

HAWAII INFORMATION CONSORTIUM

SERVICE LEVEL  
AGREEMENT

FOR  
LEGISLATIVE REFERENCE  
BUREAU

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## INTRODUCTION

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“eHawaii.gov” is the Internet portal through which the State and Counties electronically provide public information, access to public information, and access to premium services.

HAWAII INFORMATION CONSORTIUM, LLC. (“HIC”) has been contracted by the State of Hawaii (“State”) to serve as the manager of “eHawaii.gov.” This contract allows HIC to offer fast-track electronic government services to any state, county or federal government entity operating in Hawaii. HIC is on the State Procurement Office approved vendor list.

The purpose of this agreement is to serve as a memorandum of understanding with respect to the implementation of “Hawaii.gov” for the Legislative Reference Bureau (LRB) (“PARTNER”).

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## WHAT HIC WILL DO FOR THE PARTNER

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This document is subordinate to the requirements stated in: (1) Request For Proposal No. RFP-08-11-SW, Internet Portal Manager and Service Provider, including all addenda; (2) HIC’s Proposal submitted on October 31, 2007 in response to Request For Proposal No. RFP-08-11-SW; and (3) the Contract for Portal Manager Services between the State of Hawaii and HIC, dated December 3, 2007 and effective January 4, 2008, as the same is amended from time to time. The Legislative Reference Bureau is a participating jurisdiction in the state contract. In the event of a conflict between the provisions in this Service Level Agreement and the foregoing documents, the provisions of the foregoing documents shall control.

HIC’s contract specifically identifies key functional areas covered:

- Web site and web or mobile application development;
- Web site and web or mobile application maintenance;
- Web site and application hosting;
- Marketing;
- Customer service;
- Time and materials projects and services based on expedited price list;
- Payment portal, payment processing and account management; and
- Portal development and maintenance

The State Procurement Office Circular pertaining to this contract has been included as Appendix A.

Among the responsibilities, duties, and obligations of HIC in these documents are certain tasks, functions and services that HIC has agreed to provide to each partner seeking to implement Internet applications on eHawaii.gov, that is, to create Internet applications by which to provide public information, access to public information, and access to premium services. HIC has agreed to provide these tasks, functions and services at little or no upfront costs to each partner.

HIC will coordinate and work with the PARTNER similar to how a web-hosting or service provider would work with its customer. Just as customers would use a web hosting provider's resources to publish and disseminate their information, the PARTNER may use HIC to obtain management, programming, financial, technical, and marketing resources to help the PARTNER develop, host, and promote expanded citizen access to existing information or transactions.

A list of some of the tasks, functions and services, which may be provided, is attached as attachment "A." Since this list is not intended to be exhaustive, if a partner requires tasks, functions and services not listed on attachment "A," an inquiry should be issued to HIC.

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#### **IMPLEMENTING INTERNET APPLICATIONS ON HAWAII.GOV**

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To initiate the implementation of an Internet application on Hawaii.gov, the PARTNER must work with HIC to prepare a Statement of Work document for the Internet application. Since the Statement of Work is the document that describes the purpose and scope of the proposed Internet application, the PARTNER is strongly encouraged to collaborate with HIC on this document. Statements of Work so developed are subject to approval by the Access Hawaii Committee.

All Statements of Work previously executed by HIC and the PARTNER pursuant to a prior Service Level Agreement are incorporated herein by reference and shall continue in effect until terminated.

Generally, this Statement of Work document may set forth the following:

A clear and detailed statement of the PARTNER's expectations for Internet applications developed by HIC, may include but is not limited to:

- a. A purpose statement for the project/service;
- b. Fees associated with the project/service;
- c. Overview of the current business process;
- d. Scope statement;
- e. Delivery/ deployment information;
- f. Project development costs;
- g. Risk assessment;
- h. Deliverables;
- i. Schedule estimates;
- j. Maintenance and support;
- k. Technical support;
- l. Modifications and enhancements;
- m. Partner responsibilities;

- n. HIC responsibilities;
- o. Terms of agreement;
- p. Change process;
- q. Stakeholders;
- r. Chain of command; and
- s. Signoff.

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#### COLLABORATION

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Successful development of a functional Internet application will require collaboration between HIC and the PARTNER. Both HIC and the PARTNER agree to assist each other in understanding, documenting, and implementing the Statement of Work.

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#### FINAL APPROVAL OF INTERNET APPLICATIONS

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Final approval of any Internet application developed by HIC, including the decision to publish the application, rests with the PARTNER.

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#### CONFLICTS

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In the event of a conflict between HIC and the PARTNER, the parties shall first attempt to resolve and otherwise work out the conflicts. In the event the parties are unable to resolve the conflict, the matter shall be brought to the Access Hawaii Committee.

Understood and agreed.



Charlotte Carter-Yamauchi

Director

Legislative Reference Bureau

Date: 6/21/19



Bertrand Ramos

General Manager

Hawaii Information Consortium, LLC

Date: June 21, 2019

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## Appendix A

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DAVID Y. IGE  
GOVERNOR



SARAH ALLEN  
ADMINISTRATOR  
MAURA BERTH  
ASSISTANT ADMINISTRATOR

**STATE OF HAWAII  
STATE PROCUREMENT OFFICE**

P.O. Box 119  
Honolulu, Hawaii 96810-0119  
Tel (808) 587-4700  
email: state.procurement.office@hawaii.gov  
http://spo.hawaii.gov

Jul 23, 2018

TO: Executive Departments/Agencies  
Department of Education  
Hawaii Health Systems Corporation  
Office of Hawaiian Affairs  
University of Hawaii  
House of Representatives  
Senate  
Judiciary

City and County of Honolulu  
Honolulu City Council  
Honolulu Board of Water Supply  
Honolulu Authority for Rapid Transportation  
County of Hawaii  
County of Hawaii - Department of Water Supply  
County of Maui  
Maui County Council  
County of Maui - Department of Water Supply  
County of Kauai  
Kauai County Council  
County of Kauai - Department of Water

FROM: for Sarah Allen, Administrator *M.S.*

SUBJECT: **Change No. 6**  
SPO Vendor List Contract No. 08-13  
**INTERNET PORTAL MANAGER AND SERVICES PROVIDER**  
RFP-08-011-SW  
Expires: January 3, 2020

The following changes have been made to the vendor list contract:

1. The SPO Vendor List Contract No. 08-13 is extended to January 3, 2020.
2. The Points of Contact Information are changed.
3. Contractor's representatives are changed.

The current vendor list contract incorporating Change No. 6 is available on the SPO website: <http://spo.hawaii.gov>. Click on *Price & Vendor List Contracts* on the home page.

If you have any questions, please contact Bonnie Kahakui at (808) 587-4702 or email [bonnie.a.kahakui@hawaii.gov](mailto:bonnie.a.kahakui@hawaii.gov).

**STATE OF HAWAII  
STATE PROCUREMENT OFFICE**

**SPO Vendor List No. 08-13**  
Includes Change No. 6  
Revised: 7/23/2018

**INTERNET PORTAL MANAGER AND SERVICES PROVIDER**

(RFP-08-011-SW)

January 4, 2008 to January 3, 2020

**PARTICIPATING JURISDICTIONS** (Portal Partners) listed below are authorized to utilize this vendor list contract.

Executive Departments/Agencies  
Department of Education (DOE)  
Hawaii Health Systems Corporation (HHSC)  
Office of Hawaiian Affairs (OHA)  
University of Hawaii (UH)  
House of Representatives (House)  
Senate  
Judiciary

City & County of Honolulu (C&C Honolulu)  
Honolulu City Council  
Honolulu Board of Water Supply  
Honolulu Authority for Rapid Transportation (HART)  
County of Hawaii  
County of Hawaii - Department of Water Supply  
County of Maui  
Maui County Council  
County of Kauai  
Kauai County Council  
County of Kauai - Department of Water

The participating jurisdictions are not required but may purchase from this vendor list contract, and requests for exception from the contract are not required. Participating jurisdictions are allowed to purchase from other contractors; however, HRS chapter 103D and the procurement rules apply to purchases by using the applicable method of procurement and its procedures, such as small purchases or competitive sealed bidding. The decision to use this contract or to solicit pricing from other sources will be at the discretion of the participating jurisdiction.

**POINTS OF CONTACT.** Questions regarding the services listed shall be directed to Sharon Wong, Contract Administrator, at (808) 586-1830 x815.

Procurement questions or concerns may be directed as follows:

Jurisdiction	Name	Phone	FAX	E-mail
Executive	Bernie Kahakua	587-4702	586-0570	<a href="mailto:bernie.kahakua@hawaii.gov">bernie.kahakua@hawaii.gov</a>
DOE (Excludes Charter Schools)	Procurement Staff	875-0130	875-0133	<a href="mailto:DOEProcurement@doe.k12.hi.us">DOEProcurement@doe.k12.hi.us</a>
HHSC	Joe Evanoff	733-4168	733-4460	<a href="mailto:jevanoff@hhsc.org">jevanoff@hhsc.org</a>
OHA	Phyllis @ms-Evangelista	594-1833	594-1865	<a href="mailto:phyllis@oha.org">phyllis@oha.org</a>

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AND SERVICES PROVIDER**

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01/04/08 to 01/03/20

Jurisdiction	Name	Phone	FAX	E-mail
UH	Mathew Chow (Primary) Karlene Hiasashima	950-2765 950-8887	958-2098 950-2093	chowmat@hawaii.edu karlene@hawaii.edu
House	Brian Takeshita	588-6423	588-6401	btakeshi@capital.hawaii.gov
Senate	Carol Taniguchi	588-6720	588-6719	ctaniguchi@capital.hawaii.gov
Judiciary	Tricia Cruz	538-5895	538-5802	tricia.cruz@courts.hawaii.gov
C&C of Honolulu	Procurement Specialist	768-6536	768-3299	procurement@hawaii.gov
Honolulu City Council	Heather Murakami	768-5084	768-1363	hmmurakami@honolulu.gov
Honolulu Board of Water Supply	Vicki Kitajima	748-5151	550-9103	vkitajima@hawaii.org
HART	Nicole Chapman	768-6135	768-5110	nchapman@honolulu.gov
County of Hawaii	Steve Wilhelm	961-8440	961-8248	swilhelm@hawaii-county.gov
County of Hawaii - Department of Water Supply	Ka'ulani Matsumoto	961-8050 Ext. 224	961-8057	kmatsumoto@hawaii-county.gov
County of Maui	Greg King	249-2403	249-0839	gking@maui-county.hawaii.gov
Maui County Council	Greg Garneau	270-7664	270-7686	greg.garneau@maui-county.us
County of Kauai	Ernest Barreira	241-4295	241-8297	erbarreira@kauai.gov
Kauai County Council	Lisa Ishibashi Scott Sato	241-4820 241-4810	241-6349 241-6349	lisaishibashi@kauai.gov ssato@kauai.gov
County of Kauai - Department of Water	Fay Tatetschi	245-5423	245-5813	ftatetschi@hawaii-county.gov

**INTERNET PORTAL SERVICES** is a self-supporting and cost-effective Internet Portal that provides enhanced access to public information and services. The key components of the Portal system are a "home page" that is designed from a customer or citizen point of view, applications that support on-line processing of licenses, filings, permits, applications, renewals, and database searches, and presentation of information to citizens and businesses. It has been developed and operated without the direct appropriation of any tax dollars. Many services and information are provided to the public at no charge.

Primary funding for the portal comes from transaction costs or additional portal fees for enhanced or value-added services. Under the self-supporting model, multiple revenue sources are identified and established by the Access Hawaii Committee (AHC) to fund the enterprise portal initiative.

This contract is for front-end Web applications to deliver information and services, including:

- Web site and application development;
- Web site and application maintenance;
- Web site and application hosting;
- Marketing;

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- Customer service;
- Payment portal and account management;
- Portal development and maintenance; and
- Mobile web applications

To facilitate the integration of application development with State and County systems, the Contractor will provide the following at no additional expense:

- Data conversion to port data from the existing back-end systems or other data sources to the Portal at the Contractor's expense; and
- Development, maintenance, and troubleshooting interfaces to transfer information bi-directionally between the Portal Partner's system and the Portal. Unless separately negotiated between the Portal Manager and a Portal Partner, any computer and/or communications hardware, software, or service required to implement these interfaces shall be at Contractor's expense, inclusive of all one-time and recurring costs.

Services include expanding portal services by developing new and enhancing existing portal services. Work includes project management, design, programming, testing, deployment, documenting, and marketing. All work on Portal services shall be done with the approval and input of the portal partners and oversight of the AHC.

The Contractor shall negotiate individual Service Level Agreements (SLA) with each agency that needs portal services. All SLAs are subject to the prior approval of the AHC and work shall not commence under any SLA without AHC prior approval.

For each project undertaken, agencies shall work with the Contractor to develop a Statement of Work (SOW) to be developed by the Contractor.

This contract does not include development or maintenance work on back-end applications, hosting back-end applications, storage of partner data, or processing of partner data and internal-only systems, such as:

- Acting as the sole or primary repository of partner-owned data;
- Processing of partner-owned data for internal-only purposes;
- Primary archive, data or image storage, or data or imaging systems containing partner-owned data to be used for internal partner-government purposes; and
- Direct, live access to a Partner's back-end existing system require approval of the Partner(s), the Access Hawaii Committee, and the Information and Communication Services Division (ICSD) of DAGS.

Agencies needing services not covered under this contract shall use the applicable procurement method and its procedures, including seeking Chief Procurement Officer (CPO) approval for an exemption, if applicable.

#### Portal Services

The contract allows for the development of new Portal Services to include project management, design, programming, testing, deployment, documenting and marketing. The Contractor will provide Internet application development services and consulting to include: needs analysis research, user testing and research, database development, graphics/web site design, web site maintenance and development of web applications such as database searches, dynamic web

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sites and other non-transaction based services. The SOW will be developed between the Contractor and the Portal Partner, and approved by the AHC.

The contract allows for management and administrative services to include web site and application development, web site and application maintenance, web site and application hosting, marketing, customer service, payment portal and account management, and portal development and maintenance.

#### Expedited Portal Related Services

The Contractor may subcontract work when an agency needs a portal service under the contract immediately that cannot be completed in a time-frame that the Contractor's staff can meet due to workload being performed under this contract. The Contractor shall be paid for such expedited services on a time and materials basis at an hourly rate listed below and cannot be used for non-contract portal services. All time and materials work for expedited portal services shall be approved by the AHC.

<b>Consulting and Development Services:</b>	<b>Hourly Rates:</b>
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

**VENDOR CODE** for annotation on purchase orders is obtainable from the *Alphabetical Vendor Edit Table* available at your department's fiscal office. Agencies are cautioned that the remittance address on an invoice may be different from the address of the vendor code annotated on the purchase order.

**SPO VL Contract No. 08-13** must be typed on purchase orders or contracts issued against this vendor list contract.

**COMPLIANCE PURSUANT TO HRS §103d-310(c).** Prior to awarding this contract, the SPO verified compliance of the Contractor(s) named in the SPO Vendor List Contract No. 08-13, but

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the SPO shall not monitor compliance throughout the term of performance. Therefore, purchasing agencies are required to verify compliance for payments under an approved SLA.

**PAYMENTS** are to be made to the remittance address of the Contractor(s). HRS § 103-10, provides that the State shall have thirty (30) calendar days after receipt of invoice or satisfactory completion of a SLA to make payment.

**VENDOR AND PRODUCT EVALUATION.** Form SPO-012 Evaluation Vendor or Product for the purpose of addressing concerns on this vendor list contract is available to agencies at the SPO website: <http://spo.hawaii.gov>. Click on Forms on the home page.

**PRICE OR VENDOR LIST CONTRACT AVAILABLE ON THE INTERNET** at the SPO website: <http://spo.hawaii.gov>. Click on Price and Vendor List Contracts on the home page.

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# VENDOR INFORMATION

## HAWAII INFORMATION CONSORTIUM, LLC

<http://hlc.ehawaii.gov>

201 Merchant Street, Suite 1805  
Honolulu, HI 96813

### CONTRACTOR'S PRIMARY REPRESENTATIVE(S):

**Burt Ramos, General Manager**

[burt@ehawaii.gov](mailto:burt@ehawaii.gov)

*Main 808-695-4620*

*Direct 808-695-4616*

*Fax 808-695-4618*

**Janet Pick, Director of Portal Operations**

[janet@ehawaii.gov](mailto:janet@ehawaii.gov)

*Main 808-695-4620*

*Direct 695-4625*

*Fax 808-695-4618*

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