
HAWAII INFORMATION CONSORTIUM

STATEMENT OF WORK

DEPARTMENT OF HEALTH

STATE COUNCIL ON MENTAL HEALTH WEBSITE SERVICES

Version 0.6

DOH-20161221-001

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HAWAII INFORMATION CONSORTIUM

OVERVIEW

This Statement of Work (SOW) document identifies the responsibilities between the Hawaii Department of Health, State Council on Mental Health (SCMH) and the Hawaii Information Consortium, LLC (HIC), the Internet Portal provider 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 December 3, 2007 (collectively, the "Master Contract").

This Statement of Work covers general topics that deal with the creation of a website for the State Council on Mental Health.

SERVICE LEVEL AGREEMENT

This Statement of Work (SOW) is subordinate to the Service Level Agreement (SLA) between the Department of Health and HIC signed and dated on October 7, 2008. This SOW is subject to all terms and conditions thereof unless specifically designated as exceptions in this document.

PURPOSE STATEMENT

The purpose of the project is to build a website for the State Council on Mental Health (SCMH). The new site will allow the agency to easily administer and update their own website content, provide a responsive web design (defined below) and meet WCAG 2.0 level A ADA requirements (see scope statement for full detail).

Responsive Web design is the approach used in design and development that responds to the user's behavior and environment based on screen size, platform and orientation. The practice consists of a mix of flexible grids and layouts, images and an intelligent use of CSS media queries so the website works across all devices (tablet, mobile, desktop).

OVERVIEW OF CURRENT PROCESS

SCMH does not currently have a website.

SCOPE STATEMENT

The general scope of this project is defined as the following. In addition, see Appendix A for sitemap of what content will be included:

- Create a website for the State Council on Mental Health that includes:
 - Useful site navigation to key content (event calendar, board members, etc.)
 - Site design (wireframes and image mockups)

- Site search
- State Council agenda and meeting minutes
- Event calendar to display dates of training, events and workshops, council meetings and legislative hearings.
- Alert functionality for SCMH to publish alerts for emergency/non emergency items that display on each page of site.
- News area that allows agency to post announcements and news items
- Populating site with initial content (text, images, calendar events, etc). Content to be provided by the SCMH.
- One training session
 - We provide hands on training sessions in person for up to 12 agency staff. Webinar access can also be granted as requested. A training guide will be provided.
- Adherence to ADA standards & requirements* W3C's "Web Content Accessibility Guidelines 2.0", available at <http://www.w3.org/TR/WCAG20/>, level A.
 - Website and all site content will meet WCAG level A guidelines upon site launch.
 - After 90 days post launch, SCMH is responsible for maintaining ADA compliance.

Out of Scope

- *Fixing accessibility for individual PDF's / documents on site.
 - While building the website, it is the partners responsibility to ensure all pre-existing PDF documents meet WCAG 2.0 guidelines, level A ADA standards. This includes adding tags to each document to ensure they are easily read by screenreaders.
 - We recommend as we build the site where best to use pdfs and where to convert that content to HTML (or eliminate entirely). We can also provide trainings on how to do so if requested.
 - See more here on how to create an accessible pdf: webaim.org/techniques/acrobat.

Features and functionality not explicitly stated in this SOW are considered Out of Scope and will not be implemented unless an amendment to the SOW is signed by SCMH and HIC.

PROJECT DEVELOPMENT COSTS

The project development cost is **\$15,706.80** (\$15,000 + \$706.80 GET). HIC will invoice SCMH according to the below schedule. Payment from SCMH is due net 30 days.

Disbursement Schedule

HIC will invoice SCMH based on the Schedule of Deliverables, above, and amounts listed in “Maintenance & Support Fees” section. Payment is due to HIC 30 days from receipt of the invoice.

FAILURE TO PERFORM

Failure to Perform

Pursuant to section 9.16.2 of the CONTRACT, substantial failure of HIC to perform the SOW may cause the SCMH to terminate the SOW. In this event, the SCMH may require HIC to reimburse the monies paid (based on the identified portion of unacceptable work received) and may seek associated damages.

Liquidated Damages

Pursuant to paragraph 9, Liquidated Damages of the Department of Attorney General (AG) General Conditions, dated 6/25/2007, when HIC is given notice of delay or nonperformance as specified in paragraph 13 (Termination for Default) of the AG General Conditions and fails to cure in the time specified, it is agreed HIC shall pay to the SCMH, the amount, if any set forth in the CONTRACT per calendar day from the date set for cure until either (i) the SCMH reasonably obtains similar goods or services, or both, if HIC is terminated for default, or (ii) until HIC provides the goods or services, or both, if HIC is not terminated for default. To the extent that the HIC's delay or nonperformance is excused under paragraph 13d (Excuse for Nonperformance or Delay Performance), liquidated damages shall not be assessable against HIC. HIC remains liable for damages caused other than by delay.

MAINTENANCE & SUPPORT FEES

CMS Hosting Fees:

SCMH will host the website with ETS. After approval of testing is received prior, HIC will work with ETS to move the website to the production environment. The fee to host with ETS is \$0.

No ongoing support or troubleshooting will be provided by HIC (outside 90 day window after launch).

SCHEDULE ESTIMATES

The project will be carried out according to a Milestone Schedule, which will be agreed upon by HIC and SCMH. The estimated duration of each task may be shorter or longer than indicated. If longer, HIC shall provide PARTNER with a written notification of the delay and a new projected timetable.

Milestone Schedule							
Task Duration	Description	Deliverable	Role	Hours	Rate (h)	Total	Pmt Schedule (inc. GET)
TBD	Signed Statement of Work	Signed SOW	N/A	N/A	N/A		N/A

5 weeks after signing of SOW	Wireframes	1-2 facilitated workshops, Site architecture (Sitemap, Home page explorations), wireframes as needed	Dev	12	\$80	\$960	
			Sr PM	24	\$120	\$2,880	
1 week after completed wireframes	Approval to proceed	Sign off					
1 week after wireframes are approved	Design prototype	Design prototype (Image mockups of key pages)	Dev	16	\$80	\$1,280	
			Sr PM	5	\$120	\$600	
1 week after design prototype completed	Approval to proceed	Sign off					
4 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment	Dev	80	\$80	\$6,400	20% payment (\$3,141.36)
			Sys Admin	5	\$100	\$500	
1 week after site deployed to TEST	Testing, SCMH training & review	1 training session for agency personnel	Dev	8	\$80	\$640	20% payment (\$3,141.36)
			Sr PM	5	\$120	\$600	
1 week after testing complete	Approval of testing	Sign off					
3 days after testing approval	Website live	Website deployed in PROD environment	Sys Admin	3	\$100	\$300	20% payment (\$3,141.36)
			Dev	6	\$80	\$480	
			Sr PM	3	\$120	\$360	
N/A	Post Launch	Final payment due 90 days post launch					40% payment (\$6,282.72)
			Work Totals	167	\$1,080.00	\$15,000.00	\$15,706.80

RISK ASSESSMENT

No risks have been identified at this time. Risks may be identified at any time by SCMh or HIC and will be tracked by HIC project manager. SCMh and HIC will work on risk mitigation strategies to manage the project risks.

DELIVERY

PARTNER will provide written notice to authorize HIC to install the Software or service in HIC's production environment.

If PARTNER discovers and provides written notice to HIC, within the first 90 days after any Software or service is placed in production in HIC's production environment, of any material failure to meet the functional specifications required of Software or services provided hereunder, HIC will remedy such failure.

"Production environment" shall mean the technical environment and configuration in which HIC's existing online services are operated and managed independently from HIC's testing and development environment.

MAINTENANCE AND SUPPORT

After the website is delivered, as defined above, HIC will provide support for the proper installation and ongoing general maintenance of the website. HIC shall provide a 90 day warranty to fix all bugs, defects and errors reported by SCMh.

HIC will notify SCMh Project Manager, Portal Program Manager, and ETS (michael.e.otsuji@hawaii.gov) via email and/or phone of operational problems which impact services immediately during business hours or 1 hour during non-business hours. 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 website being substantially or completely nonfunctional or inoperative. These issues shall be resolved 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 HIC to SCMh.
- Priority B – An error that results in the website 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. HIC will investigate and resolve within 15 business days or on a schedule agreed between HIC and SCMh.
- Priority C – A simple text or graphic (non-design) change. The change will be completed within 20 business days or on a schedule agreed between HIC and SCMh.

HIC may work with PARTNER to provide a work-around solution for each priority level. If a work-around is the immediate solution, or if an issue cannot be resolved within the time frames noted above, a resolution plan must be presented by HIC to the PARTNER to address a final resolution of the error.

HIC will work with PARTNER staff in the event of an issue resulting from a PARTNER initiated modification to the service. In the event there is significant work required to resolve the issue, HIC may charge the PARTNER for the time spent resolving the issue.

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.

If HIC cannot solve the problem within six hours on business days or 12 hours on weekends or holidays, the HIC Director of Development will notify the HIC General Manager. If the website 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**.

SOFTWARE MODIFICATIONS AND ENHANCEMENTS

At SCMH's request, HIC will consider developing modifications or additions that materially change the utility, efficiency, or functional capability of the website ("Enhancements") per our standard hourly rates set in the Master Contract and on such schedule as the parties may mutually agree in writing via an SOW amendment. Such modifications or additions will be undertaken on a project basis, subject to review and approval of the Access Hawaii Committee.

RESPONSIBILITIES OF THE SCMH

SCMH 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 SCMH by the agreed upon dates. If SCMH 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 SCMH.

- SCMH will provide timely authorization for the project and for each approval required during the project.
- SCMH agrees to designate content-knowledgeable reviewer(s) to review each deliverable prior to acceptance to ensure that acceptance represents an informed commitment.
- SCMH will provide knowledge transfer of necessary IT knowledge, environment and business processes. Verbal walkthroughs and documentation will satisfy this responsibility.
- SCMH 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 SCMH project team for the duration of the implementation of this project. HIC will provide all the HIC deliverables detailed in the Project Development Costs section and will fix all bugs, defects, errors during warranty period for no additional cost:

- Host the website 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 website
- Perform system maintenance and upgrades
- Run database backups and recovery routines
- Create a Business Continuity Plan

TERM OF SOW

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

If HIC substantially fails to perform the SOW, PARTNER will give HIC written notice describing such failure. Thereafter, HIC shall have 30 days (or a longer period of time if set forth in the written notice) to remediate such failure. If HIC has not remediated such failure within the allotted time period, PARTNER may terminate this SOW.

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 – Wireframes

- Gather information on end user needs and preferences
- Gather information on existing information systems used
- Document SCMH's functional requirements of the proposed website
- Map out site architecture

STAGE 2 – Alpha

- Develop a prototype that simulates the flow and functionality of the proposed website
- Review the prototype with SCMH and make changes as necessary
- Obtain SCMH sign-off on the prototype prior to website development

STAGE 3 - Beta

- Code the website
- Write technical documentation as needed
- Test in conjunction with SCMH
- Obtain SCMH sign-off prior to website launch

STAGE 4 – Live

- Website is launched
- Produce and disseminate press releases as needed
- Produce and disseminate operations/user manual and/or marketing materials as needed
- Launch website in production environment

STAGE 5 - Website MAINTENANCE & HOSTING

- Website traffic statistics using Google analytics
- Weekly backups and system administration (updates, plugins, etc)
- Licensing as needed (for plugins)
- Support (4hrs per month)
- Annual security scans – to be completed prior to site launch and every year thereafter on launch date anniversary.

CHANGE PROCESS

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

Prior to Website Delivery:

- The HIC project manager shall review an issue and determine whether the resolution will lead to a change in scope, defined as a change that will impact cost, schedule, or staffing.
- The proposed change shall be documented in a scope change order, including the impact on schedule, cost, and staffing.
- The SCMH project manager shall review and approve the scope change.
- The scope change order shall be reviewed by HIC and/or the Access Hawaii Committee (if fee related) and is approved upon signature by the HIC General Manager.

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

After Website Delivery:

Maintenance: To report an error, the SCMH project manager shall contact the HIC Partner Liaison or Project Manager. Urgent requests may be directed to the HIC Partner Liaison, Project Manager, 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 SCMH project manager enters a new issue in HIC's online issue tracking system.

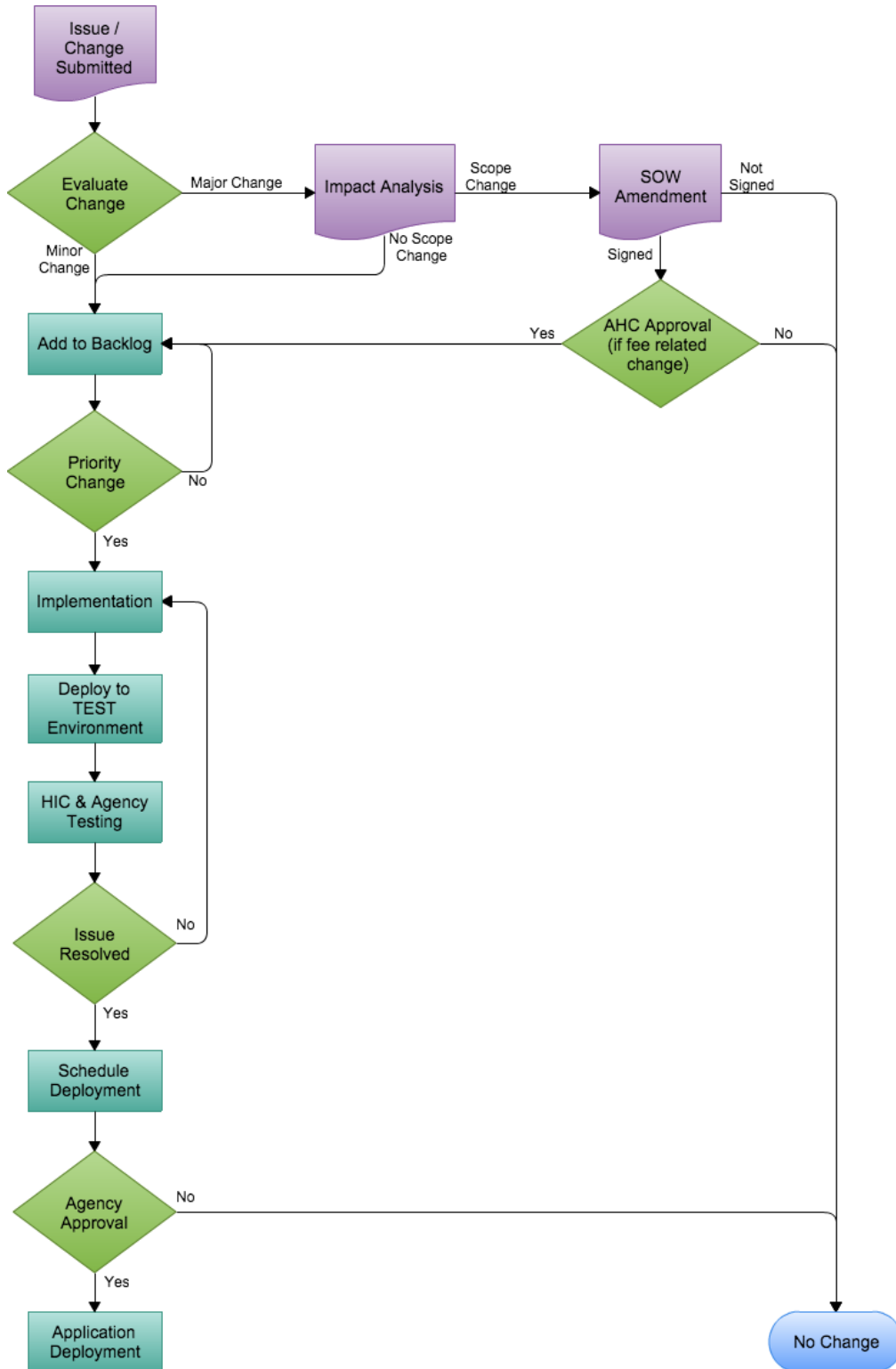
- The HIC Partner Liaison shall review the issue and determine whether the resolution will lead to a change in scope, defined as a change that will impact cost, schedule, or staffing.
- The proposed change shall be documented by HIC in a scope change order, including the impact on schedule, cost, and staffing.
- The SCMH project manager shall review and approve the scope change order.
- The scope change order will then be subject to final review by the HIC General Manager and/or the Access Hawaii Committee (if fee related).

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

After the website is launched, any change required can be requested via HIC's 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. Access Hawaii Committee approval is needed for fee related changes only.

Next, HIC will provide a response to the SCMH. 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 website, HIC may decline to perform the change. While unlikely, examples of why HIC may decline include: if work request was outside the scope of the Master Contract or if a deadline couldn't be met due to availability of resources.

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

State Council on Mental Health

1250 Punchbowl Street
Honolulu, HI 96813

Hawaii Information Consortium, LLC

201 Merchant Street Suite 1805
Honolulu, HI 96813

CHAIN OF COMMAND

State Council on Mental Health

Marie Vorsino, Psy.D, Chair

Hawaii Information Consortium, LLC

Burt Ramos, General Manager

Zheng Fang, Director of Development
Janet Pick, Director of Portal Operations
Rosie Warfield, Manager of eGovernment Services

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 via an amendment in writing to be signed by both parties.

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:

Marie Vorsino, Psy.D
Chair
State Council on Mental Health

Burt Ramos
General Manager
Hawaii Information Consortium, LLC

Todd Nacapuy
Chief Information Officer
Enterprise Technology Services

Appendix A

WEBSITE SITEMAP (WHAT WILL BE INCLUDED ON THE SITE)

1. State Council final minutes with presenter's handouts
2. State Council agendas
3. Other Items
 1. Calendar with Drop down menu
 1. Statewide training, events, and workshops concerning mental illness
 2. Legislative Hearing Notices for mental illness by subject matter
 3. Special Legislative Topical Hearing notices
 4. State Council and Service Area Boards Calendar
 1. Established meeting times by date
 2. Registration link to State Calendar
 2. Service Area Board (SAB) Activities
 1. Each SAB's Minutes and agendas (Drop down menu for each SAB)
 2. Link to State Calendar for meeting dates (Drop down menu for each SAB)
 3. About Us Tab
 1. Who we are
 2. What we do
 3. Federal statutes that govern the Council
 4. Hawaii Revised Statutes that govern the Council and SABs
 5. Hawaii Administrative Rules pertaining to Council and SABs
 6. Link to Boards and Commission site for applications
 7. Link to Suicide Prevention of Hawaii
 4. Resource Tab – Information
 1. Who to call for mental health assistance? Crisis Line of Hawaii, Others?
 2. Crisis Services – 211
 3. Hawaii Revised Statutes – Chapter 334
 4. Link to Help Your Keiki website
 5. Link to HIPAA Laws
 6. Link to State Laws on Privacy
 7. Link to Hawaii Laws on Parity
 8. Link to Suicide Prevention of Hawaii
 9. Links to other mental health agencies/health plans
 1. ADAD
 2. AMHD
 3. CAMHD
 4. Mental Health America
 5. NAMI Hawaii
 6. SAMHSA
 7. SPIN – Special Parent Information Network
 8. United Self-Help
 9. United Health Care
 10. HMSA
 11. UHAA
 12. Ohana
 13. AlohaCare
 14. Kaiser
 5. News Tab

1. DOH News Releases (Drop down menu Create filters/key words)
 2. National News on Mental Health (Drop down menu Create filters/key words)
 3. RSS Feed
 6. Job Tab – Link for Employment
 1. Department of Human Resources
 2. Department of Health
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-