

SERVICE SPECIFICATIONS
Workers' Compensation Computer Software System
The Judiciary, State of Hawaii

PROJECT DESCRIPTION

The Human Resources Department, Disability Claims Management Division (“DCMD”) is responsible for the administration and claims management of claims filed by employees of the Judiciary, State of Hawaii. The software system will provide DCMD with a computer system management tool to record, monitor and allow for efficient case management on workers’ compensation case filed by employees of the Judiciary.

SPECIFICATIONS

The vendor must be able to provide a software system that manages all aspects of the financial and case management of workers’ compensation claims with the following,

A system which is user friendly, easy to learn, minimal amount of screens/choices to navigate into system options.

System to allow an unlimited amount of users at the discretion of the host administrator.

Allow users to access the software system with a laptop and/or through smart phone/tablet devices.

System to allow email communication capability.

Built in APIs to allow reporting on automated basis and to interface with other existing systems.

To allow employees to file a workers’ compensation claim directly into the software system.

Ability to receive scanned documents and transmit electronically as needed to any of the identified parties to the claim.

Require vendor to provide dedicated support DCMD to address on a timely basis, any issue with the system and content as identified by host administrator/staff.

Ability to regularly survey injured employees as to both the status of their injury, and the progression of their claim, and provides them with a forum to voice any dissatisfaction so that issues can be addressed quickly and effectively.

TERM:

The initial term of the contract shall be from July 1, 2023 to June 30, 2024. The contract may be extended for an additional three (3) twelve-month periods, contingent upon appropriation and availability of funds and satisfactory performance of services.

Contract price for the extended periods may be adjusted and negotiated and shall not increase more than 5% of the contract price. Contractor must provide proof of costs (documentation) associated

with the services for any requested increase of more than 5%. Increases to contract are contingent upon approval by the Judiciary.

INVOICING AND PAYMENT:

Contractor shall submit a written invoice to include a description of services performed, date of services rendered, and total amount billed. Invoices shall be sent to:

Kapuaiwa
426 Queen Street
Disability Claims Management Division
Honolulu, Hawaii 96813
ATTN: Mr. Leighton Oshiro, Human Resources Manager

Payment shall be made in accordance with Section 103-10 HRS to the Contractor at the contracted price upon certification the Contractor has satisfactorily performed the required services as specified.

OFFEROR'S SUBMISSION OF DOCUMENTS:

Properly completed quote form must be submitted through the State of Hawaii eProcurement system (HIEPRO).

To be eligible for award, the apparent responsive low bidder recommended for contract award, if any, will be contacted to submit copies of the documents listed below to demonstrate compliance with the requirements of § 103D-310(c), HRS:

1. Chapter 237, tax clearance;
2. Chapter 383, unemployment insurance;
3. Chapter 386, worker's compensation;
4. Chapter 392, temporary disability insurance;
5. Chapter 393, prepaid health care; and
6. Chapter 103D-310(C), Certificate in Good Standing (COGS) for entities doing business in the State of Hawaii.

The Contractor may choose to use the Hawaii Compliance Express (HCE) which allows businesses to register online through a simple wizard interface at <http://vendors.ehawaii.gov> to acquire a "Certificate of Vendor Compliance". The HCE provides current compliance status as of the issuance date. In order to meet compliance, the certificate must indicate "COMPLIANT". This certificate shall be accepted for both contracting purposes and final payment. There is an annual fee to the Hawaii Information Consortium, LLC. If the Contractor chooses not to enroll in HCE, paper certificates are required.

Timely Submission of all Certificates. The above certificates should be applied for and submitted to the Judiciary upon award of contract. If a valid certificate is not submitted on a timely basis for award of a contract, a contract may not be awarded.