

HAWAII INFORMATION CONSORTIUM

SERVICE LEVEL  
AGREEMENT

FOR

HAWAII STATE PUBLIC  
LIBRARY SYSTEM

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## INTRODUCTION

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“eHawaii.gov” is the Internet portal through which the State and Counties electronically provide public information, access to public information, and access to premium services.

HAWAII INFORMATION CONSORTIUM, LLC. (“HIC”) has been contracted by the State of Hawaii (“State”) to serve as the manager of “eHawaii.gov.” This contract allows HIC to offer fast-track electronic government services to any state, county or federal government entity operating in Hawaii. HIC is on the State Procurement Office approved vendor list.

The purpose of this agreement is to serve as a memorandum of understanding with respect to the implementation of “Hawaii.gov” for the Hawaii State Public Library System (“PARTNER”).

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## WHAT HIC WILL DO FOR THE PARTNER

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This document is subordinate to the requirements stated in: (1) Request For Proposal No. RFP-08-11-SW, Internet Portal Manager and Service Provider, including all addenda; (2) HIC’s Proposal submitted on October 31, 2007 in response to Request For Proposal No. RFP-08-11-SW; and (3) the Contract For Portal Manager Services between the State of Hawaii and HIC, dated December 3, 2007 and effective January 4, 2008, as the same is amended from time to time. The Hawaii State Library System is a participating jurisdiction in the state contract. In the event of a conflict between the provisions in this Service Level Agreement and the foregoing documents, the provisions of the foregoing documents shall control.

HIC’s contract specifically identifies key functional areas covered:

- Web site and web or mobile application development;
- Web site and web or mobile application maintenance;
- Web site and application hosting;
- Marketing;
- Customer service;
- Time and Materials projects and services based on expedited price list;
- Payment portal, payment processing and account management; and
- Portal development and maintenance

The State Procurement Office Circular pertaining to this contract has been included as Appendix A.

Among the responsibilities, duties, and obligations of HIC in these documents are certain tasks, functions and services that HIC has agreed to provide to each partner seeking to implement Internet applications on eHawaii.gov, that is, to create Internet applications by which to provide public information, access to public information, and access to premium services. HIC has agreed to provide these tasks, functions and services at little or no upfront costs to each partner.

HIC will coordinate and work with the PARTNER similar to how a web-hosting or service provider would work with its customer. Just as customers would use a web hosting provider's resources to publish and disseminate their information, the PARTNER may use HIC to obtain management, programming, financial, technical, and marketing resources to help the PARTNER develop, host, and promote expanded citizen access to existing information or transactions.

A list of some of the tasks, functions and services, which may be provided, is attached as attachment "A." Since this list is not intended to be exhaustive, if a partner requires tasks, functions and services not listed on attachment "A," an inquiry should be issued to HIC.

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#### IMPLEMENTING INTERNET APPLICATIONS ON HAWAII.GOV

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To initiate the implementation of an Internet application on Hawaii.gov, the PARTNER must work with HIC to prepare a Statement of Work document for the Internet application. Since the Statement of Work is the document that describes the purpose and scope of the proposed Internet application, the Department is strongly encouraged to collaborate with HIC on this document. Statements of Work so developed are subject to approval by the Access Hawaii Committee.

All Statements of Work previously executed by HIC and the PARTNER pursuant to a prior Service Level Agreement are incorporated herein by reference and shall continue in effect until terminated.

Generally, this Statement of Work document may set forth the following:

A clear and detailed statement of the PARTNER's expectations for Internet applications developed by HIC, may include but is not limited to:

- a. A purpose statement for the project/service;
- b. Fees associated with the project/service;
- c. Overview of the current business process;
- d. Scope statement;
- e. Delivery/ deployment information;
- f. Project development costs;
- g. Risk assessment;
- h. Deliverables;
- i. Schedule estimates;
- j. Maintenance and support;
- k. Technical support;
- l. Modifications and enhancements;

- m. Partner responsibilities;
- n. HIC responsibilities;
- o. Terms of agreement;
- p. Change process;
- q. Stakeholders;
- r. Chain of command; and
- s. Signoff.

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**COLLABORATION**

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Successful development of a functional Internet application will require collaboration between HIC and the PARTNER. Both HIC and the PARTNER agree to assist each other in understanding, documenting, and implementing the Statement of Work.

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**FINAL APPROVAL OF INTERNET APPLICATIONS**

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Final approval of any Internet application developed by HIC, including the decision to publish the application, rests with the PARTNER.

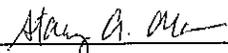
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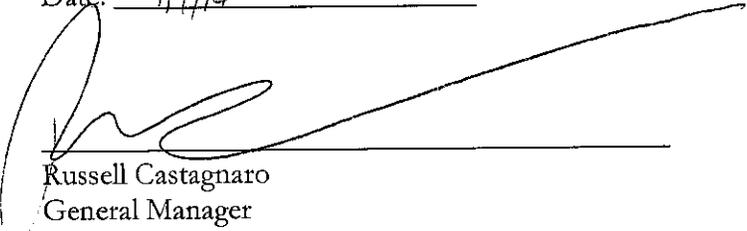
**CONFLICTS**

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In the event of a conflict between HIC and the PARTNER, the parties shall first attempt to resolve and otherwise work out the conflicts. In the event the parties are unable to resolve the conflict, the matter shall be brought to the Access Hawaii Committee.

Understood and agreed.

  
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Stacey Aldrich  
State Librarian  
Hawaii State Public Library System  
Date: 4/4/16

  
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Russell Castagnaro  
General Manager  
Hawaii Information Consortium  
Date: 4/5/16