

# STATEMENT OF WORK AMENDMENT 5

---

DEPARTMENT OF BUSINESS, ECONOMIC  
DEVELOPMENT & TOURISM

BUSINESS DEVELOPMENT & SUPPORT DIVISION

Website Services

Version 1.00

Document Number – DBEDT.FY2025.005.A5

---

**OVERVIEW**

---

This Statement of Work (“SOW”) document identifies the responsibilities between the Department of Business (DBEDT), Economic Development & Tourism, Business Development Support Division (BDS) (“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 and dated on February 26, 2015. 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 Statement of Work (SOW) document entitled WEBSITE HOSTING AND DESIGN SERVICES executed by STATE and TYLER on February 9, 2012
- 2) SOW Addendum document entitled CBED WEBSITE HOSTING AND DESIGN SERVICES executed by STATE and TYLER on May 11, 2012
- 3) SOW Addendum document entitled BDS WEBSITE HOSTING AND DESIGN SERVICES executed by STATE and TYLER on September 27, 2013
- 4) SOW Amendment 3 document entitled WEBSITE SERVICES executed by STATE and TYLER on March 29, 2019
- 5) SOW Amendment 4 document entitled WEBSITE SERVICES executed by STATE and TYLER on March 22, 2021

---

**PURPOSE STATEMENT**

---

The purpose of this SOW Amendment 5 document is to

1. Amend the existing annual hosting fee of \$1,200.00 plus General Excise Tax (GET) to \$1,300.00 plus GET (\$1,361.26 annually) with an annual increase of 5% due to the change to hosting on Pantheon, a highly secure hosting platform. The hosting period will remain January 1 – December 31. The new rate of \$1,300.00 plus GET will start for calendar year 2025.
2. Add a fee for an SSL certificate, which is required by Pantheon (estimated at approximately \$300/year through Digicert) paid by STATE. The STATE will be invoiced once the SSL certificate is in use.
3. Adjust TYLER’s hourly fees to use the new rates that went into effect on May 1, 2022; rates are also listed below:

TYLER RATES:

Labor Categories	Hourly Rate
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

---

Disclaimer

TYLER reserves the right to renegotiate hosting and SSL certificate fees if usage is higher than forecast or if rates increase. If the service is deemed to have additional requirements beyond the base hosting, additional fees may be negotiated on a case-by-case basis.

---

**MODIFICATIONS AND AMENDMENTS**

---

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

---

**STAKEHOLDERS**

---

**DBEDT Business Development Support Division**

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

**Hawaii Information Consortium, LLC dba Tyler Hawaii**

201 Merchant Street Suite 1805  
Honolulu, HI 96813

---

**CHAIN OF COMMAND**

---

**STATE**

James Kunane Tokioka, Director  
Dennis T. Ling, BDS Administrator  
Mark J. Ritchie, Business Support Branch Chief

**TYLER**

Bertrand Ramos, General Manager

Janet Yee, Director of Operations

Zheng Fang, Director of Development

Rosie Warfield, Website Services Manager

---

**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: Sep 23, 2024

Date: Sep 19, 2024



---

James Kunane Tokioka  
DBEDT Director  
DBEDT BDS



[Bertrand Ramos \(Sep 19, 2024 12:16 HST\)](#)

---

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

REVIEWED AND APPROVED:

Date: Sep 23, 2024

ACCESS HAWAII COMMITTEE



---

By: Christine Sakuda  
Chief Information Officer  
Office of Enterprise Technology Services  
State of Hawaii



caa