Attachment 1

STATE OF HAWAII
DEPARTMENT OF TRANSPORTATION
AIRPORTS DIVISION
OFFICE AUTOMATION
INFORMATION TECHNOLOGY SUPPORT SERVICES
PROJECT NO. ES1944-18

The STATE Department of Transportation, Airports Division (hereinafter referred to as "DOTA") desires to engage the CONTRACTOR to perform Information Technology (IT) Professional Services to support the current IBM Domino system and applications and propose office automation system options to migrate to, such as Microsoft SharePoint, Salesforce, or other State sponsored and/or supported system platform. The DOTA Project No. ES1944-18 is hereinafter referred to as the "Project".

The scope of services to be rendered involves assisting the Department of Transportation (DOT) in the development of a SharePoint DOT website, create a SharePoint application from a Domino Application, and migrate the application data.

1.0 PROJECT OBJECTIVES

The primary project objectives are as follows:

- Provide on-site system support services for current IBM Domino servers and applications currently located at DOTA's IT Office, 400 Rodgers Boulevard, Suite 700, Honolulu, Hawaii, 96819.
- Provide system recommendations to migrate the DOTA Office Automation applications currently in IBM Notes to a STATE sponsored and/or supported system platform such as Microsoft SharePoint, Salesforce, or other system.
- Migrate or Develop at least two (2) SharePoint Applications that may include document tracking and a workflow application, to be agreed on by CONTRACTOR and DOTA IT staff.
- If a migration is agreed, then migrate data from the IBM Notes application(s) to the new application environment.
- Recommend and deliver Microsoft SharePoint application development guidelines, including but not limited to application template standards, application design standards, access control group naming standards, etc.
- Assist with end-user acceptance testing.

Detailed objectives are as follows:

- Assess current IBM Notes application inventory by categorizing applications by type and complexity.
- Propose how each application can be migrated to new system platform in the next three (3) years.
- Develop and deliver at least two (2) SharePoint applications either from two (2) existing medium sized IBM Notes applications or new application that includes an electronic workflow and electronic signature, performing at least the tasks listed below:
  - o Develop a detail project plan;
  - o Conduct end-user requirements gathering sessions to validate business process and requirements, arrive at a final system design, educate end-users on application features and functions;
  - o Analysis;
  - o Development;
  - o Testing;
  - o Deploying application to a development, test and production environment;
  - o End-user training;
  - o Technical training to DOTA IT staff. To include but not limited to:
    - Techniques to migrate and/or develop applications to SharePoint;
    - Create application templates for developing SharePoint applications;
    - Provide training documents;
  - o Develop the end-user and technical documentation.
    - If applicable, migrate existing data from the IBM Notes application to SharePoint
  - o If applicable, provide a method to migrate existing IBM Notes data to SharePoint, the method should be able to be used with other migrations of Domino data; and perform the migration.

2.0 PROJECT WORKING CONDITIONS

DOTA expects that at least seventy-five (75%) of all Consultants staff-time charged against this project will be for services rendered on-site. On-site is at the DOTA IT

office at 400 Rodgers Boulevard, Suite 700, Honolulu, Hawaii. The normal STATE working hours is from 7:45am to 4:30pm, except on weekends and STATE holidays. A list of STATE holidays will be available upon project start date. Prior approval shall be granted by the DOTA project manager for work that must be performed elsewhere.

2.1 Workstations

The Contractor shall provide their own workstation(s) configured with, at minimum, Windows operating system version 10 or higher with an ethernet connection. The workstation shall also have installed the latest release of anti-virus and malware software, Microsoft Office 2016 or higher, Microsoft Project, Lotus Notes Designer and Administrator software tools, and all other software licenses needed to support the Project. The STATE will not be responsible for the Contractor's workstation(s) in the event of failure. The Contractor is responsible to troubleshoot and replace any broken workstation.

2.2 Office Incidentals

- The Contractor shall provide their own office supplies, paper, and duplication services.
- It is the Contractor’s responsibility to pay for their resource’s parking fee which is the monthly parking rates offered to the public by the Daniel K. Inouye International Airport parking concession.
- If needed, it is the Contractor’s responsibility to obtain security clearance badges for all personnel who will be performing any work without an escort in the Airport Operations Area and to support the monthly parking pass requirement.

2.3 Downtime

In the event of system or power downtime, when the Contractor is performing work onsite, that is beyond the control of the STATE, in excess of four (4) hours, the Contractor will not be compensated until the system become available.

2.4 Remote Access

The DOTA may allow the Contractor remote access at controlled hours.

3.0 PROJECT TASK ADMINISTRATOR

All work performed under this agreement shall be authorized by agreement of a work order which includes a Project Work Plan worked out by the Contractor and DOTA IT Officer. The amount budgeted shall be a maximum amount payable for the scope of the task, unless both the Contractor and the STATE agree to a revision of scope and/or additional expenditure.

Each work order will include an agreed upon cost and will be bill upon the STATE's final acceptance of the work order.

3.1 Project Work Plan

The work plan shall be created using Microsoft Project software, and include but not be limited to the following criteria:

- Identify the CONTRACTOR personnel, estimated hours and pay rate involved for each major work item or phase.

- Identify the DOTA IT and user personnel who will be participating in the project, along with estimated hours.

- Define specific deliverables which will be used to document and approve the major milestones of the project.

- Define tasks to be performed in sufficient detail such that progress for each assigned personnel can be accurately tracked on weekly progress reports.

- Include knowledge transfer to DOTA personnel, user and technical, when applicable.

- The work plan will be presented in Gantt Chart format as well as in outline format by start date and completion date.

The project deliverables identified in the work plan will be used as a basis for payment to the CONTRACTOR. The final acceptance of each deliverable will be determined by criteria approved by the STATE.

3.2 Reporting Procedures

The CONTRACTOR is required to submit in writing and orally, a weekly status report to the STATE project manager. Current progress being made on each work order should be presented, along with any discrepancies, delays, unforeseen problems, and other issues encountered in the course of carrying out the work plan(s).

For problems and issues documentation is required of the problem/issue background and subsequent plan for resolution, including presentation of alternatives, advantages/disadvantages, and final recommendation.

In certain situations, at the option of the STATE project manager, the CONTRACTOR will provide a daily oral status report.

3.3 Re-execution of Project

The CONTRACTOR shall re-execute any work that 1) fails to conform to requirements of the contract. The CONTRACTOR at no cost to the STATE shall correct all defects due to negligence or faulty workmanship.

3.4 Support

The CONTRACTOR will provide warranty support for the implemented application for a minimum of 30 calendar days after user acceptance. Warranty details will be established during initial discussions with the CONTRACTOR.

4.0 CONSULTANT SERVICES

The Contractor shall assume the following responsibilities in the Project:

4.1 Provide Project Manager

The Contractor shall provide one (1) Project Manager during the entire Project. The Project Manager shall not be removed from this position without prior approval from the DOTA. The Contractor shall not substitute or assign additional personnel to the Project until a resume for each such person is presented to the DOTA Project Manager. The DOTA Project Manager will review the request to ensure that the proposed resource meets the minimum qualifications as stated in this RFP.

The minimum qualifications of the Contractor Project Manager are as listed:

- At least five (5) years of professional experience performing as a Project Manager for projects similar to the complexity of this SYSTEM project.
- At least three (3) years of professional experience in managing projects using Microsoft Project software within the past five (5) years.
- At least three (3) years of professional experience managing projects involving database design and data transfer among different systems.
- At least five (5) years of professional experience managing the size of the proposed project team.

The responsibilities of the Contractor Project Manager are as listed:

- Design, implement, and deliver project management best practices and a migrated solution within the Project Scope.
- Take primary responsibility for timely deliverables.
- Take primary responsibility for delivering a fully functional and acceptable applications.
- Anticipate, procure, and install any specialized software and hardware needed for an acceptable solution, to supplement the hardware and software

provided by DOTA, as deemed necessary by the Contractor.

- Take primary responsibility for the performance of the application(s) during and after the migration.
- Work closely with the DOTA Project Manager to manage the progress of the Project.
- Perform as a mentor to the DOTA Project team to ensure successful completion of the Project scope.
- Provides overall direction to the Project team and work to resolve issues during the various phases of the Project. Plan, coordinate, and state the delivery of all equipment, software, and services required for this Project.
- Ensure that all application requirements have been tested and implemented in the application(s).
- Ensure delivery with minimal downtime during the implementation to "go live".
- Ensure that end-user and technical documentation is acceptable to the STATE.
- Monitor Project status, update Project work plan, conduct and submit weekly meeting minutes with follow-up and administer change control.
- Ensure that the DOTA staff has been properly trained to independently use, operate, and maintain the application(s).
- Provide consultant services to establish any end-user and system policy and procedure changes.
- Ensure all Contractor support personnel agree to the STATE's IT Acceptable Use policy by signing the acknowledgement form before they are allowed to use the DOTA IT resources.

4.2 Provide Project Contractor Support Personnel

Contractor support personnel shall be identified in the work plan and per work order. The support personnel will work closely with the DOTA staff involved in the Project. The Contractor shall not substitute or assign additional personnel to the Project until a resume for each such person

is presented to the DOTA Project Manager. The DOTA Project Manager will review the request to ensure that the proposed resource meets the minimum qualifications as stated in this RFP.

The minimum qualifications of the Contractor Support Personnel are as listed:

- Must be assigned to a Contractor's local office
- Must possess at least FIVE (5) years of experience with SharePoint Administration, application development, workflow, permissions, groups, and is certified in SharePoint domain area
- Must possess at least TEN (10) continuous years of experience performing
  IBM Domino System Administration and is IBM certified for Domino System Administration
- Must possess at least TWO (2) years' experience in application development using LotusScript, JavaScript, or other programming languages supported by Domino
- Must possess at least FIVE (5) years of experience with Microsoft Office 365, SharePoint online and Azure environment with experience developing and deploying enterprise applications
- Must possess at least FIVE (5) years of experience in information management and governance in SharePoint environment
- Must possess at least THREE (3) years' experience in application development using SharePoint tools and Visual Studio on a SharePoint Environment
- Must have project experience using the Quest Migrator tool for Domino to SharePoint
- Must possess at least FIVE (5) years of experience interfacing Notes databases with Microsoft office environment
- Must possess at least FIVE (5) years of experience in training and training development preferably in Microsoft technologies and SharePoint

5.0 TIME OF PERFORMANCE

The term of this contract is estimated to be one (1) year, with an option to renew for two (2) additional one (1) year periods, based upon the availability of funds in that fiscal year.

Upon execution of this agreement, the CONTRACTOR will be authorized to perform work based on work orders. The work order shall state the work to be done and the duration for the tasks specified; i.e., statement of work. Each work order's statement of work will correspond to the tasks defined in the work plan to produce each deliverable.

No work is to be undertaken by the CONTRACTOR prior to issuance of a work order. The STATE is not liable for any work, costs, expenses, loss of profits, or damages whatsoever incurred by the CONTRACTOR prior to issuance of an approved work order authorizing the work required.

The STATE may terminate this agreement at any time, for any reason, with no liability to the CONTRACTOR, thirty (30) days after sending written notice to the CONTRACTOR. The CONTRACTOR acknowledges and agrees that the STATE is not obligated to give the CONTRACTOR a minimum amount of work under this agreement and that the STATE may exercise the STATE's right to terminate this agreement at any time with no liability to the CONTRACTOR.

6.0 COMPENSATION

Payment will be made to the Contractor in accordance with the terms and conditions listed herein.

The Contractor's proposal price shall be inclusive of all costs, direct or indirect, including all taxes, requirement for the fulfillment of the contract.

The CONTRACTOR agrees to perform such services as specified in this Scope of Services document, and the STATE, in consideration thereof, agrees to pay the CONTRACTOR on agreed rates of pay plus other approved cost for each task.

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The STATE shall pay the CONTRACTOR for all actual work completed to the STATE satisfaction. The CONTRACTOR shall be permitted to request payment for services the STATE deems satisfactorily rendered upon completion of the tasks described in the work order, provided that the STATE shall have no obligation to pay any amounts to the CONTRACTOR unless and until (1) the CONTRACTOR submits a detailed worksheet showing the actual hours worked by each person multiplied by the appropriate hourly rate, (2) the CONTRACTOR submits the written weekly status report detailing activities performed for the amount due and (3) the STATE approves in writing the payment of such amounts to the CONTRACTOR.

If applicable, cost should include any migration software used by Contractor to be transferred to DOTA.

6.1 RATES OF PAY

The CONTRACTOR shall be compensated at the hourly rate, not to exceed 8 hours per day for any individual, inclusive of the STATE of Hawaii General Excise Tax, as follows:

Class of Employee	**Normal Hourly Rate***	**Non-Business Hourly**
Project Manager	$	$
System Administrator	$	$
Database Administrator	$	$
Business Analyst, Management Analyst	$	$
Systems Analyst, Senior	$	$
Systems Analyst, Junior	$	$
Application Developer	$	$
[Other employee class]	$	$

*Normal business hours: 7:45 AM to 4:30 PM, Monday to Friday.

7.0 METHOD OF PAYMENT

7.1 Invoices

Invoices for the work performed shall accurately reflect the accomplishment of the project plan as detailed in the Contractor's Project work plan and agreed upon by the STATE. Contractor shall submit an original invoice and two (2) copies

7.2 Payments

Payments will be in installments based on major milestones as indicated in each Project Plan, successfully passing all acceptance testing criteria, and the submission of acceptable invoices for work accomplished in accordance with the approved Project work plan. No payments shall be made without the prior written approval of the STATE.

7.3 Retainage/Deduction from Payment

In order to ensure that the Contractor's performance under the Project contract is properly completed:

For and up to the first fifty percent (50%) of the entire Project contract amount, an amount equivalent to five percent (5%) of each progress payment will be deducted and retained by the DOTA until after Contractor properly completes all of the performance required under the Project contract in a manner acceptable to the STATE.

After fifty percent (50%) of the work has been completed, the DOTA may, in its sole discretion, make any of the remaining progress payments in full.

8.0 FINAL ACCEPTANCE AND FINAL PAYMENT

Final acceptance means a written acceptance by the STATE's Director followed by final payment in accordance with the Director's final estimate.

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Final payment will not be made until the Contractor has filed with the STATE the following:

Consent of the surety, when applicable, to payment of the final estimate;

Satisfactory evidence by affidavit that all debts resulting from the Project contract have been fully paid or satisfactorily secured;

A certified copy of a tax clearance from both the STATE Department of Taxation and the Internal Revenue Service that is within a two (2) month window from the date of issuance as determined by the last date stamp, original green certified copy stamp, on the tax clearance; and

The filing of willfully false affidavits will disqualify the Contractor from bidding on future work for the DOT.