

STATEMENT OF WORK AMENDMENT 4

OFFICE OF ENTERPRISE TECHNOLOGY SERVICES

Single Sign-On Support

Version 1.00

Document Number – ETS.FY2024.006.A4

OVERVIEW

This Statement of Work (“SOW”) document identifies the responsibilities between the Office of Enterprise Technology Services (“STATE”) and the Hawaii Information Consortium, LLC dba Tyler Hawaii (“TYLER”), 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, TYLER’s Proposal and the contract between the State of Hawaii and TYLER dated December 3, 2007 (collectively referred to as the “CONTRACT”).

The SOW is subordinate to the Service Level Agreement (“SLA”) between the STATE and TYLER signed on September 6, 2012. This SOW is subject to all terms and conditions thereof unless specifically designated as exceptions in this document.

This is an amendment to the following documents:

1. Original SOW document entitled Single Sign-on Azure AD B2C Support executed by TYLER and STATE on December 3, 2020
2. SOW Amendment 1 entitled Single Sign-on Azure AD B2C Support executed by TYLER and STATE on December 5, 2022
3. SOW Amendment 2 entitled Single Sign-on Azure AD B2C Support executed by TYLER and STATE on February 6, 2023
4. SOW Amendment 3 entitled Single Sign-on Azure AD B2C Support executed by TYLER and STATE on June 16, 2023

PURPOSE STATEMENT

This SOW amendment addresses a change in scope and timeline for this project. ETS has decided to move away from Microsoft Azure B2C as the single sign-on solution and move to ForgeRock Ping Identity.

MODIFICATIONS

Below are the updated terms for this SOW Amendment.

Scope

Phase 2.2 Migrate all Tyler Hawaii applications

In Phase 2.1, TYLER created a new version of the eHawaii.gov Login (Lala) system which allowed user logins (authentication) from Microsoft Azure Active Directory Business-to-Consumer (AD B2C).

The prior scope of Phase 2.2 was to integrate the Microsoft B2C login into all Tyler Hawaii applications which currently utilize Lala login, and migrate the existing Lala user base into Microsoft B2C. This SOW Amendment is to change the integration with Microsoft B2C and user migration to

ForgeRock Ping Identity. Additional development work and testing will be needed to integrate with ForgeRock Ping Identity. The user base will also need to be re-migrated.

Phase 2.2 will include 3 main components:

1. Application Updates – all Tyler Hawaii applications which currently utilize Lala login will be updated to use the State’s ForgeRock Ping Identity login.
2. User Migration Plan – TYLER will work on a detailed user migration plan including how all Tyler Hawaii applications will be deployed to the production environment. TYLER will work with STATE on messaging to the various agencies/customers impacted.
3. Migration – TYLER will deploy Tyler Hawaii applications supporting Ping Identity to the production environment.

Milestone Schedule

Task Duration	Description	Deliverable	Role	Hours	Rate (h)	Total
TBD	Signed Statement of Work	Signed SOW	N/A	N/A	N/A	N/A
Kickoff Meeting	Determine Start of Project Work	Work Plan with dates for each deliverable presented; defined dependencies				
See Work Plan below	Phase 2.2 Application Updates (per app x 81 apps)	Completion of application updates on TEST	Sr Developer	16 x 81 apps	\$140	\$181,440.00
			Sys Admin	1 x 81 apps	\$130	\$10,530.00
			PM	12 x 81 apps	\$150	\$145,800.00
			QA	16 x 81 apps	\$100	\$129,600.00
			Designer	2 x 81 apps	\$100	\$16,200.00
April 2024	Phase 2.2 User Migration Plan	Completion of User Migration Plan	Sr Developer	60	\$140	\$8,400.00
			Sys Admin	60	\$130	\$7,800.00
February 2025	Phase 2.2 Migration	Lala applications deployed to PROD	Sr Developer	10	\$140	\$1,400.00
			Sys Admin	30	\$130	\$3,900.00
			Work Totals	3967		\$505,070.00 + \$23,798.90 GET = \$528,868.90

Additional ForgeRock Implementation Milestones

Task Duration	Description	Deliverable	Role	Hours	Rate (h)	Total
See Work Plan below	Development , Testing, and Data Migration for integration with Ping Identity	Lala integrated with Ping Identity on TEST	Sr Developer	90	\$140	\$12,600.00
			Sys Admin	25	\$130	\$3,250.00
			PM	15	\$150	\$2,250.00
			QA	50	\$100	\$5,000.00
			Work Totals	180		\$23,100.00 + \$1,088.47 GET = \$24,188.47

NOTES

The following risks may impact the schedule if dependent tasks are not completed on time by STATE or TYLER. TYLER will not be held responsible for delays by ETS.

1. Dependent tasks between ETS and TYLER - These dependencies will be defined after the Project Kickoff Meeting.
2. Difficulty of implementing B2C/Ping Identity per application
3. Number of applications may change due to new/retired applications
4. Completion of project by February 2025 due to unknown complexity of Phase 2.2
5. Agency cooperation with project initiative
6. ForgeRock development by ETS must be complete by July 2024

Work Plan/Deliverables

TYLER is to provide a detailed description of all the tasks that are to be completed to accomplish each of the deliverables in the table above. This will serve a road map for the project.

The following is the work plan determined at the time of SOW creation. An updated work plan will be provided to the STATE within 2 days after project kickoff meeting.

Phase 2.2 Planning: June 2023 – April 2024

- Kickoff Meeting
- Defined dependencies between STATE, TYLER, and external (Microsoft)
- User Migration Plan

Phase 2.2 Application Updates (approx. 16 applications): Aug - Oct 2023

- Development
- Deployment to TEST environment
- Application Testing
- Bug fixes/Re-testing

Phase 2.2 Application Updates (approx. 16 applications): Nov 2023 - Jan 2024

- Development

- Deployment to TEST environment
- Application Testing
- Bug fixes/Re-testing

Phase 2.2 Application Updates (approx. 16 applications): Feb - Apr 2024

- Development
- Deployment to TEST environment
- Application Testing
- Bug fixes/Re-testing

Phase 2.2 Application Updates (approx. 16 applications): May - Oct 2024

- Development
- Deployment to TEST environment
- Application Testing
- Bug fixes/Re-testing

ForgeRock Development, Testing, and Data Migration: May – July 2024

- Development
- Deployment to TEST environment
- Application Testing
- Bug fixes/Re-testing
- Data Migration

ForgeRock Application Testing: Nov 2024

- Application Testing
- Bug fixes/Re-testing

Phase 2.2 Application Updates (approx. 16 applications): Nov 2024 - Jan 2025

- Development
- Deployment to TEST environment
- Application Testing
- Bug fixes/Re-testing

Phase 2.2 PROD Deployment: Feb 2025

- Production prep
- Deployment to production environment

FEES

1. Development Fees: \$553,057.37
 - a. Development Fees for Phase 2.2: \$505,070.00 + \$23,798.90 GET = \$528,868.90
 - b. Development Fees for ForgeRock Ping Identity Integration: \$23,100.00 + \$1,088.47 GET = \$24,188.47
2. Hosting Fees: \$0.00 + GET = \$0.00
3. Maintenance and Support Fees: \$10,000.00 + \$471.20 GET = \$10,471.20 annually (existing maintenance and support fee)
4. Transaction Fees: \$0.00

5. Other Fees: Customer service support fees of \$2,000.00 + GET per month for up to 1,000 inquiries plus \$2.00 per inquiry + GET thereafter (existing Customer Support Terms and Fees)

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed development cost for this project is \$553,057.37 (\$528,868.90 + \$24,188.47) and will be invoiced and paid 30-days after invoice is received according to the following schedule:

Invoice Schedule

Date	Deliverable	Price	GE Tax	Total
October 2023	Payment upon deployment of functional test system and STATE acceptance (approx. 16 applications)	\$50,507.00	\$2,379.89	\$52,886.89
January 2024	Payment upon deployment of functional test system and STATE acceptance (approx. 16 applications)	\$50,507.00	\$2,379.89	\$52,886.89
April 2024	Payment upon deployment of functional test system and STATE acceptance (approx. 16 applications)	\$50,507.00	\$2,379.89	\$52,886.89
July 2024	Payment upon development, testing of integration with ForgeRock Ping Identity	\$23,100.00	\$1,088.47	\$24,188.47
October 2024	Payment upon deployment of functional test system and STATE acceptance (approx. 16 applications)	\$50,507.00	\$2,379.89	\$52,886.89
January 2025	Payment upon deployment of functional test system and STATE acceptance (approx. 17 applications)	\$50,507.00	\$2,379.89	\$52,886.89
February 2025	Payment at completion of testing, acceptance letter signed by STATE, and deployment to production environment	\$202,028.00	\$9,519.56	\$211,547.56
May 2025	Payment at 90 days post - production launch	\$50,507.00	\$2,379.89	\$52,886.89
	TOTAL	\$528,170.00	\$24,887.37	\$553,057.37

All other terms from the original SOW not updated above will remain in force.

This SOW may be modified, amended, or extended by mutual agreement signed by TYLER and STATE.

STAKEHOLDERS

Office of Enterprise Technology Services

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Honolulu, HI 96813

Hawaii Information Consortium, LLC dba Tyler Hawaii

201 Merchant Street Suite 1805

Honolulu, HI 96813

CHAIN OF COMMAND

STATE

Douglas Murdock, Chief Information Officer

Bryce Fujii, ETS IT Manager

Catherine Arellano-Alcotas, Portal Program Manager

TYLER

Bertrand Ramos, General Manager

Janet Yee, Director of Operations

Zheng Fang, Director of Development

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 TYLER.

Date:

Date:

Douglas Murdock
Chief Information Officer
Office of Enterprise Technology Services

Bertrand Ramos
General Manager
Hawaii Information Consortium, LLC
dba Tyler Hawaii

REVIEWED AND APPROVED:

Date:

ACCESS HAWAII COMMITTEE

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