

HAWAII INFORMATION CONSORTIUM

AMENDMENT 3
STATEMENT OF WORK

DEPARTMENT OF BUSINESS, ECONOMIC
DEVELOPMENT & TOURISM
BUSINESS DEVELOPMENT SUPPORT DIVISION

WEBSITE SERVICES

Version 1.00

Document Number – DBEDT.FY2019.005.A3

HAWAII INFORMATION CONSORTIUM

PURPOSE STATEMENT

This is an amendment to the following documents:

- 1) Original Statement of Work (SOW) document entitled WEBSITE HOSTING AND DESIGN SERVICES dated on February 9, 2012 and signed by Mary Alice Evans for the Department of Business, Economic Development & Tourism (DBEDT), Business Development Support Division (BDSB) and Russell Castagnaro for the Hawaii Information Consortium, LLC (HIC)
- 2) SOW Addendum document entitled CBED WEBSITE HOSTING AND DESIGN SERVICES dated on May 11, 2012 and signed by Mary Alice Evans for the Department of Business, Economic Development & Tourism (DBEDT), Business Development Support Division (BDSB) and Russell Castagnaro for the Hawaii Information Consortium, LLC (HIC)
- 3) SOW Addendum document entitled BDSB WEBSITE HOSTING AND DESIGN SERVICES dated September 27, 2013 and signed by Mary Alice Evans for the Department of Business, Economic Development & Tourism (DBEDT), Business Development Support Division (BDSB) and Russell Castagnaro for the Hawaii Information Consortium, LLC (HIC)

The purpose of this document is to clearly define the tasks covered in the support agreement between HIC and BDSB and to place caps on amounts that can be spent in the *Project Development Costs / Fees* section of the SOW.

PROJECT DEVELOPMENT COSTS / FEES

Original language:

The DBEDT Business Development Support Division website currently exists at: invest.hawaii.gov. DBEDT would like HIC to take over support and maintenance of this website. They are also looking to rebuild the existing site in the State Template.

The purpose of the State Template is to create a consistent look and feel across all state websites. Benefits include:

- Websites will be fully responsive and mobile friendly, eliminating the need for separate mobile versions, and display beautifully on the vast majority of mobile and tablet devices.
- ADA and 508 compliant menus
- USA Search integration
- Social Media integration (Twitter, Flickr, etc)
- Alert feature for posting emergency info prominently on each page
- State wide consistent sliver header
- Background image will not load on mobile devices (saving critical bandwidth)
- State calendar integration
- Integration with tools for data visualizations
- View style guide for more information at: styleguide.chawaii.gov/design/layouts
- A sample template site can be seen at: oimt.hawaii.gov

Actual costs for all work completed will be invoiced monthly per our standard hourly rates.

Services provided may include:

- Content entry - from content provided by DBEDT
- Adding news/blog functionality.
- Site design & development services
- Creating data visualizations
- Marketing support
- Other WordPress support

Standard Hourly Rates:

General Manager	\$240.00
Software Architect	\$120.00
Senior Project Manager	\$120.00
Project Manager	\$80.00
Senior Business Analyst	\$100.00
Business Analyst	\$70.00
Senior Developer	\$100.00
Developer	\$80.00
Web/Creative Designer	\$60.00
Print Designer	\$75.00
Marketing Executive	\$80.00
Marketing Associate	\$50.00
Financial Management/Billing Specialist/Support Staff	\$70.00
Database Administrator	\$100.00
Security Administrator	\$100.00
Systems Administrator	\$100.00

Payment Schedule: HIC will invoice DBEDT for work completed on a monthly basis. All invoices will include Hawaii State General Excise Tax (GET).

New language:

Support work for DBEDT will be performed on an as-needed basis and shall not exceed \$4,000 per month. Actual costs for work completed will be invoiced monthly per the rates specified in our master contract. HIC will invoice DBEDT for work completed on a monthly basis. All invoices will include Hawaii State General Excise Tax (GET). Payment from PARTNER is due within 30 days from receipt of the invoice.

HIC assists BDSB with daily maintenance and support on their WordPress website located at: invest.hawaii.gov. The process for the partner to request work will be as such:

1. The partner will send an email to HIC specifying the service that is needed and the requested due date
2. HIC shall provide a quote of the fixed price for the proposed work
3. HIC shall also provide a running log of the amount spent toward the monthly limit

4. Upon partner written (can be done via email) acceptance of quote, HIC will generate a JIRA ticket from the partner's email
5. HIC will complete the work within the timeline set by the partner
6. HIC will send the item back to the partner for review
 - a. If the partner gives written approval (can be done via email), then the ticket is closed
 - b. If the partner does not approve then HIC will continue to work on the item until it is completed and approved within the timeline set by the partner. The partner will not incur added costs should additional resources be required to complete the project within the timeline
7. At the end of each month HIC will send a report to the partner that includes the total hours worked and the percentage of hours per program.

Services provided will include:

- Content Creation
 - Text Changes
 - Photo Editing
 - Updating Page Content and Layout
- Posting Blog Posts
- Creating Online Forms
- Website Design & Development Services
- Marketing Support
 - Creating Mailchimp Email Templates
 - Creating Email Content
 - Scheduling Email Blasts
 - Providing Email Analytics
 - Providing Google Analytics for the Website
- WordPress Support
 - Fixing Broken Links
 - Updating WordPress

STAKEHOLDERS

DBEDT Business Development Support Division

No. 1 Capital District Building
250 South Hotel Street
Honolulu, Hawaii 96813

Hawaii Information Consortium, LLC

201 Merchant Street
Suite 1805
Honolulu, HI 96813

CHAIN OF COMMAND

DBEDT Mary Alice Evans, Deputy Director
Dennis T. Ling, Business Development & Support Division Administrator
Mark J. Ritchie, Business Support Branch Chief

HIC Burt Ramos, General Manager
Janet Pick, Director of Portal Operations
Zheng Fang, Director of Development
Rosie Warfield, Manager of eGovernment Services

SIGN OFF

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

Date: March 28, 2019

Date: March 28, 2019

Mary Alice Evans

Bertrand Ramos

Mary Alice Evans
Deputy Director
DBEDT, BSDS, Hawaii

Bertrand Ramos
General Manager
Hawaii Information Consortium, LLC

REVIEWED AND APPROVED:

Date: March 29, 2019

ACCESS HAWAII COMMITTEE



By: Douglas Murdock
Chief Information Officer
Office of Enterprise Technology Services
State of Hawaii

DM