New Business Item 12-09
Introduced 10/19/12
App. 10/19/12

TITLE: Approval of Hawaii Information Consortium (HIC) "Customer Service" Statement of Work (SOW)

The Hawaii Teacher Standards approves the attached Customer Service Statement of Work (SOW) for infrastructure support provided by Hawaii Information Consortium as amended to include dates covering the initial period of costs between October 19, 2012 and September 30, 2013 and the ongoing period of costs between October 1, 2013 and September 30, 2014.

Submitted by: Terry Lynn Holck

Referred to: Budget, Personnel and Strategic Planning Committee

HAWAII INFORMATION CONSORTIUM

STATEMENT OF WORK

HAWAII TEACHER STANDARDS BOARD

INFRASTRUCTURE SUPPORT

OVERVIEW

This Statement of Work (SOW) document identifies the responsibilities between the Hawaii Teacher Standards Board (**HTSB**) and the Hawaii Information Consortium, LLC. **(HIC)** as the selected vendor providing Internet Portal services 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 January 4, 2008.

This Statement of Work covers general topics that deal with the proposed infrastructure needs and other HTSB online support.

SERVICE LEVEL AGREEMENT

This Statement of Work is subordinate to the Service Level Agreement (SLA) between the Hawaii Teacher Standards Board and HIC signed and dated November 10, 2008 and is subject to all terms and conditions thereof unless specifically designated as exceptions in this document.

PURPOSE STATEMENT

In 1995 the State Legislature created the independent Hawaii Teacher Standards Board (HTSB) to set licensing standards for Hawaii public school teachers. New teachers must meet these standards to maintain employment.
In 2002, the Legislature transferred responsibility for teacher relicensing to the HTSB. Teachers must renew their teaching license every five years to maintain employment.
By statute, the fifteen-member Board is comprised of classroom teachers, school administrators, the Dean of the UH College of Education, Superintendent of Education or designee, and the Chair of the Board of Education. The Governor appoints the teacher and administrator representatives to three-year terms while the Dean and BOE Chair serve by virtue of their office.

The HTSB envisions a highly esteemed public education system with rigorous professional teacher standards that foster student success.

HTSB's mission is to collaboratively set high teacher licensing and credentialing standards to:

- Provide every child with qualified teachers;
- Promote professionalism and teaching excellence;
- Build public confidence in the teaching profession; and
- Provide more accountability to the public

The Board currently employs Executive Director Lynn Hammonds and a staff of ten. Over the last year, HIC has provided first- and second-tier support for HTSB.

HIC will provide critical services to HTSB including, email, calendaring, online ticketing system and customer service support as needed.

SCOPE STATEMENT

HTSB will service customer support for the licensing system beginning October 1, 2012. HTSB will request additional Customer Service assistance from HIC as needed and as outlined in the Letter of Deployment for Customer Service.

HIC will handle technical issues through live chat support for issues such as:

a) Log in issues
b) Problems linking an account to a license
c) Payment issues (technical issues only)
d) Technical questions about the site

HIC will provide hosted infrastructure services for HTSB including:

- Issue tracking and help-desk integration (Request Tracking – i.e. RT).
- Hosted email, calendaring and contacts management (Zimbra).
- Live Chat support
- Customer service (on demand)
- Technical Support (Jira, Confluence)

PROJECT COSTS

Initial Costs (plus General Excise Tax)

• Issue Tracking system (RT up to 10-15 users)	$3,200
• Hosted email, calendaring & contacts management (based on 12 users at $25/user/mo)	$3,600
• Customer Service Setup (3 hrs on-site training by HIC)	$250

Ongoing Costs:

• Issue Tracking system (10-15 users)	$2,400 / year
• Hosted email, calendaring & contacts management (based on 12 users at $25/user/mo)	$3,600 / year
• Customer Service (as needed – invoiced separately)	$70 / hour
• Customer Service (On-site training by HIC) (as needed – invoiced separately)	$120/ hour

Disbursement Schedule:

$ 7,382.2 due upon execution of this agreement (Breakdown: $7,050.00 + $332.20 GE tax).

Ongoing Customer Service will be billed on a monthly basis.

$6,282.72 due on October 1, 2013 If the Board chooses to continue using RT and Zimbra at that time; Zimbra will be recalculated upon additional users. (Breakdown: $6,000.00 + $282.78 GE tax)

Fees will increase 3% per year and are due on October 1st of each subsequent year, unless otherwise negotiated.

RESPONSIBILITIES OF HTSB

In addition to the existing responsibilities of this agreement:

HTSB will designate a primary point of contact with responsibility and authority for review, resolving questions and approval of deliverables under this SOW. HTSB will also identify the HTSB support staff individual that will use HIC's JIRA for the resolution of technical issues associated with the HTSB Licensing and Renewal system.

In order to accomplish the tasks outlined in this SOW and provide the deliverables in accordance with the project plan and timeline, HIC will require the following from HTSB by the agreed upon dates. If HTSB does not provide any of these items by the required date, delivery dates for HIC deliverables will be revised accordingly. HIC will not be held responsible for delays in the timetable due to unavailability of data or resources from HTSB.

- HTSB will provide timely authorization for the project and for each approval required during the project
- HTSB will act as the primary contact with the Department of Education and other agencies, if applicable, to access licensee information.

TERM OF AGREEMENT

This Agreement shall be effective as of date of signing by both parties and shall remain in full force and effect for up to six months at which time the agreement will be evaluated for continuation or modification or until such time as HIC and HTSB mutually agree to terminate it.

SIGN OFF

I, the undersigned, have the authority to make binding decisions on behalf of my respective agency/department regarding projects in collaboration with HIC.

I also have the authority to allocate agency/department resources towards the above-described project.

I have read the above document and understand all implications thereof. Any future changes to this Statement of Work will be made through a formal request to the HIC General Manager.

By signing, I acknowledge that the project described herein has received any required legal reviews and is in compliance with current State of Hawaii statutes and administrative rules.

Date:

_____	_____
Lynn Hammonds	Russell Castagnaro
Executive Director	General Manager
Hawaii Teacher Standards Board	Hawaii Information Consortium, LLC