

HAWAII INFORMATION CONSORTIUM

STATEMENT OF WORK

HAWAII <AGENCY>

WEBSITE HOSTING AND DESIGN SERVICES

09/29/2008

OVERVIEW

This Statement of Work (SOW) document identifies the responsibilities between the <Partner> (**<Partner>**) and the Hawaii Information Consortium, LLC. (**HIC**) as the selected vendor providing Internet Portal services for the State of Hawaii. This document is subordinate to the requirements stated in RFP-08-11-SW, Internet Portal Manager and Service Provider, HIC's Proposal and the contract between the State of Hawaii and HIC dated January 4, 2008.

This Statement of Work covers general topics that deal with a proposed hosted Content Management System (CMS), <Partner> Internet website and any associated design or technical support.

SERVICE LEVEL AGREEMENT

This Statement of Work is subordinate to the Service Level Agreement (SLA) between the State of Hawaii, <partner> and HIC signed and dated <Date> and is subject to all terms and conditions thereof unless specifically designated as exceptions in this document.

PURPOSE STATEMENT

The <Partner> website is currently published using <both/either> CMS <and/or> static html. The <Partner> wishes to move to a less cumbersome, and more flexible and open CMS platform. The CMS should address ADA accessibility requirements, include a calendaring solution, and facilitate the easy and nearly instantaneous publishing of content to the public.

This agreement does not include high-bandwidth streaming services for video, audio or related content. HIC will work with <Partner> on alternate hosting services for high-bandwidth content.

SCOPE STATEMENT

Content Management Services

The goal of this project is to provide a vastly improved CMS platform for the <Partner> with easier administrative, operational, and business functionalities, faster and enhanced publishing capabilities.

Design Services and Migration

Work to migrate any of <Partner>'s current web sites to the new CMS platform will be performed on an hourly basis, with the <Partner>'s approval required before work is permitted. The specific cost under that amount will depend on the complexity of the existing web site code and the new site design.

Ongoing Website Design Services

As needed by the <Partner>, provide design expertise, configuration, training, etc... on a time and materials basis.

Other Enhancements

HIC will work with the <Partner> to identify and develop other enhancements. In some cases, premium service enhancements may involve additional fees (i.e. follow-a-case service, reminder service).

PROJECT DEVELOPMENT COSTS

Hosting services will include the following fees:

- Initial configuration and hardware: <\$0 - \$5,000>
- Annual hosting fee: See **Annual CMS Hosting Fees**
- Support as needed: State Contract Rates (see Appendix A)

Annual Public Web Storage Hosting Fees (Invoiced monthly):

- \$.20 per MB per month billed in minimum 100 MB increments.

Annual CMS Hosting Fees (Invoiced monthly):

- Up to 30 Pages and 100 MB of storage- \$1,200 per year
- Up to 100 Pages and 500MB of storage - \$3,600 per year
- Up to 200 pages and 1 GB of storage - \$5,000 per year
- Up to 300 pages and 2 GB of storage - \$7,200 per year
- Up to 500 pages and 5 GB of storage - \$12,000 per year
- Up 10 1000 pages and 25 GB of storage - \$36,000 per year

DELIVERY

The application will be deemed completed and delivered on the date the application is installed into HIC's production environment. "Production environment" shall mean the technical environment and configuration in which HIC's existing online applications are operated and managed independently from HIC's testing and development environment. Either written notice of application acceptance by <Partner>, or written notice of the specifications that the application does not meet must be received by HIC within seven working days of delivery of the application. If such notice is not received within seven working days, the application is deemed accepted.

RISK ASSESSMENT

This section is not intended to be a full-blown risk mitigation plan, but rather is intended to bring to light any potential risks that may need further resources or attention. For this project there is a small risk that <Partner> personnel will require a longer period to train on the CMS which may delay the launch of the new web site

DELIVERABLES

Deliverables include:

- Deployed content
- Website(s) migrated to the new CMS platform
- Quarterly security scans
- Access to web traffic logs
- Protocol for ongoing support for the system

SCHEDULE ESTIMATES

The project will be carried out according to a Milestone Schedule, which will be agreed upon by HIC and <Partner>. It is understood that these are estimated milestones, and may be changed to accommodate new requirements made by <Partner> or HIC.

MAINTENANCE AND SUPPORT

After the application is delivered, as defined above, HIC will provide support for the proper installation and ongoing general maintenance and operation of the current release of the application. HIC shall use reasonable effort to provide troubleshooting to correct any errors in the application errors and issues reported by <Partner>.

Upon receipt of notice of an error, HIC will assign a priority level as determined by the <Partner> to the error or issue in accordance with the following criteria:

- ☐ Priority A – An error that results in the application being substantially or completely nonfunctional or inoperative.
- ☐ Priority B – An error that results in the application operating or performing other than as represented in the Design Specification, but which does not have a material adverse impact on the performance of the application.

HIC will make reasonable efforts to correct the error or provide a work-around solution for each priority level and, if a work-around is the immediate solution, will make reasonable efforts to provide a final resolution of the error.

Maintenance and Support as described herein does not include software modifications or additions that materially change the utility, efficiency, functional capability, or application of the software.

24 X 7 TECH SUPPORT

HIC servers and various file transfer operations are constantly monitored for seamless operation 24x7x365 days a year using NAGIOS network monitoring software. The software checks the status of HTTP, SSL and FTP services every three minutes. If there is a problem, the software is programmed to automatically send an e-mail to the Systems Administrator's and Director of Development's cellular telephone. The Systems Administrator and/or Director of Development would then respond as appropriate to the problem. There are numerous additional scripts that are also programmed to e-mail the HIC DOD if the file transfer operations are not handled in the proper fashion.

If HIC cannot solve the problem within six hours (on business days or 12 hours on holidays), the HIC Director of Development will notify the HIC General Manager. If the site goes down a message will be posted by HIC to notify business entities that the site is temporarily down.

If a problem arises that is not covered under the aforementioned explanation, The HIC support team is available 24 hours a day on **808-695-4627**.

SOFTWARE MODIFICATIONS AND ENHANCEMENTS

At the <Partner>'s request, HIC will consider developing modifications or additions that materially change the utility, efficiency, functional capability, or application of the software ("Enhancements") at such charge and on such schedule as the parties may mutually agree in writing. Such modifications or additions will be undertaken on a project basis.

RESPONSIBILITIES OF THE <Partner>

<Partner> will designate a Project Manager with responsibility and authority for review and approval of deliverables under this SOW.

In order to accomplish the tasks outlined in this SOW and provide the deliverables in accordance with the project plan and timeline, HIC will require the following from <Partner> by the agreed upon dates. If <Partner> does not provide any of these items by the required date, delivery dates for HIC deliverables will be revised accordingly. HIC will not be held responsible for delays in the timetable due to unavailability of data or resources from <Partner>.

- <Partner> will provide timely authorization for the project and for each approval required during the project.
- <Partner> will provide written functional requirements for all system components.
- <Partner> agrees to designate content-knowledgeable reviewer(s) to review each deliverable prior to acceptance to ensure that acceptance represents an informed commitment.
- <Partner> will provide knowledge transfer of necessary IT knowledge, environment and business processes. Verbal walkthroughs and documentation will satisfy this responsibility.
- <Partner> will provide content information to be presented on the website.

RESPONSIBILITIES OF THE HAWAII INFORMATION CONSORTIUM

HIC will provide a Project Manager to serve as the primary point of contact and coordination with the <Partner> project team. The HIC project manager will provide all the HIC deliverables, detailed above and will:

- Host the application over the course of its lifecycle
- Provide Day-to-day management of the project work plan
- Host periodic team meetings to review the status of project activities against the plan
- Provide Project Plan Updates - ongoing, as required
- Provide Executive Briefings - ongoing, as required
- Perform system maintenance, upgrades
- Run database backups and recovery routines
- Create a Business Continuity Plan

TERM OF AGREEMENT

This Agreement shall be effective as of date of signing by both parties and shall remain in full force and effect until such time as HIC and the <Partner> mutually agree to terminate it.

CHANGE PROCESS

The scope of work as specified in this document shall not change except where approved using the following process:

Prior to Software Delivery:

- ☐ The HIC project manager reviews an issue and determines that the resolution will lead to a change in scope, defined as a change that will impact cost, schedule or staffing.
- ☐ The proposed change is documented in a scope change order, including the impact on schedule, cost and staffing.
- ☐ The scope change order is reviewed and approved by the <Partner>'s project manager.

- The scope change order is reviewed by HIC and is approved upon signature by the HIC General Manager.

At this point, the change order becomes an addendum to the Statement of Work.

After Software Delivery:

Maintenance: To report an error the <Partner> project manager should utilize Mantis, HIC's issue tracking system. Urgent requests should be directed to the HIC project manager, the Director of Development or Systems Administrator.

The scope of work as specified in this document shall not change except where approved using the following process:

- The <Partner> project manager enters a new issue in HIC's online issue tracking system.
- The HIC project manager reviews an issue and determines whether the resolution will lead to a change in scope, defined as a change that will impact cost, schedule or staffing.
- The proposed change will be documented by HIC in a scope change order, including the impact on schedule, cost and staffing.
- The <Partner> project manager will review and approve/not approve the scope change.
- The scope change order will then be subject to final review by the HIC Manager.

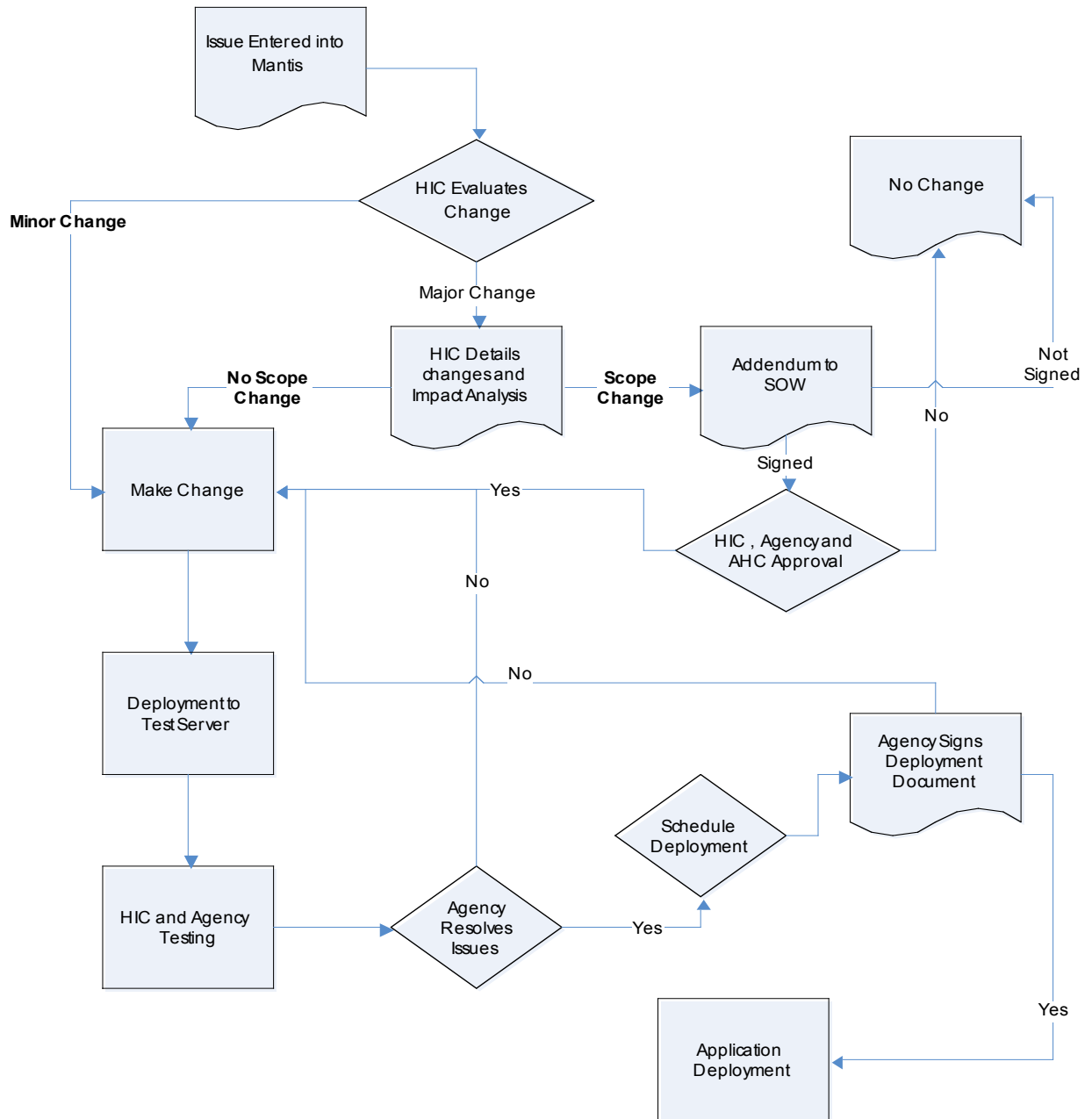
After final review and upon the signature of the HIC General Manager, the scope change order shall become an addendum to the Statement of Work.

After the application is launched, any change required can be requested via the mantis change management system. For substantial changes or changes in scope an addendum to the statement of work may be required HIC will then review the change requests and prioritize it with other requested changes.

Next, HIC will provide a response to the requestor via mantis. The response will describe the exact change, estimated completion date, and the estimated resources required. If the requested change requires an unusually high level of HIC resources, or is significantly out of scope of the original Statement of Work document for the application, HIC may decline to perform the change.

A workflow diagram of the change process is shown below:

HIC Change Management Work Flow



STAKEHOLDERS

<Partner>

<partner address>

Hawaii Information Consortium, LLC

201 Merchant Street,

Suite 1805

Honolulu, HI 96813

CHAIN OF COMMAND

<Partner>

<Partner> Team members

HIC

Russell Castagnaro, General Manager

Zheng Fang, Director of Development

Rosemary Warfield, Partner Liaison

SIGN OFF

I, the undersigned, have the authority to make binding decisions on behalf of my respective agency/department regarding projects in collaboration with HIC.

I also have the authority to allocate agency/department resources towards the above-described project.

I have read the above document and understand all implications thereof. Any future changes to this Statement of Work will be made through a formal request to the HIC General Manager.

By signing, I acknowledge that the project described herein has received any required legal reviews and is in compliance with current State of Hawaii statutes and administrative rules.

Date:

<Partner DM>
<partner title>
<Partner>

Russell Castagnaro
General Manager
Hawaii Information Consortium, LLC

APPENDIX A

Billing rates from state contract (RFP-08-011-SW)

General Manager	\$240.00
Software Architect	\$120.00
Senior Project Manager	\$120.00
Project Manager	\$80.00
Senior Business Analyst	\$100.00
Business Analyst	\$70.00
Senior Developer	\$100.00
Developer	\$80.00
Web/Creative Designer	\$80.00
Print Designer	\$75.00
Marketing Executive	\$80.00
Marketing Associate	\$60.00
Financial Management/Billing Specialist/Support Staff	\$70.00
Database Administrator	\$100.00
Security Administrator	\$100.00
Systems Administrator	\$100.00