

SCOPE OF WORK

DATA PREPARATION UNIT DATA ENTRY CLERK - OAHU

ONE (1) temporary full time equivalent (FTE) data entry clerk is needed to assist the Office of Enterprise Technology (ETS) to perform activities related to the Data Preparation Unit staff (approximately 1,968 hours total). Data entry services are anticipated to commence beginning July 1, 2016 and end on June 30, 2017. Office hours are Monday to Friday, 7:15 a.m. to 4:00 p.m., closed on state holidays. (See Attachment A) Compensation will be at an hourly rate and the data entry clerk will be based at the ETS, Kalanimoku Building located at 1151 Punchbowl Street B-30, Honolulu, Hawaii 96813.

Expectations:

Data entry must be efficient and accurate. ETS will periodically conduct random counts and a random sample of each data entry clerk's work in order to ensure efficiency and accuracy. If averages of fewer than 200 records per day are input and/or less than 95% accuracy is found for a data entry clerk, ETS will request that data entry clerk be replaced, and the vendor shall provide a new data entry clerk within 2 days.

Responsibilities:

- 1) Prepare source data for computer entry by compiling and sorting information; establishing entry priorities.
- 2) Process source documents by reviewing data for deficiencies; resolving discrepancies by using standard procedures or returning incomplete documents to the supervisor for resolution.
- 3) Enter data by inputting alphabetic, numeric, and symbolic information on keyboard according to screen format. (See Attachment B)
- 4) Maintain data entry requirements by following data program techniques and procedures.
- 5) Verify entered data by reviewing, correcting, deleting, or reentering data; combine data, purge files to eliminate duplication of data.
- 6) General clerical duties as assigned.

Data Entry Clerks Qualifications:

1. Data entry clerk candidates:
 - a. Shall have at minimum a high school diploma or equivalent; two (2) years of college preferred.
 - b. Shall be proficient in typing (minimum net typing speed of 60 words per minute), 10-key (minimum of 7,000 key strokes per hour).
 - c. Shall possess Web access knowledge and Internet skills.
 - d. Must have prior knowledge of and experience with inputting data into databases; one (1) year of work experience involving data entry required.

- e. Must have demonstrated ability to adhere to professional standards, ethical behavior, and professional business attitude.
- f. Must exercise discretion in handling sensitive or confidential information.
- g. Must demonstrate strong attention to detail.
- h. Basic knowledge of Windows 7
- i. Preferred experience with DCR program (Reflections for Unix).

Vendor Qualifications:

1. The vendor must have a sufficient number of employees to meet the demands of the project, as determined by ETS.
2. The vendor shall complete background screening of data entry clerk candidates prior to commencing work with ETS. Background screening shall include, at minimum:
 - a. Education and qualification verification – highest degree earned
 - b. Qualification verification – number of years of data entry experience
 - c. Employment verification – last two (2) employers
 - d. Reference check – two (2) professional references
 - e. Background check – no conviction of a violation of any law

The vendor shall submit resumes of data entry clerk candidates to ETS for selection prior to reporting to work.

Vendor Compliance

Vendors are required to be compliant with all appropriate state and federal statutes.

VENDOR REGISTRATION IN HAWAII COMPLIANCE EXPRESS (HCE)

Proof of compliance/documentation is obtained through Hawaii Compliance Express (HCE). Vendors shall register in Hawaii Compliance Express (HCE), a program separate from HiePRO. The annual subscription fee to utilize the HCE service is currently \$12.00. Allow 2 weeks to obtain complete compliance status after initial registration. Vendors must subscribe to HCE prior to responding to this solicitation. The Vendor Name on the Certificate of Vendor Compliance must exactly match the Vendor Name under which the quote for this solicitation is submitted. A copy of the company's HCE compliance must be submitted with quote for verification.

The vendor is responsible for maintaining compliance. If the vendor does not maintain timely compliance in HCE, an offer otherwise deemed responsive and responsible may not be awarded.

NOTE: State agencies may check HCE for compliance at any time. Non-compliance may result in a vendor not receiving an award, delay of payment, or cancellation of award.

The vendor must be a registered company to do business in the State of Hawaii. No individuals may apply.

Submission of Quote:

The vendor must submit an hourly rate should be inclusive of general excise tax and all incidental costs (if any).

Term:

The Vendor shall enter into a contract to provide data entry services for a period of twelve (12) months from the date services commence. Unless terminated, the contract may be extended for no more than two (2) additional twelve (12) month periods or portions thereof without rebidding, upon mutual agreement, provided that the contract price remains the same or lower than the initial contract.

Total number of hours for award is estimated to be 1,968, commencing from July 1, 2016 to June 30, 2017. There is no commitment by the ETS as to the actual number of hours and actual award amount for the term of this project.

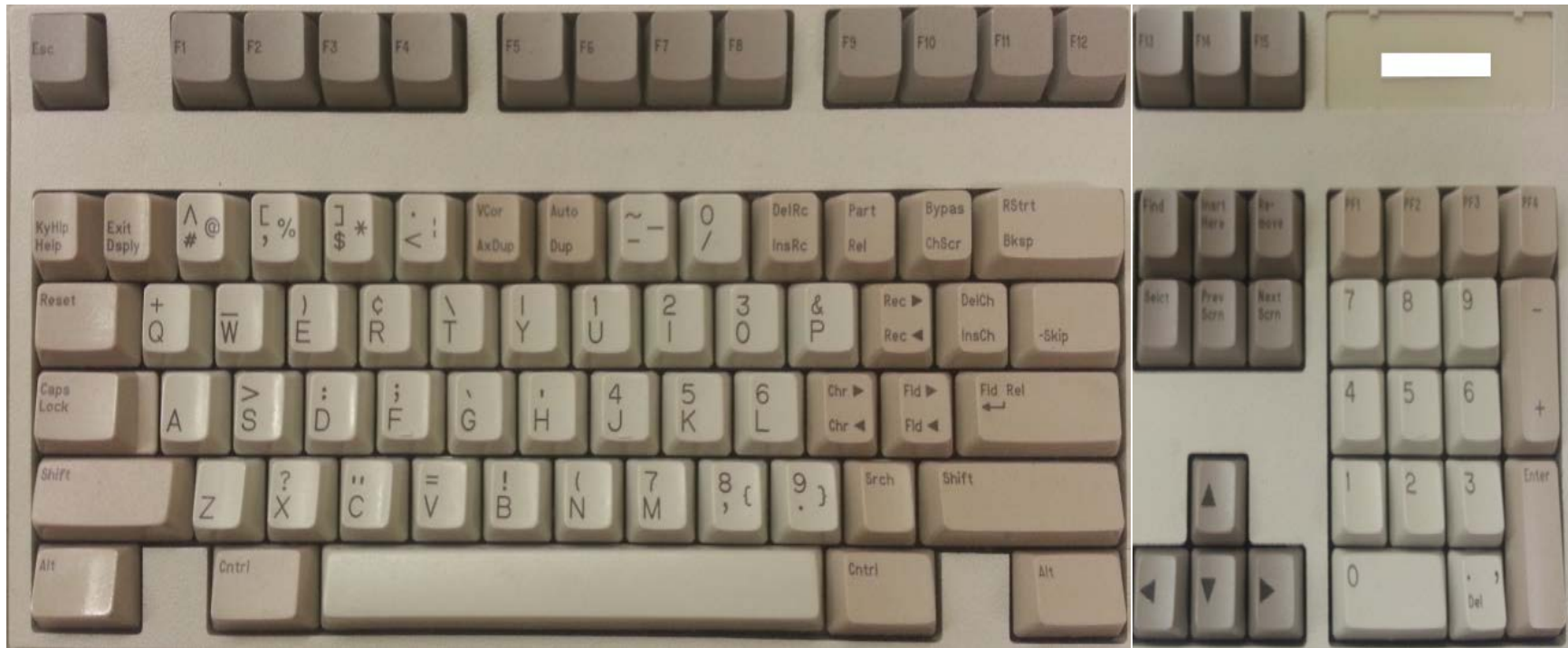
The State of Hawaii reserves the right to cancel this procurement/award at any time due to funding or non-performance.

Please contact Kory Kwok at (808)586-4901 x447 or email Kory.R.Kwock@hawaii.gov with project questions.

STATE HOLIDAYS

HOLIDAY	DATE OBSERVED
Independence Day	Monday, July 4, 2016
Statehood Day	Friday, August 19, 2016
Labor Day	Monday, September 5, 2016
General Election Day	Tuesday, November 8, 2016
Veteran's Day	Friday, November 11, 2016
Thanksgiving	Thursday, November 24, 2016
Christmas	Monday, December 26, 2016
New Year's Day	Monday, January 2, 2017
Dr. Martin Luther King Jr. Day	Monday, January 16, 2017
President's Day	Monday, February 20, 2017
Prince Kuhio Day	Monday, March 27, 2017
Good Friday	Friday, April 14, 2017
Memorial Day	Monday, May 29, 2017
King Kamehameha Day	Monday, June 12, 2017

ATTACHMENT B



Example of the data entry keyboard

* all special characters and keys are programmed to work on a regular Windows keyboard