

# STATEMENT OF WORK

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HAWAII INFORMATION CONSORTIUM, LLC

ACCESS HAWAII COMMITTEE

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SUPPORT SERVICES

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## OVERVIEW

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This Statement of Work (SOW) identifies the responsibilities between the State of Hawaii, Department of Accounting and General Services, Office of Information Management and Technology (OIMT), Access Hawaii Committee (AHC), 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 SOW covers general topics that deal with proposed AHC support and Portal Program mission activities not already supported by the Portal.

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## SERVICE LEVEL AGREEMENT

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This SOW is subordinate to the Service Level Agreement (SLA) between OIMT and HIC signed and dated on September 6, 2012. This SOW is subject to all terms and conditions thereof unless specifically designated as exceptions in this document.

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## PURPOSE STATEMENT

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HIC will assist the AHC with its legislatively-mandated duty of providing oversight of the portal provider. In support of the Committee's charge to provide review of strategic plans, the AHC Chair will need information from the Portal relating to strategies for online payment processing, electronic document filing, Internet initiatives, paperless initiatives, and web application development. HIC will collaborate with the AHC Chair, AHC subcommittees, AHC members and government agencies to promote e-government and to increase on-line services that can be easily, conveniently, and securely accessed by the public.

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## SCOPE STATEMENT

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For the period of April 1, 2014 through June 30, 2014, HIC will perform additional tasks and take on special projects for the AHC. The total amount of work to be performed will be equivalent to 240 hours, or \$24,000.00. The following task/project items are listed by priority from high to low.

### **New Tasks Relevant to AHC Meetings (Est: 20 hrs/meeting):**

1. Facilitate AHC meetings, including creating and distributing the agenda and other communications to AHC members, designees, and the public;
2. Take minutes of meetings, distribute drafts of the minutes, and finalize approved minutes;
3. Prepare, file and distribute notices of meetings in accordance with section 92-7, Hawaii Revised Statutes; and.
4. Other duties as assigned by the AHC.

### **New Initiatives to the Promotion of eGovernment: (Est. Cost: \$15,000~30,000)**

- Complete a study of eGovernment services provided by the portal. The study's purpose is to provide a better understanding of the advantages eGovernment services provide to State and County partners and the public. This will also provide valuable information that will aid the portal and the AHC in selecting future projects and communicating results to the public. A similar study was done by the University of Utah for the Utah portal, a summary of the report can be found at <http://cppa.utah.edu/publications/3State%20eGov%20Report1.pdf>.
  - Study topics may include but not limited to:
    - Public satisfaction with existing services;
    - Public ideas for improvements or for future services;
    - Agency partner satisfaction with existing services;
    - State and County agency ideas for improvements or for future services;
    - The impact of expanding use of mobile devices;
    - Cost avoidance analysis covering at least four partner agencies;
    - Top 10 Hawaii opportunities for self-funded applications.

### **Re-engage eDeposit Project (Est. Cost: N/A)**

- Continue the development of eDeposit, also known as Treasury Deposit Report replacement pilot project, with DAGS and Budget & Finance.

*Note: The eDeposits (eTDR) project is currently on hold. The specification for the next phase (Be&F integration) is complete. To a large extent deliverables for this project will be limited by partner agency availability and priorities.*

HIC may use any remainder of the available funds to accelerate the projects listed below and projects in the HIC Project Report - March 2014.

- Online Hunting Licensing Suite
- Na Ala Hele Trail System Migration

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#### **DELIVERABLES**

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HIC will deliver the broad study report, and the final report of accomplishment including total hours spent for each of the activities above, no later than the September 2014 AHC meeting.

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#### **RESPONSIBILITIES OF AHC**

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AHC will designate an individual with responsibility and authority for collaboration, review and approval of reports and other deliverables.

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#### **RESPONSIBILITIES OF THE HAWAII INFORMATION CONSORTIUM**

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HIC will provide a Partner Liaison to serve as the primary point of contact and coordination with the AHC designee as well as support staff for other administrative and coordinating duties.

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#### **TERM OF AGREEMENT**

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This Agreement shall be effective as of April 1, 2014 or date of signing by both parties (whichever is later) and shall remain in full force and effect until June 30, 2014, or such time as HIC and OIMT/AHC mutually agree to terminate it or unilaterally terminate it with one months' notice. The term of this agreement can also be extended or modified with written notice to the General Manager of HIC followed by an addendum to this document.

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#### **STAKEHOLDERS**

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##### **Office of Information and Management Technology**

Keoni Ana Building  
1177 Alakea Street, Room 305  
Honolulu, HI 96813

##### **Hawaii Information Consortium, LLC**

201 Merchant St.  
Suite 1805  
Honolulu, HI 96813

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**CHAIN OF COMMAND**

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**Access Hawaii Committee**

Keone Kali, Chief Information Officer

**HIC**

Russell Castagnaro, General Manager

Jing Xu, Director of Operations

Rosemary Warfield, eGovernment Services Manager

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**SIGN OFF**

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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.

Access Hawaii Committee

Hawaii Information Consortium, LLC

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Keone Kali  
Chief Information Officer  
AHC Chairperson  
Office of Information Management  
and Technology  
Department of Accounting and  
General Services  
State of Hawaii

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Russell Castagnaro  
General Manager

DATE: \_\_\_\_\_

DATE: \_\_\_\_\_