

STATEMENT OF WORK AMENDMENT 2

OFFICE OF ENTERPRISE TECHNOLOGY SERVICES

SINGLE SIGN-ON AZURE AD B2C SUPPORT

Version 1.00

Document Number – ETS.FY2023.006.A2

STATE OF HAWAII

OVERVIEW

This Statement of Work (“SOW”) document identifies the responsibilities between the Office of Enterprise Technology Services (ETS), (“STATE”) and the Hawaii Information Consortium, LLC dba NIC Hawaii (“NIC HI”), the Internet Portal provider for the State of Hawaii. This document is subordinate to the requirements stated in RFP-08-11-SW, Internet Portal Manager and Service Provider, NIC HI’s Proposal and the contract between the State of Hawaii and NIC HI dated December 3, 2007 (collectively referred to as the “CONTRACT”).

The SOW is subordinate to the Service Level CONTRACT (“SLA”) between the STATE and NIC HI 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.

TERM AND TERMINATION

This SOW shall begin on the date it is signed by all parties (hereinafter referred to as “Effective Date”), and shall continue in effect until the expiration/termination of the CONTRACT. Termination of this SOW shall not operate to terminate any other SOW between the parties, and such termination shall not, by itself, operate to terminate the CONTRACT.

This SOW may be terminated pursuant to the terms and conditions in the AG’s General Conditions.

PURPOSE STATEMENT

This is an amendment to the Original Statement of Work document entitled Single Sign-On Azure AD B2C Support executed by NIC HI and STATE on December 3, 2020.

This amendment is the further clarify the terms and fees for customer support of the Single Sign-On (SSO) service.

FEES

All fees shall be reviewed periodically by the STATE and the Access Hawaii Committee (AHC), and adjusted after review via an amendment to the SOW upon mutual agreement of NIC HI, the STATE, and the AHC. The AHC will review and approve any and all Portal charges for fairness, reasonableness, and appropriateness in furthering the goals of this CONTRACT.

CUSTOMER SUPPORT FEES

NIC HI will track all SSO related inquiries and will provide statistics to STATE upon request.

Costs for customer support will be incurred and defined in an Exhibit A Connection Agreement for each agency that utilizes the Single Sign-On service.

Any and all fees and payment policies may be altered by mutual agreement in writing between STATE and NIC HI via an SOW Amendment.

INVOICE AND PAYMENT SCHEDULE

See Connection Agreement for details of Invoice and Payment Schedule.

MODIFICATIONS AND AMENDMENTS

This SOW may be modified, amended or extended only by mutual agreement signed by both parties.

STAKEHOLDERS

Office of Enterprise Technology Services

State of Hawaii Kalanimoku Building
1151 Punchbowl St., Rm. B-10
Honolulu, HI 96813

Hawaii Information Consortium, LLC dba NIC Hawaii

201 Merchant Street Suite 1805
Honolulu, HI 96813

CHAIN OF COMMAND

STATE

Douglas Murdock, Chief Information Officer
Todd Omura, ETS Governance Officer
Catherine Arellano-Alcotas, Portal Program Manager

NIC HI

Bertrand Ramos, General Manager

Janet Yee, Director of Portal Operations

Zheng Fang, Director of Development

SIGN OFF

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

Date:

Date:

Douglas Murdock
Chief Information Officer
Office of Enterprise Technology Services

Bertrand Ramos
General Manager
Hawaii Information Consortium, LLC
dba NIC Hawaii

REVIEWED AND APPROVED:

Date:

ACCESS HAWAII COMMITTEE

By: Douglas Murdock
Chief Information Officer
Office of Enterprise Technology Services
State of Hawaii