

HAWAII INFORMATION CONSORTIUM

STATEMENT OF WORK

HAWAII <AGENCY>

WEBSITE HOSTING AND DESIGN SERVICES

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 American Disabilities Act (ADA) accessibility requirements, include a calendaring solution, and facilitate the easy publishing of content to the public.

This agreement does not include high-bandwidth or 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/ FEES

Hosting services may include the following fees:

- Initial configuration and hardware: <\$0 - \$5,000>
- Custom SSL Certificate configuration <\$0 - \$2,000>
- Site Design Services: State Contract Rates (see Appendix A)
- Site Content Migration: Variable
- Hosting fees: See **Annual CMS Hosting Fees**
- Additional services as needed: State Contract Rates (see Appendix A)

Public Web Storage Hosting Fees (Invoiced quarterly or annually):

Site mirroring, the partner maintains its current web site, servers and storage. HIC provides a server that caches all of the partner's web pages on a fixed period and serves them up to the public. The caching server speeds up the public's access to the web pages and provides an additional level of security.

Static web site hosting, the partner hosts its site at HIC. HIC's servers also act as the public host for these pages. The partner may login and maintain their content using html editors or similar tools.

Web file storage, the partner may transfer content to HIC servers and link to it via an HIC hosted or non-HIC hosted server.

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

CMS Hosting Fees (Invoiced quarterly or annually):

HIC's Content Management System has a database that stores web pages and documents, and a web server that provides access to these web pages and documents. The CMS also has a word processing like interface to allow State agencies to update the web pages and upload documents. In general the CMS editor is much easier to use than an HTML editor and in many cases can be given to regular staff versus a web master. HIC will administer and manage the CMS.

The partner's web site is migrated to HIC's servers. The cost for CMS hosting consists of one-time configuration and migration fees, and on-going hosting fees. An agency may also elect to use HIC's support services to update and design pages or add functionality that is beyond the technical capabilities of the agency's staff

- 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 to 1000 pages and 25 GB of storage - \$36,000 per year

DELIVERY

The website will be deemed completed and delivered on the date the partner requests that the site be deployed to HIC's production environment. "Production environment" shall mean the technical environment and configuration in which HIC's existing hosted web sites are operated and managed independently from HIC's testing and development environment.

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 and web analytics
- Accounts for issue tracking and test systems

- 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 site and the CMS. HIC shall use reasonable effort to provide troubleshooting to correct any errors and issues in the CMS reported by <Partner>.

HIC will notify partners of operational problems which impact services for more than 30 minutes during business hours or 2 hours during non-business hours via email or phone. Phone will be used if there are network issues.

Upon receipt of notice of an error, exception or enhancement request, HIC will assign a priority level to the error or issue in accordance with the following criteria:

- Priority A – An error that results in the site being substantially or completely nonfunctional or inoperative. These issues should be addressed within 6 business hours. (See 24 x 7 Tech Support section) If an issue cannot be resolved within the 6 business hours, a resolution plan must be presented by the DOD, Project Manager or General Manager to the partner.
- Priority B – An error that results in the site operating or performing other than as represented in the Design or in a manner that complicates its use or navigability, but which does not have a material adverse impact on the performance of the site. These issues should be addressed within 2 business days.
- Priority C – A simple text or graphic (non-design) change. These issues should result in an estimate within 2 business days.
- Priority D – A site design change. The HIC project manager will schedule a meeting to discuss goals, audience and other issues related to the design change.

HIC will make reasonable efforts to correct errors 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.

HIC will work with partner staff in the event of an issue resulting from a change submitted by the partner. In the vast majority of the cases, HIC staff will be able to rollback the changes to resolve the issue. In the event that there is significant work required to resolve the issue, HIC may charge the partner for the time spent resolving the issue. Issues that are a result of HIC changes will be addressed immediately and no charges associated with the time spent to resolve the issue will result.

24 X 7 TECH SUPPORT

HIC servers systems 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 an issue, the software automatically sends an e-mail to the Systems Administrator's and Director of Development's (DOD) cellular telephone. The Systems Administrator and/or Director of Development then respond as appropriate to the problem. There are numerous additional monitoring 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 is unavailable a message will be posted by HIC to web users that the site is temporarily down.

If a Priority A issue arises that is not covered under the aforementioned explanation, the HIC support team is available 24 hours a day at **808-695-4627**.

DESIGN MODIFICATIONS AND ENHANCEMENTS

At the <Partner>'s request, HIC will consider developing modifications or additions that materially change the site design, utility, efficiency, functional capability, or navigability of the site ("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 timely feedback on all designs and functionality prior to the choice of the final design when applicable.
- <Partner> agrees to designate content-knowledgeable reviewer(s) to review each deliverable prior to acceptance to ensure that acceptance represents an informed commitment by the <Partner>.
- <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 site.
- Hosting, maintenance and security scanning for the CMS.
- Provide management of the project work plan.
- Host periodic meetings to review the status of project activities against the plan
- Provide Project Plan Updates - ongoing, as required
- Provide Executive Briefings - ongoing, as required
- Run database backups and recovery routines
- Create a Business Continuity Plan
- Provide access to web-based analytics reports to partner staff.
- Host the trouble ticket system and provide partners with an account to open/ manage tickets.
- Maintain uptime of at least 99% on business days from 7:45 AM – 7:00 PM HST. Scheduled maintenance and outages due to force majeure are not considered downtime.
- HIC will make web analytics reports available on-demand to all CMS partners.
- Maintain adequate Internet bandwidth for the application
- HIC will monitor bandwidth use and upgrade its Internet connectivity if there is a bottleneck resulting from its connectivity to the Internet.
- HIC will add more server or bandwidth capacity within two (2) months of reporting, if there are two (2) consecutive months or four (4) non-consecutive months annually of performance issues.

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.

If HIC fails to meet the uptime and/or bandwidth requirements set in the section above over, the Access Hawaii Committee (AHC) will determine the period in which <Partner> may receive a hosting fee credit of:

- (a) 10% for the first month missed
- (b) 30% for the second month missed
- (c) 50% for the third and subsequent months missed

Since web Internet bandwidth demands are always growing, HIC may not always be able to immediately correct performance issues. If <Partner> is not satisfied with uptime and/or connectivity issues, <Partner> may terminate this agreement with one month's notice.

CHANGE PROCESS

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

- The HIC project manager reviews a design change issue and determines that the resolution will lead to a change in scope, defined as a change that will impact cost, schedule or staffing.
- Issues that do not change the scope of the design can be addressed without further impact to the project.
- The proposed change is documented in a design change order, including the impact on schedule, cost and staffing.
- The design change order is reviewed and approved by the <Partner>'s project manager.
- The design change order is reviewed by HIC and is approved by the HIC General Manager.

At this point, the change order becomes an addendum to the Statement of Work and/or the Site Design Specification and the HIC Project Manager will develop a work schedule.

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) provided for reference.

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