

TYLER HAWAII

SERVICE LEVEL
AGREEMENT

FOR

BOARD OF WATER SUPPLY,
COUNTY OF KAUAI
DEPARTMENT OF WATER

INTRODUCTION

“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 DBA TYLER HAWAII (“TYLER”) has been contracted by the State of Hawaii (“State”) to serve as the manager of “eHawaii.gov.” This contract allows TYLER to offer fast-track electronic government services to any state, county or federal government entity operating in Hawaii. TYLER 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 Board of Water Supply, County of Kauai, Department of Water (BOARD) (“PARTNER”).

WHAT TYLER WILL DO FOR THE PARTNER

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) TYLER’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 TYLER, dated December 3, 2007 and effective January 4, 2008, as the same is amended from time to time. The Board of Water Supply, Department of Water, County of Kauai 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.

TYLER’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 TYLER in these documents are certain tasks, functions and services that TYLER 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. TYLER has agreed to provide these tasks, functions and services at little or no upfront costs to each partner.

TYLER 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 TYLER 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 TYLER.

IMPLEMENTING INTERNET APPLICATIONS ON HAWAII.GOV

To initiate the implementation of an Internet application on Hawaii.gov, the PARTNER must work with TYLER 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 TYLER on this document. Statements of Work so developed are subject to approval by the Access Hawaii Committee.

All Statements of Work previously executed by TYLER 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 TYLER, 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. TYLER responsibilities;
- o. Terms of agreement;
- p. Change process;
- q. Stakeholders;
- r. Chain of command; and
- s. Signoff.

COLLABORATION

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

FINAL APPROVAL OF INTERNET APPLICATIONS

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

CONFLICTS

In the event of a conflict between TYLER 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.

Joseph E. "Joe" Tait
Manager and Chief Engineer
Department of Water, County of Kauai
Date: _____

Tom Shigemoto
Board Chair,
Board of Water Supply, County of Kauai
Date: _____

Bertrand Ramos
General Manager
Hawaii Information Consortium, LLC dba Tyler Hawaii
Date: _____

APPROVED AS TO FORM AND LEGALITY:

Date:

Deputy County Attorney, County of Kauai

Appendix A

JOSH B. GREEN, M.D.
GOVERNOR
KE KIA'AINA
GOVERNOR



BONNIE KAHAKUI
ACTING 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>

Mar 30, 2023

TO: Executive Departments/Agencies City and County of Honolulu
 Department of Education Honolulu City Council
 Hawaii Health Systems Corporation Honolulu Board of Water Supply
 Office of Hawaiian Affairs Honolulu Authority for Rapid Transportation
 University of Hawaii County of Hawaii
 House of Representatives County of Hawaii - Department of Water Supply
 Senate County of Maui
 Judiciary Maui County Council
 County of Maui - Department of Water Supply
 County of Kauai
 Kauai County Council
 County of Kauai - Department of Water

FROM: Bonnie Kahakui, Acting Administrator *Bonnie A. Kahakui*

SUBJECT: **Change No. 11**
 SPO Vendor List Contract No. 08-13
 INTERNET PORTAL MANAGER AND SERVICES PROVIDER
 RFP-08-011-SW
 Expires: January 3, 2025

The following changes have been made to the vendor list contract, **effective April 1, 2023**:

1. Hawaii Information Consortium, dba changed from NIC Hawaii to Tyler Hawaii.
2. Vendor's contact information has changed.

The current vendor list contract incorporating Change No. 11 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.

**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

SPO Vendor List No. 08-13
Includes Change No. 11
Revised: 4/01/2023

INTERNET PORTAL MANAGER AND SERVICES PROVIDER

(RFP-08-011-SW)

January 4, 2008 to January 3, 2025

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
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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 Catherine Arellano-Alcotas, Portal Manager, at (808) 587-9826, or catherine.arellano-alcotas@hawaii.gov.

Procurement questions or concerns may be directed as follows:

Jurisdiction	Name	Phone	FAX	E-mail
Executive	Bonnie Kahakui	587-4702	586-0570	bonnie.a.kahakui@hawaii.gov
DOE (Excludes Charter Schools)	Procurement Staff	675-0130	675-0133	G-OFS-DOE-Procurement@k12.hi.us
HHSC	Nancy Delima	359-0994	none	ndelima@hhsc.org
OHA	Christopher Stanley	594-1833	594-1865	chriss@oha.org

Jurisdiction	Name	Phone	FAX	E-mail
UH	Karlee Hisashima	956-8687	956-2093	karlee@hawaii.edu
House	Brian Takeshita	586-6423	586-6401	takeshita@capitol.hawaii.gov
Senate	Carol Taniguchi	586-6720	586-6719	c.taniguchi@capitol.hawaii.gov
Judiciary	Tricia Cruz	538-5805	538-5802	tritia.l.cruz@courts.hawaii.gov
C&C of Honolulu	Procurement Specialist	768-5535	768-3299	bfspurchasing@honolulu.gov
Honolulu City Council	Kendall Amazaki, jr Nanette Saito	768-5084 768-5085	768-5011	kamazaki@honolulu.gov nsaito@honolulu.gov
Honolulu Board of Water Supply	Procurement Office	748-5071		fn_procurement@bws.org
HART	Dean Matro	786-6246	none	dean.matro@honolulu.gov
County of Hawaii & Hawaii County Council	Diane Nakagawa	961-8440	961-8248	Diane.Nakagawa@hawaiicounty.gov
County of Hawaii - Department of Water Supply	Ka'iulani Matsumoto	961-8050 Ext. 224	961-8657	kmatsumoto@hawaiidws.org
County of Maui	Jared Masuda	463-3816	none	jared.masuda@co.maui.hi.us
Maui County Council	Marlene Rebugio	270-7664	270-7686	marlene.rebugio@mauicounty.us
County of Kauai	Ernest Barreira	241-4295	241-6297	ebarreira@kauai.gov
Kauai County Council	Codie Tabalba	241-4193	241-6349	ctabalba@kauai.gov
County of Kauai - Department of Water	Christine Erorita	245-5409	245-5813	cerorita@kauaiwater.org

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;

- 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

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.

Effective May 1,2022

Consulting and Development Services:	Hourly Rates:
Solution Architect	\$170.00
Project Manager	\$150.00
Business Analyst	\$90.00
Senior Software Developer	\$140.00
Software Developer	\$125.00
Designer	\$100.00
Support Staff	\$80.00
Database Administrator	\$130.00
Systems/Security Administrator	\$130.00
Quality Assurance	\$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 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.

VENDOR INFORMATION

HAWAII INFORMATION CONSORTIUM, LLC, dba Tyler Hawaii

P.O. Box 31000
Honolulu, HI 96849-5704

CONTRACTOR'S PRIMARY REPRESENTATIVE(S):

Burt Ramos, General Manager

burt.ramos@tylertech.com

Main 808-695-4620

Direct 808-695-4616

Janet Yee, Director of Portal Operations

janet.yee@tylertech.com

Main 808-695-4620

Direct 695-4625