

# SERVICE LEVEL AGREEMENT

For

DEPARTMENT OF TAXATION

## SERVICE LEVEL AGREEMENT

### INTRODUCTION.

"Access Hawaii" is the Internet portal through which the State will electronically provide public information, access to public information, and access to premium services.

HAWAII INFORMATION CONSORTIUM, INC. ("HIC") has been contracted by the State of Hawaii ("State") to serve as the manager of "Access Hawaii."

The purpose of this agreement is to serve as a memorandum of understanding with respect to the implementation of "Access Hawaii" for the Department of Taxation ("DEPARTMENT").

### WHAT HIC WILL DO FOR THE DEPARTMENT.

The responsibilities, duties, and obligations of HIC as the manager of Access Hawaii are set forth in three documents:

1. The Request For Proposal advertised on September 22, 1999, including all addenda;
2. HIC's Proposal submitted on November 19, 1999 in response to the Request for Proposal; and
3. The Contract For Portal Manager Services, effective January 3, 2000.

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 department seeking to implement Access Hawaii, that is, to create web 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 no cost to each department.

HIC will coordinate and work with the DEPARTMENT similar to how a web-hosting provider would work with its customer. Just as customers would use a web hosting provider's resources to publish and disseminate their information, the DEPARTMENT may use HIC to obtain management, programming, financial, technical, and marketing resources to help the DEPARTMENT develop, state, host, and promote expanded citizen access to existing information or transactions without expense to the DEPARTMENT [RFP at section 4.01.d].

A list of some of these tasks, functions and services is attached as attachment "A." Since this list is not intended to be exhaustive, if a department requires tasks, functions and services not listed on attachment "A," an inquiry should be issued to HIC and the Access Hawaii Committee.

**INITIATING THE IMPLEMENTATION OF ACCESS HAWAII.**

To initiate the implementation of Access Hawaii, the DEPARTMENT must have a web application approved for implementation by the Access Hawaii Committee. Thereafter, the DEPARTMENT must prepare a Statement of Work document for the web application. Since the Statement of Work is a critical document, the Department is strongly encouraged to collaborate with HIC on this document.

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

1. A clear and detailed statement of the DEPARTMENT's expectations for the web application, including but not limited to:
  - a. a description of the functional and design specifications;
  - b. user interface requirements;
  - c. operational flowcharts;
  - d. software descriptions;
  - e. network accessibility information;
  - f. interactive elements;
  - g. information-capturing capabilities;
  - h. browser and platform compatibilities;
  - i. e-commerce requirements;
  - j. audio/video format requirements;
  - k. linking structures;
  - l. database seeding requirements;
  - m. applicable standards (e.g., HTML, XML, etc.);
  - n. screen and file layouts;
  - o. security requirements;
  - p. general "look and feel" elements;
  - q. accessibility requirements;
  - r. performance requirements; and
  - s. copyright and ownership issues.
2. A clear and detailed statement of the work or deliverables to be provided by HIC and the DEPARTMENT;
3. The applicable timetable for all work and deliverables, including alpha and beta versions of the web application.

**COLLABORATION.**

Transforming a vision and a written description of that vision into an actual web application may require collaboration between HIC and the DEPARTMENT. Both HIC and the DEPARTMENT agree to assist each other in understanding, documenting, and implementing the Statement of Work.

**FINAL APPROVAL OF WEB APPLICATIONS.**

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

**CONFLICTS.**

In the event of a conflict between HIC and the DEPARTMENT, 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.

Nothing in this document shall be deemed to alter, amend, or supercede the provisions in:

1. The Request For Proposal advertised on September 22, 1999, including all addenda;
2. HIC's Proposal submitted on November 19, 1999 in response to the Request for Proposal; and
3. The Contract For Portal Manager Services, effective January 3, 2000,

In the event of a conflict between the provisions in this Service Level Agreement and the foregoing documents listed above, the provisions in the foregoing documents listed above shall control.

Understood and agreed.



Aka A. DeMesa  
General Manager  
Hawaii Information Consortium

Date: *October 27, 2000*



Marie Y. Okamura  
Director, Department of Taxation

Date: *October 27, 2000*