

# STATEMENT OF WORK

OFFICE OF ENTERPRISE TECHNOLOGY SERVICES  
TECHNOLOGY SUPPORT SERVICES BRANCH

---

STATE OF HAWAII WEBSITE THEME SUPPORT

---

Version 1.00

Document Number – ETS.FY2020.004

STATE OF HAWAII

---

**OVERVIEW**

---

This Statement of Work (“SOW”) document identifies the responsibilities between the Office of Enterprise Technology Services (“ETS”), State of Hawaii 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 referred to as the “CONTRACT”).

The SOW is subordinate to the Service Level CONTRACT (“SLA”) between the Office of Information Management and Technology (later renamed to ETS) and HIC signed and dated on September 6, 2012. This SOW is subject to all terms and conditions thereof unless specifically designated as exceptions in this document.

---

**TERM AND TERMINATION**

---

This SOW shall begin on the date it is signed by all parties (hereinafter referred to as “Effective Date”), and shall continue in effect until the expiration/termination of the CONTRACT. Termination of this SOW shall not operate to terminate any other SOW between the parties, and such termination shall not, by itself, operate to terminate the CONTRACT.

This SOW may be terminated pursuant to the terms and conditions in the AG’s General Conditions.

---

**CURRENT PROCESS**

---

ETS and HIC collaborate on a centralized website theme that is used across websites deployed across the state. ETS is the owner of the theme, but the code repository that hosts the statewide WordPress theme is managed by HIC.

---

**PURPOSE STATEMENT**

---

HIC assists ETS on an as needed basis to maintain and further the development of the statewide website theme. This may include, but not limited to, the design, development, security, and compliance of the theme and its dependencies.

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

The process for ETS to request work will be:

1. ETS will send an email to HIC specifying the work requested and due date
2. HIC will analyze and provide a quote as needed
3. HIC will also provide a running log of the amount spent toward the yearly limit
4. Upon partner written (can be done via email) acceptance of quote, ETS will generate a JIRA ticket notifying HIC to proceed with the work
5. HIC will complete the work within the timeline set by ETS
6. HIC will send the item back to ETS for review
  - a. If ETS gives written approval (can be done via email), then the ticket is closed.
  - b. If ETS does not approve, then HIC will continue to work on the item until it is completed and approved within the timeline set by ETS.
7. At the end of each month HIC will send a report to ETS that includes the total hours worked and remaining funds available.

---

**FEES**

---

All fees shall be reviewed periodically by the State and the Access Hawaii Committee (AHC), and adjusted after review via an amendment to the SOW upon mutual agreement of HIC, ETS, and the AHC. The AHC will review and approve any and all Portal charges for fairness, reasonableness, and appropriateness in furthering the goals of this CONTRACT.

**HIC RATES**

RATE CHART – RFP 08-011

Job Specialty	Hourly Rate
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

Support work for ETS and the statewide WordPress theme will be performed on an as-needed basis and shall not exceed a yearly fiscal budget of \$30,000.

---

**INVOICE AND PAYMENT SCHEDULE**

---

Invoice process - Actual costs for work completed will be invoiced monthly per the above rates specified in the CONTRACT. HIC will invoice ETS for work completed on a monthly basis; send invoice to ETS; State has 30-days to pay. All invoices will include Hawaii State General Excise Tax (GET).

---

**REMEDIES**

---

**Failure to Perform**

If HIC substantially fails to perform the SOW, ETS will give HIC written notice describing such failure. Thereafter, HIC shall have 10 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, ETS may terminate this SOW.

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

---

**MODIFICATIONS AND AMENDMENTS**

---

This SOW may be modified, amended or extended only by mutual agreement signed by both parties.

---

**STAKEHOLDERS**

---

**Office of Enterprise Technology Services**

1151 Punchbowl Street

Room B10

Honolulu, HI 96813

**Hawaii Information Consortium, LLC.**

201 Merchant Street

Suite 1805

Honolulu, HI 96813

---

**CHAIN OF COMMAND**

---

**ETS**

Douglas Murdock, Chief Information Officer

Michael Otsuji, Service Operations Officer

Bryce Fujii, IT Branch Manager

**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: September 06, 2019

Date: September 06, 2019

*Michael Otsuji*

Michael Otsuji (Sep 6, 2019)

Michael Otsuji  
Service Operations Officer  
ETS, DAGS, Hawaii

*Bertrand Ramos*

Bertrand Ramos (Sep 6, 2019)

Burt Ramos  
General Manager  
Hawaii Information Consortium, LLC

REVIEWED AND APPROVED:

Date: September 09, 2019

ACCESS HAWAII COMMITTEE

*Douglas Murdock*

Douglas Murdock (Sep 9, 2019)

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

KB