

HAWAII INFORMATION CONSORTIUM

AMENDMENT 4
STATEMENT OF WORK

DEPARTMENT OF LAND AND NATURAL RESOURCES
HUNTER EDUCATION PROGRAM

HUNTER EDUCATION AND RECORDS MANAGEMENT
SYSTEM

Version 1.07

DLNR-20170112-001

HAWAII INFORMATION CONSORTIUM

PURPOSE STATEMENT

This is an amendment to the following documents:

- 1) Original Statement of Work (SOW) document entitled HUNTER EDUCATION AND RECORDS MANAGEMENT SYSTEM dated on February 9, 2015 and signed by Andrew Choy for the Department of Land and Natural Resources (DLNR), Hunter Education Program (AGENCY) and Russell Castagnaro for the Hawaii Information Consortium, LLC (HIC)
- 2) SOW Amendment 1 document entitled HUNTER EDUCATION AND RECORDS MANAGEMENT SYSTEM dated on May 11, 2015 and signed by Andrew Choy for the Department of Land and Natural Resources (DLNR), Hunter Education Program (AGENCY) and Russell Castagnaro for the Hawaii Information Consortium, LLC (HIC)
- 3) SOW Amendment 2 document entitled HUNTER EDUCATION AND RECORDS MANAGEMENT SYSTEM dated August 20, 2015 and signed by Andrew Choy and Jason Redulla for the Department of Land and Natural Resources (DLNR), Hunter Education Program (AGENCY) and Russell Castagnaro for the Hawaii Information Consortium, LLC (HIC)
- 4) SOW Amendment 3 document entitled HUNTER EDUCATION AND RECORDS MANAGEMENT SYSTEM dated February 12, 2016 and signed by Andrew Choy and Thomas Friel for the Department of Land and Natural Resources (DLNR), Hunter Education Program (AGENCY) and Russell Castagnaro for the Hawaii Information Consortium, LLC (HIC)

The purpose of this document is to add the *Maintenance and Support Fees*, *Maintenance and Support*, and *24 x 7 Tech Support* sections to the SOW.

MAINTENANCE AND SUPPORT FEES

The maintenance, support, and hosting fee associated with this project is \$24,000.00. This amount is approximately 20% of the total cost of the project (\$118,000.00). PARTNER will be invoiced a fixed cost of \$2,000.00 monthly beginning in March 2017. This coincides with the launch date of the Public Module of the service. Payment from PARTNER is due within 30 days from receipt of the invoice.

HIC will provide support for the proper installation and ongoing general maintenance and operation of the application including the following:

- Customer Service Support including phone, email, and chat support Monday through Friday during standard state business hours (excludes state holidays). Currently the standard state business hours are 7:45am – 4:30pm HST. Should the standard state business hours change, HIC customer service support hours will also change accordingly.
- Up to 10 gigabytes of database storage
- Up to 2 gigabytes of file storage
- Daily database backups after state business hours
- Daily file backups after state business hours
- Maintenance of the web application and hosted environment
 - annual application scan
 - server and system security updates in accordance with quarterly security scans
 - monitoring of the application and hosted environment every three minutes

MAINTENANCE AND SUPPORT

HIC will notify PARTNER Project Manager, Portal Program Manager, and ETS (currently the ETS contact is michael.e.otsuji@hawaii.gov. The Portal Program Manager may inform HIC at a later date to use an alternative ETS email address.) via email or phone of operational problems which impact services immediately during state business hours or within one hour during state non-business hours. Phone will be used if there are network issues. State business hours are defined in the above *Maintenance and Support Fees* section.

Upon receipt of notice of an error or exception, 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 service being substantially or completely nonfunctional or inoperative. These issues shall be resolved within 6 business. If an issue cannot be resolved within the 6 business hours or a work-around is the immediate solution, a resolution plan must be presented by HIC to the PARTNER within the 6 business hours and the HIC General Manager will be notified. If the service is unavailable a message will be posted by HIC to web users that the site is temporarily down.
- Priority B – An error that does not impact the performance or operation of the site, but correction of the error will result in improved user experience or application efficiency. HIC will investigate and resolve within 10 business days. If the issue cannot be resolved within the 10 business days or a work-around is the immediate solution, a resolution plan must be presented by HIC to the PARTNER within the 10 business days.
- Priority C – A simple text or graphic (non-design) change. The change will be completed within 15 business days. If the issue cannot be resolved within the 15 business days or a work-around is the immediate solution, a resolution plan must be presented by HIC to the PARTNER within the 15 business days.

HIC will work with PARTNER staff in the event of an issue resulting from a PARTNER action when using the service that is not a bug in the service. This is a result of human error and not an issue with the service itself. An example of this is when the PARTNER incorrectly inputs information into the service. HIC may need to manually update values in the database to correct the human error in this example. In the event there is significant work required to resolve the issue, HIC may charge the PARTNER for the time spent resolving the issue per the Consulting and Development Services Hourly Rates proposed in HIC's proposal to the State of Hawaii and which were incorporated into the CONTRACT.

24 X 7 TECH SUPPORT

HIC server 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 will 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.

During state business hours, the PARTNER will contact the HIC Partner Liaison if there are any issues with the service. If a Priority A issue arises during state non-business hours, the HIC support team is available 24

hours a day at **808-695-4627**. Issues will be addressed following the guidelines under the *Maintenance and Support* section.

STAKEHOLDERS

Department of Land and Natural Resources (DLNR)
Hunter Education Program
1130 N. Nimitz Hwy. A-212
Honolulu, HI 96817

Hawaii Information Consortium, LLC
201 Merchant Street
Suite 1805
Honolulu, HI 96813

CHAIN OF COMMAND

DLNR	Robert J. Farrell, Enforcement Chief
	Andrew W Choy, Program Coordinator
	Darren M. Ogura, Assistant Program Coordinator
	Lila Loos, Data Processing Systems Manager

HIC	Burt Ramos, General Manager
	Janet Pick, Director of Portal Operations
	Zheng Fang, Director of Development
	Tony Tran, PMO Manager

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. Except as modified above, all other terms, covenants, and conditions in this Statement of Work shall remain unchanged and in full force and effect. This agreement may be modified, amended, or extended only by mutual agreement signed by HIC and PARTNER.

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:

Andrew W Choy
Program Coordinator
DLNR, Hunter Education Program

Burt Ramos
General Manager
Hawaii Information Consortium, LLC

Robert J. Farrell
Enforcement Chief
DLNR, Division of Conservation and Resource Enforcement

Todd Nacapuy
Chief Information Officer
Enterprise Technology Services