

HAWAII INFORMATION CONSORTIUM

STATEMENT OF WORK

HAWAII STATE JUDICIARY
PLANNING AND PROGRAM EVALUATION DIVISION

ONLINE JUDGE EVALUATIONS

Version 1.03

JUD-20161227-001

TABLE OF CONTENTS

OVERVIEW	3
SERVICE LEVEL AGREEMENT	3
PURPOSE STATEMENT	3
OVERVIEW OF CURRENT PROCESS	3
SCOPE STATEMENT	3
PORTAL ADMINISTRATION FEE, TRANSACTION FEE, OR NO FEE.....	4
PROJECT DEVELOPMENT COSTS.....	4
MAINTENANCE & SUPPORT FEES	4
DELIVERABLES.....	4
SCHEDULE ESTIMATES.....	5
RISK ASSESSMENT	5
DELIVERY.....	5
MAINTENANCE AND SUPPORT.....	5
RESPONSIBILITIES OF THE PARTNER	5
RESPONSIBILITIES OF THE HAWAII INFORMATION CONSORTIUM	6
TERM OF AGREEMENT.....	6
STAKEHOLDERS	6
CHAIN OF COMMAND	7
SIGN OFF.....	7

HAWAII INFORMATION CONSORTIUM

OVERVIEW

This Statement of Work (SOW) document identifies the responsibilities between the Hawaii State Judiciary “PARTNER” 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.

This Statement of Work covers general topics that deal with an online judge evaluation application and feedback process.

SERVICE LEVEL AGREEMENT

This Statement of Work (SOW) is subordinate to the Service Level Agreement (SLA) between the PARTNER and HIC signed and dated on April 21, 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 make the process of evaluating a judge easier so that more responses are received which will help to improve the performance of Hawaii state judges. HIC will create and administer the evaluation, and will collect the evaluation results to provide to the PARTNER to ensure anonymity.

OVERVIEW OF CURRENT PROCESS

The PARTNER administers judge evaluations to lawyers via standard mail. It is time consuming and costly to create, distribute, and process the paper evaluations.

The PARTNER typically performs two to four judge evaluations per year.

SCOPE STATEMENT

The overall goal of this project is to provide an easy way for attorneys to evaluate judges.

- The PARTNER will provide HIC with the email addresses of the recipients for the evaluation.
- The PARTNER will provide the evaluation questions, judges’ names, and an email template to be sent to the attorneys.
- HIC will create the online evaluation.
- HIC will email all recipients (per the emails provided by the PARTNER) a unique URL to the evaluation.

- HIC will close the evaluation per the PARTNER’s timeline (typically within 1-2 months of the opening of the evaluation). Attorney’s responses will no longer be received once the evaluation is closed.
- HIC will compile the evaluation results within seven business days of the evaluation closing and send them to the PARTNER in pdf or xls/csv format.
- The PARTNER may request HIC to administer multiple evaluations per year not to exceed five evaluations per year.

Out of Scope

Features and functionality not explicitly stated in this SOW are considered Out of Scope and will not be implemented.

PORTAL ADMINISTRATION FEE, TRANSACTION FEE, OR NO FEE

There is no associated Portal Administration or Transaction Fee for this project.

PROJECT DEVELOPMENT COSTS

There is no associated development cost for this project.

However, below shows an estimated cost to create and administer a single evaluation based on the Consulting and Development Services Hourly Rates proposed in HIC’s proposal to the State of Hawaii and which were incorporated into the HIC portal manager contract (RFP-08-011-SW: SPO Vendor List Contract No. 08-13).

Role	Rate	Hours	Cost
Senior Project Manager	\$120	38	\$4,600
Total			\$4,600

MAINTENANCE & SUPPORT FEES

This project shall not incur maintenance & support fees.

DELIVERABLES

Deliverables include:

- A test evaluation form that the PARTNER can step through
- Functional evaluation form deployed in PROD environment
- Final evaluation results in pdf or csv / xls format within seven business days of the closing of the evaluation

SCHEDULE ESTIMATES

The project will be carried out according to a Milestone Schedule, which will be agreed upon by HIC and PARTNER. It is understood that the milestones and timeline below are estimated, and may be changed to accommodate new requirements of PARTNER or HIC, or to comply with guidance received by HIC from the Access Hawaii Committee. All time estimates can be extended if mutually agreed upon.

Milestone Schedule

Estimated Duration	Description	Deliverable
1 week	Application Development	
3 days	Application Testing	TEST evaluation form
1 day	Application Launch	Application deployed in PROD environment
7 days	Evaluation Complete	Final evaluation results

PARTNER will notify and provide documentation of the evaluation to HIC at least two weeks prior to the launch of the evaluation. The documentation provided by PARTNER will include evaluation questions, judges' names, and an email template to be sent to the attorneys. Note: if the evaluation questions change significantly from the existing evaluation form in use, the estimated duration times above may increase.

RISK ASSESSMENT

No risks have been identified at this time.

DELIVERY

The service will be deemed completed and delivered on the date it is installed into the production environment. Either written notice of application acceptance by PARTNER, or written notice of the specifications that the application does not meet must be received by HIC within two working days of delivery of the application. If such notice is not received within two working days, the application is deemed accepted. "Live" use of the application constitutes acceptance under this Statement of Work.

MAINTENANCE AND SUPPORT

After the application is delivered, as defined above, HIC will provide support for the current evaluation including sending or resending the evaluation per PARTNER's request while the evaluation is in progress.

RESPONSIBILITIES OF THE PARTNER

PARTNER 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 PARTNER by the agreed upon dates. If

PARTNER 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 PARTNER.

- PARTNER will provide timely authorization for the project and for each approval required during the project.
- PARTNER will provide email addresses of the recipients for the evaluation.
- PARTNER will provide the evaluation questions, judges' names, and an email template to be sent to the attorneys.
- PARTNER agrees to designate content-knowledgeable reviewer(s) to review each deliverable prior to acceptance to ensure that acceptance represents an informed commitment.
- PARTNER 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 PARTNER project team for the duration of the implementation of this project. HIC will provide all the HIC deliverables detailed in the Deliverables section and will:

- Provide day-to-day management of the project work plan
- Create the online evaluation
- Email all recipients (per the emails provided by the PARTNER) a unique URL to the evaluation
- Compile the evaluation results and send them to the PARTNER in pdf or xls/csv format.
- Provide resources to design, create, test, and implement the service

TERM OF AGREEMENT

This Agreement will take effect upon execution by the parties and will remain in force until such time as PARTNER and/or HIC decides to terminate it at a mutually agreed time. Within 30 days of the termination date, HIC will provide one training session to PARTNER on how to setup an evaluation (including creating the online evaluation form and sending email notifications) and compile evaluation results.

STAKEHOLDERS

Hawaii State Judiciary

417 South King Street

Honolulu, HI 96813

Hawaii Information Consortium, LLC

201 Merchant Street Suite 1805

Honolulu, HI 96813

CHAIN OF COMMAND

Hawaii State Judiciary

Mark E. Recktenwald, Chief Justice of the Supreme Court

Christina E. Uebelein, Planning and Program Evaluation Administrator

Michael A. Oki, Planning and Program Evaluation Research Statistician

Hawaii Information Consortium, LLC

Burt Ramos, General Manager

Janet Pick, Director of Portal Operations

Zheng Fang, Director of Development

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. This Agreement may be modified, amended or extended only by mutual agreement 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:

Mark E. Recktenwald
Chief Justice of the Supreme Court
Hawaii State Judiciary

Burt Ramos
General Manager
Hawaii Information Consortium, LLC