

HAWAII INFORMATION CONSORTIUM

# STATEMENT OF WORK

DEPARTMENT OF HEALTH

MEDICAL MARIJUANA PATIENT  
REGISTRY SYSTEM - APRN

## HAWAII INFORMATION CONSORTIUM

### OVERVIEW

This Statement of Work (SOW) document identifies the responsibilities between the Department of Health, Harm Reduction Services Branch (DOH) "AGENCY" 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 allowing Advanced Practice Registered Nurse (APRN) to certify qualifying patients within the existing Medical Marijuana Patient Registry System.

### 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 8, 2008. 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 enable electronic application and certification process for the patient and certifying physicians or APRN's.

### SCOPE STATEMENT

The scope for the project includes the following items:

- Patients' application process
  - Assign/designate an APRN for certification within the application process
- APRN's registration process
  - First time registration
- APRN's certification process
  - Access and certify patient initiated new/renewal application electronically
  - Upload supporting documentation for applications
  - Return application to originating patient
  - Initiate new or renewal application electronically

**DELIVERABLES**

Deliverables include:

- Statement of Work
- Functional prototype for testing
- Completed application

**REGISTER FEE, TRANSACTION FEE, OR NO FEE**

There is no change to the existing Portal Administration Fee schedule.

**PROJECT DEVELOPMENT COSTS**

The estimated system development budget based on the requirements is \$16,586.00 including Hawaii General Excise Tax.

<b>Resource Type</b>	<b>Hourly Rate</b>	<b>Hours Estimated</b>	<b>Amount</b>
Developer	\$80	112	\$8,960.00
Senior Project Manager	\$120	16	\$1,920.00
Project Manager/QA	\$80	44	\$3,520.00
Database Administrator	\$100	8	\$800.00
Designer	\$80	8	\$640.00
Subtotal			\$15840.00
Tax (@4.712%)			\$746.00
<b>TOTAL</b>			<b>\$16,586.00</b>

**DISBURSEMENT SCHEDULE**

Under the self-funded model, work performed within the scope of this SOW will be completed at no charge to the AGENCY. There is not any disbursement scheduled at time of this SOW.

## DELIVERY

The application will be deemed completed and delivered on the date the application is installed into HIC's production environment. "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 AGENCY, or written notice of the specifications that the application does not meet must be received by HIC within seven (7) working days of delivery of the application. If such notice is not received within seven (7) working days the application is deemed accepted. "Live" use of the application constitutes acceptance under this Statement of Work.

## SCHEDULE ESTIMATES

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

Milestone Schedule		
Est. Date	Description	Deliverable
April 5, 2016	Project Start	Signed SOW
	Requirement Definition	
	Application Development	
	Beta Testing & Revisions	Functional Prototype
	Acceptance Testing & Revisions	
July 29, 2016	Launch	Application Launched

## MAINTENANCE AND SUPPORT

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

HIC will notify AGENCY of operational problems which impact services for more than 30 minutes during business hours or 4 hours during non-business hours via email or phone. 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 application being substantially or completely nonfunctional or inoperative. These issues shall be addressed 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 the DOD, Project Manager or General Manager to the AGENCY.

- Priority B – An error that results in the application 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. These issues shall be addressed within 2 business days.
- Priority C – A simple text or graphic (non-design) change. These issues shall result in an estimate of completion within 2 business days.
- Priority D – An application design change. The HIC project manager will schedule a meeting to discuss goals, audience and other issues related to the design change.

HIC will make reasonable efforts to correct errors 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.

HIC will work with AGENCY staff in the event of an issue resulting from a change submitted by the AGENCY. In the vast majority of the cases, HIC staff will be able to rollback the changes to resolve the issue. In the event that there is significant work required to resolve the issue, HIC may charge the AGENCY for the time spent resolving the issue. Issues that are a result of HIC changes will be addressed immediately and no charges associated with the time spent to resolve the issue will result.

#### 24 X 7 TECH SUPPORT

HIC servers 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 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 application 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 AGENCY'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 AGENCY**

AGENCY 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 AGENCY by the agreed upon dates. If AGENCY 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 AGENCY.

- AGENCY will provide timely authorization for the project and for each approval required during the project
- AGENCY will provide written functional requirements for all system components
- AGENCY agrees to designate content-knowledgeable reviewer(s) to review each deliverable prior to acceptance to ensure that acceptance represents an informed commitment.
- AGENCY will provide knowledge transfer of necessary IT knowledge, environment and business processes. Verbal walkthroughs and documentation will satisfy this responsibility.
- AGENCY 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 AGENCY project team. The HIC project manager will provide all the HIC deliverables, detailed above and will:

- 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 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.

#### **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 agency business practices
- Gather information on end user needs and preferences
- Gather information on existing information systems used
- Document the agency's functional requirements of the proposed web system

##### **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 AGENCY and make changes as necessary

- Write the Design Specification document
- Obtain agency signoff prior to Application Development

STAGE 3 - APPLICATION DEVELOPMENT

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

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

- Press releases
- Operations/user manual, Marketing materials

STAGE 5 - APPLICATION MAINTENANCE

- “Bug” fixes
- Enable online feedback form for all users
- 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 AGENCY 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.

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

After Software Delivery:

Maintenance: To report an error the AGENCY 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.

Each AGENCY will be provided with up to two user accounts for the Jira access/reporting as needed. Any additional accounts requested will be invoiced annually at \$240.00 per account.

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

- The AGENCY project manager enters a new issue in HIC’s online issue tracking system.

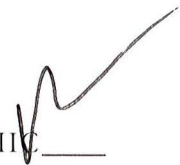
- The HIC project manager reviews an issue and determines whether the resolution will lead to a change in scope, defined as a change that will impact cost, schedule or staffing.
- The proposed change will be documented by HIC in a scope change order, including the impact on schedule, cost and staffing.
- The scope change order will be reviewed by the AGENCY project manager for approval.
- 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.

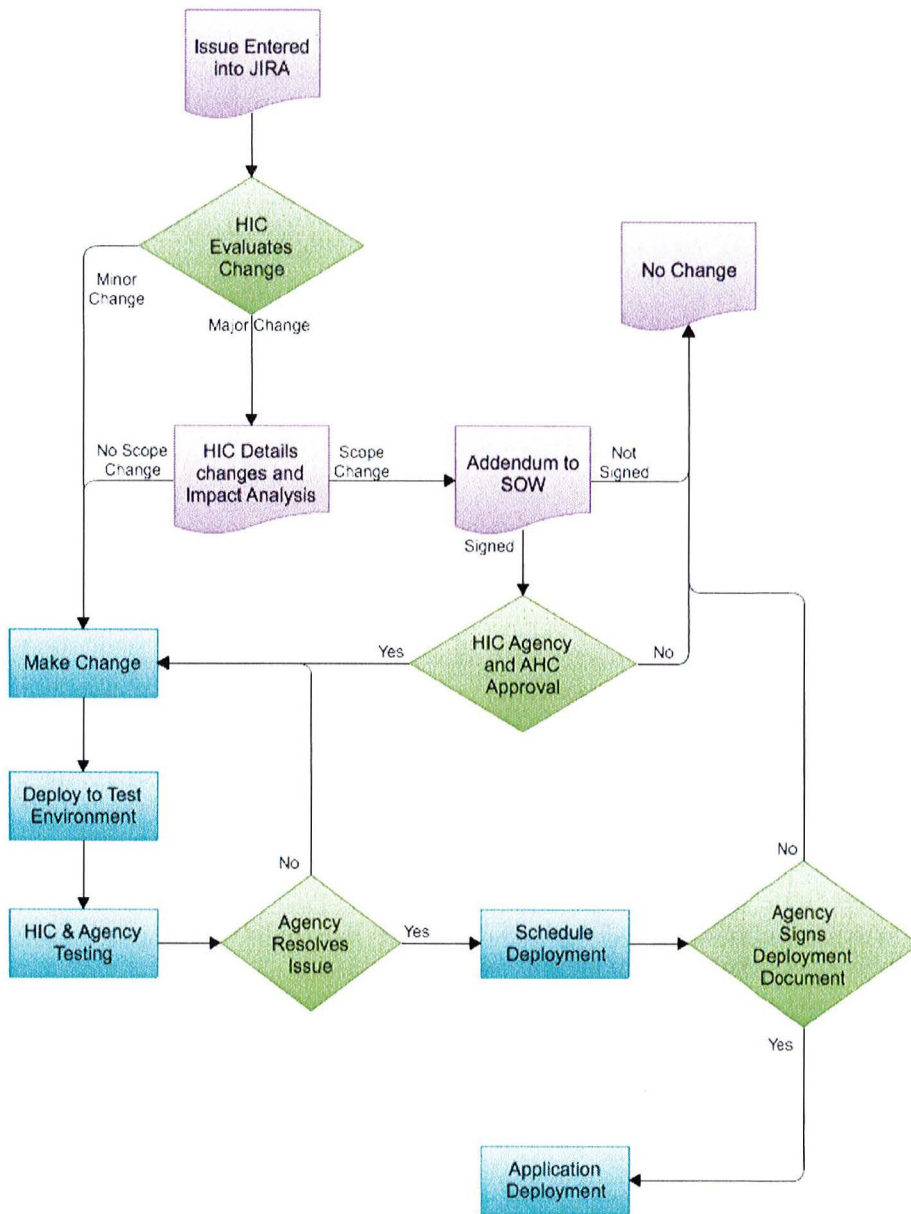
After the application is launched, any change required can be requested via the Jira change management system. For substantial changes or changes in scope an addendum to the statement of work may be required HIC will then review the change requests and prioritize it with other requested changes with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

Next, HIC will provide a response to the AGENCY 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:

A handwritten signature in black ink, appearing to be a stylized 'V' or similar character, positioned above the HIC signature line.





STAKEHOLDERS

**Department of Health, Harm Reduction Services Branch**

3627 Kilauea Avenue, Rm 306

Honolulu, HI 96816

**Hawaii Information Consortium, LLC.**

201 Merchant Street

Suite 1805

Honolulu, HI 96813

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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.

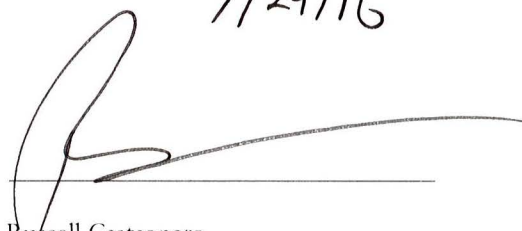
I have read the above document and understand all implications thereof. Any future changes to this Statement of Work will be made through a formal request to the HIC General Manager.

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:



Peter Whiticar, Chief  
Harm Reduction Services Branch  
DOH

7/29/16  


Russell Castagnaro  
General Manager  
Hawaii Information Consortium, LLC.