirements of this section ("Service and Support Requirements"). A separate document, clearly labeled and appended to this Exhibit may be used.			

## EXHIBIT C – COST PROPOSAL

Please use the following template, if possible-or attach a cost estimate proposal that includes answers to each question below - *and provide it as a separate, sealed document within the RFP response.*

The Cost Proposal must identify the costs for the specifications in EXHIBIT B that will be implemented and operational by April 1, 2016, and the cost for the specifications included in EXHIBIT B to implement system components no later than April 15, 2016.

<b>One time fees</b>	
One time implementation fees	
Training fees	
Consulting fees	
<b>Initial year costs (include all fees for license, use, access, etc.)</b>	
For "x" users	
For each additional user	
Provide pricing algorithm used to calculate this cost	
<b>Ongoing annual costs (include all fees for maintenance, support, use, access, etc.)</b>	
For "x" users	
For each additional user	
Provide pricing algorithm used to calculate this cost, Also, provide your policy regarding price increases	
<b>Five (5) years cost of ownership</b>	
Indicated the total cost of ownership for the product over a 5 year period.	
Training fees	
<b>Other costs that are not a liability or obligation to the State (and who is responsible for them and how)</b>	