

HAWAII INFORMATION CONSORTIUM

STATEMENT OF WORK

COUNTY OF HAWAII
MASS TRANSIT AGENCY

MOBILE BUS APPLICATION

HAWAII INFORMATION CONSORTIUM

OVERVIEW

This Statement of Work (SOW) document identifies the responsibilities between the County of Hawaii, Mass Transit Agency (COUNTY) 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 the creation of a mobile accessible application that provides users with Hele-On Transit information.

SERVICE LEVEL AGREEMENT

This Statement of Work is subordinate to the Service Level Agreement (SLA) between the County of Hawaii and HIC signed and dated on May 2, 2007. This SOW is subject to all terms and conditions thereof unless specifically designated as exceptions in this document.

PURPOSE STATEMENT

The purpose of this project is to assist Hawaii County in making current bus location, bus stop information, and general transit information more accessible by providing a mobile accessible application for transit riders to obtain current bus location, bus stop information, and general Hawaii County transit information.

OVERVIEW OF CURRENT PROCESS

Hawaii County has remote bus stop locations where transit riders often miss a bus because they were not able to properly determine when a bus is scheduled to arrive at a specific bus stop.

Some of Hawaii County bus stops are not traditional bus stops and transit riders must flag down a bus in rural areas. Rural riders also frequently miss their bus due to the inability to determine when the bus will be close to their stop.

SCOPE STATEMENT

HIC will work with COUNTY to create a mobile accessible application for users to locate busses and obtain information regarding the Hele-On transit system. The mobile accessible application will have the below functionality:

- Find a nearby bus stop
- Search for a bus stop
- Save favorite bus stops
- View the current location of a bus¹
- Search bus routes
- View arriving busses and estimated time of arrival for a bus stop²
- Display information regarding the Hele-On transit system and County of Hawaii

Optional Features

- Purchase a bus pass via the mobile app
- Electronic Bus Passes

Out of Scope

All other functionality

PORTAL ADMINISTRATION FEE, TRANSACTION FEE, OR NO FEE

There is no associated Portal Administration or Transaction fee for this project. If the optional feature of selling bus passes and providing electronic bus passes HIC's portal administration fee is 10% (minimum of \$2.00). This can be absorbed by the COUNTY or passed on to the purchaser and an added-on fee.

^{1,2} Requires a working data feed or API with bus information. If this is not available from COUNTY's vendor, this functionality will be out of scope.

PROJECT DEVELOPMENT COSTS

This mobile application will be developed at a cost of \$65,000 plus General Excise Tax. COUNTY will be invoiced on the following schedule:

Invoice Schedule	
Upon executed Statement of Work	\$10,471.00
Upon signed SRS (Systems Requirements Document)	\$20,942.00
Upon delivery of design prototype	\$26,810.00
Upon submission of the mobile application to the respective App Stores	\$10,471.00

1. Upon execution of this SOW
2. Upon execution of the Design Specification Document
3. Upon submission of the mobile app to the respective App Stores

Future changes in scope of the application are possible. In the event of such scope changes, COUNTY and HIC will agree on any fees before the changes are implemented.

MAINTENANCE & SUPPORT FEES

Hosting fees for this service are \$10,471.00 per year and cover all maintenance, software upgrades, coordination with channel stores, etc. If the County is interested in allowing the purchase of Bus Passes, HIC can renegotiate the hosting fees in accordance with the projected revenue from that service.

COUNTY will be invoiced annually on a set calendar year basis dependent on the launch date of the application. Payment from COUNTY is due upon receipt of the invoice.

DELIVERABLES

Deliverables include:

- Statement of Work
- Design Specification document
- Functional prototype for review
- Hosting and configuration
- Completed mobile application
- Submission of mobile application to respective App Stores

SCHEDULE ESTIMATES

The project will be carried out according to a Milestone Schedule, which will be agreed upon by HIC and COUNTY. It is understood that these are estimated milestones, and may be changed due to accommodate new requirements of COUNTY or HIC, or to comply with guidance received by HIC from the Access Hawaii Committee.

* To be determined after detailed design specification.

Milestone Schedule		
Est. Date	Project Tasks	Deliverable
TBD*	Project Start	Signed SOW
	Requirements Gathering	
	Technical Specification	
	- Write Specification Document	Specification Document
	- Complete database design and system architecture design	
	Application Development	
	- Application development	Mobile Application Prototype
	- Test data received from COUNTY	
	Beta Testing & Revisions	
	Acceptance Testing & Revisions	
	Mobile Application App Store Submissions	Application Submitted

RISK ASSESSMENT

Risks associated with each component will be evaluated in the specifications document.

DELIVERY

The services will be deemed completed and delivered on the date the applications are submitted to the respective Apple and Android App Stores. "Production environment" shall mean the technical environment and configuration in which HIC's existing online applications are operated and managed, independently from HIC's testing and development environment. Either written notice of application acceptance by COUNTY, or written notice of the specifications that an application does not meet must be received by HIC within seven working days of delivery of the application. If such notice is not received within seven working days, the application is deemed accepted. "Live" use of the application constitutes acceptance under this SOW.

MAINTENANCE AND SUPPORT

After the application is delivered, as defined above, HIC will provide support for the proper installation and ongoing general operation of the current release of the application. HIC shall use reasonable effort to provide troubleshooting to correct errors in the application reported by COUNTY.

Upon receipt of notice of an error via mantis or other method, HIC will assign a priority level as determined by the COUNTY to the error according to the following criteria:

- Priority A – An error that results in the application being substantially or completely nonfunctional or inoperative.
- Priority B – An error that results in the application operating or performing other than as represented in the Design Specification, but which does not have a material adverse impact on the performance of the application.

HIC will make reasonable efforts to correct the error 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.

Maintenance and Support as described herein does not include software modifications or additions that materially change the utility, efficiency, functional capability, or application of the software.

24 X 7 TECH SUPPORT

HIC servers and various file transfer operations 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 a problem, the software is programmed to automatically send an e-mail to the Systems Administrator's and Director of Development's cellular telephone. The Systems Administrator and/or Director of Development would then respond as appropriate to the problem. There are numerous additional scripts that are also programmed to e-mail the HIC DOD if the file transfer operations are not handled in the proper fashion.

If a Priority A issue is not able to be resolved within six hours (on business days), the HIC Director of Development will notify the HIC General Manager, who in turn will notify the COUNTY. If the site goes down a message will be posted by HIC to notify business entities that the site is temporarily down.

If a problem arises that is not covered under the aforementioned explanation, The HIC Director of Development, Zheng Fang, is available 24 hours a day on cellular telephone at 808-695-4227.

SOFTWARE MODIFICATIONS AND ENHANCEMENTS

At COUNTY's request, HIC will consider developing modifications or additions that materially change the utility, efficiency, functional capability, or application of the software ("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, subject to review and approval of the Access Hawaii Committee.

RESPONSIBILITIES OF THE COUNTY

COUNTY will designate a Project Manager with responsibility and authority for review and approval of application to be developed 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 COUNTY by the agreed upon dates. If COUNTY 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 COUNTY.

- COUNTY will provide timely authorization for the project and for each approval required during the project
- COUNTY will provide written functional requirements for all system components
- COUNTY will provide access to real-time Application Programming Interfaces or Data Feeds for the bus and station location and statuses
- COUNTY agrees to designate content-knowledgeable reviewer(s) to review each deliverable prior to acceptance to ensure that acceptance represents an informed commitment.
- COUNTY will provide knowledge transfer of necessary IT knowledge, environment and business processes. Verbal walkthroughs and documentation will satisfy this responsibility.
- COUNTY will provide content information to be presented on the website.

RESPONSIBILITIES OF HAWAII INFORMATION CONSORTIUM

HIC will provide a Project Manager to serve as the primary point of contact and coordination with the COUNTY project team. The HIC project manager will provide all the HIC deliverables, detailed above and will:

- Hosting of the application over the course of its lifecycle
- Provide Day-to-day management of the project work plan
- Host periodic team meetings to review the status of project activities against the plan
- Provide Project Plan Updates - ongoing, as required
- Provide Executive Briefings - ongoing, as required
- Provide a consistent look and feel for related applications under development.
- Provide ongoing monitoring of system efficiency and effectiveness and correct deficiencies in a prompt manner.
- Provide resources to design, create, test and implement the service.
- Perform system maintenance, upgrades.
- Running database backups and recovery routines.
- Creating a Business Continuity Plan

TERM OF AGREEMENT

This Agreement will remain in force until such time as PARTNER and/or HIC decides to terminate it with 90 days written notice to the other party.

SOFTWARE DEVELOPMENT PROCESS

The following outline explains the steps in the HIC software development process that will be followed during the course of this project.

STAGE 1 – PROJECT DEFINITION- GATHER INFORMATION

- Gather information on COUNTY business practices
- Gather information on end user needs and preferences
- Gather information on existing information systems used
- Document the COUNTY's functional requirements of the proposed mobile application

STAGE 2 – PROTOTYPE and SPECIFICATION

- Design the user interface
- Develop a prototype that simulates the flow and functionality of the proposed application
- Review the prototype with COUNTY and make changes as necessary
- Write a specification document
- Obtain COUNTY signoff prior to Application Development

STAGE 3 - APPLICATION DEVELOPMENT

- Create system design
- Code the application
- Write technical documentation as needed
- Test in conjunction with COUNTY
- Obtain COUNTY signoff prior to Roll-Out

STAGE 4 – ROLL-OUT (in conjunction with COUNTY if applicable)

- Submit mobile application to App Stores
- Press releases
- Marketing materials

STAGE 5 - APPLICATION MAINTENANCE

- Enable online feedback
- Manage & respond to customer feedback
- Plan for new versions

CHANGE PROCESS

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

Prior to Software Delivery:

- The HIC project manager reviews an issue and determines that the resolution will lead to a change in scope, defined as a change that will impact cost, schedule or staffing.
- The proposed change is documented in a scope change order, including the impact on schedule, cost and staffing.
- The COUNTY project manager reviews and approves the scope change.
- The scope change order is reviewed by HIC and/or the Access Hawaii Committee and is approved upon signature by the HIC General Manager.

Statement of Work between HIC and COUNTY

At this point, the change order becomes an addendum to the Statement of Work.

After Software Delivery:

Maintenance: To report an error the COUNTY project manager should utilize JIRA, HIC's issue tracking system. Urgent requests should be directed to the HIC project manager, the Director of Development or Systems Administrator.

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

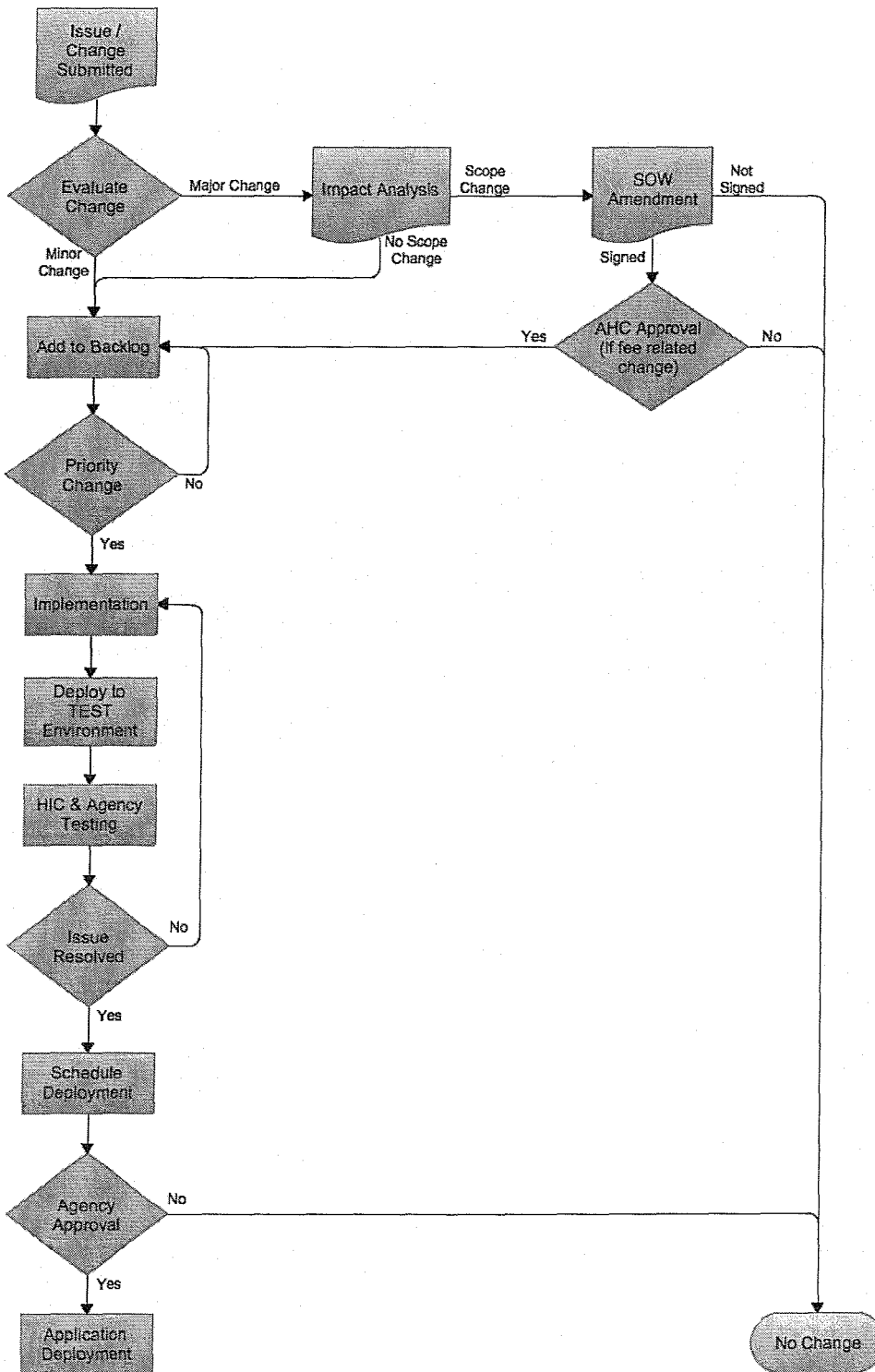
- The COUNTY project manager enters a new issue in HIC's online issue tracking system.
- The HIC project manager reviews an issue and determines whether the resolution will lead to a change in scope, defined as a change that will impact cost, schedule or staffing.
- The proposed change will be documented by HIC in a scope change order, including the impact on schedule, cost and staffing.
- The COUNTY project manager will review/approve the scope change-order.
- The scope change order will then be subject to final review by the HIC Manager and/or the Access Hawaii Committee.

After final review and upon the signature of the HIC General Manager, the scope change order shall become an addendum to the Statement of Work.

After the application is launched, any change required can be requested via the mantis change management system. For substantial changes or changes in scope an addendum to the statement of work may be required. HIC will then review the change requests and prioritize it with other requested changes with the approval of the Access Hawaii Committee.

Next, HIC will provide a response to the requestor via JIRA. The response will describe the exact change, estimated completion date, and the estimated resources required. If the requested change requires an unusually high level of HIC resources, or is significantly out of scope of the original Statement of Work document for the application, HIC may decline to perform the change.

The Access Hawaii Committee may also prioritize the requested change with HIC's other activities. A workflow diagram of the change process is shown below:



STAKEHOLDERS

County of Hawaii Mass Transit Agency

1266 Kamehameha Avenue, Room A-2
Hilo, HI 96720

Hawaii Information Consortium, LLC.

201 Merchant Street
Suite 1805
Honolulu, HI 96813

CHAIN OF COMMAND

County of Hawaii Mass Transit Agency

Tiffany Kai, Mass Transit Administrator
Kasie Sagawa,

Hawaii Information Consortium, LLC.

Russell Castagnaro, General Manager
DeAnna Niderost, Partner Liaison

SIGN OFF

I, the undersigned, have the authority to make binding decisions on behalf of my respective COUNTY/department regarding projects in collaboration with HIC.

I also have the authority to allocate COUNTY/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.

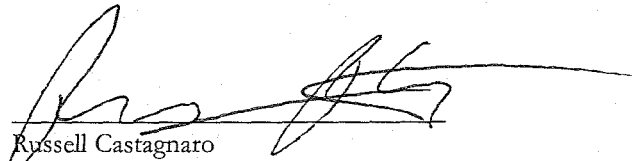
By signing, I acknowledge that the project described herein has received any required legal reviews and is in compliance with current State of Hawaii statutes and administrative rules.

Date:



Tiffany Kai
Mass Transit Administrator
Mass Transit Agency

8/8/16



Russell Castagnaro
General Manager
Hawaii Information Consortium, LLC.



William P. Kenoi
Mayor
County of Hawaii