

DAVID Y. IGE
GOVERNOR



SARAH ALLEN
ADMINISTRATOR
PAULA A. YOUNGLING
ASSISTANT 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

December 16, 2015

TO: Executive Departments/Agencies City and County of Honolulu
Department of Education Honolulu City Council
(Excludes Charter Schools) Honolulu Board of Water Supply
Hawaii Health Systems Corporation Honolulu Authority for Rapid Transportation
Office of Hawaiian Affairs County of Hawaii
University of Hawaii Hawaii County Council
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: Sarah Allen, Administrator

SUBJECT: **Change No. 3**

SPO Price List Contract No. 13-20

**ADMINISTRATIVE CORRESPONDENCE AND BUSINESS PROCESS
MANAGEMENT SYSTEM – STATEWIDE**

RFP-13-009-SW

Expires: December 16, 2016

The following changes have been made to the price list contract:

1. The price list contract term is extended to December 16, 2016.
2. The price list contract is updated to include labor category rates, when a jurisdiction/agency requires services to create customized workflows within the scope of the contract.
3. The point of contact for the executive jurisdiction is changed to Carey Ann Sasaki. Her contact information is provided.

(Continued on the next page)

4. The *Compliance* section on page 3 is replaced with:

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. 12-16, but the SPO shall not monitor compliance throughout the term of performance. Therefore, purchasing agencies are required to verify compliance prior to issuing a contract, purchase order or pCard payment when utilizing this contract.

The current price list contract incorporating Change No. 3 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 Carey Ann Sasaki at (808) 586-0575 or email careyann.r.sasaki@hawaii.gov.

**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

SPO Price List Contract No. 13-20
Includes Change No. 3
Effective: 12/17/2015

**ADMINISTRATIVE CORRESPONDENCE AND BUSINESS
PROCESS MANAGEMENT SYSTEM**

(RFP-13-009-SW)

December 17, 2012 to December 17, 2016

This price list is for an administrative correspondence and business process management system to be utilized by administrative staff within the State of Hawaii.

The system is a web-based solution that uses a relational database management system (RDBMS). The system shall have the capability of offering a wide variety of related functions. The necessary functions shall include the ability to:

- log each piece of correspondence quickly and efficiently,
- electronically image (scan) each piece of correspondence and distribute it electronically,
- easily track each piece of correspondence on a day-to-day basis,
- produce a variety of customized correspondence reports, and
- easily locate individual pieces of correspondence and individual constituents through advanced search fields, easily and efficiently produce form letters for printing.

In addition, the system shall have the capability of performing other functions outside of the area of correspondence, including modules for scheduling, workflow, legislative tracking and boards and commissions.

PARTICIPATING JURISDICTIONS listed below have signed a cooperative agreement and/or a memorandum of agreement with the SPO and are authorized to utilize this price list contract.

Executive Departments/Agencies	City and County of Honolulu (C&C Honolulu)
Department of Education (DOE)	Honolulu City Council
(Excludes Charter Schools)	Honolulu Board of Water Supply
Hawaii Health Systems Corporation (HHSC)	Honolulu Authority for Rapid Transportation (HART)
Office of Hawaiian Affairs (OHA)	County of Hawaii
University of Hawaii (UH)	Hawaii County Council
House of Representatives (House)	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

The participating jurisdictions are not required, but may purchase from this price 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 using the applicable procurement method 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 provided through this contract should be directed to the Contractor or OIMT, Christie Ferreira, phone: (808) 586-1920, x307.

Procurement questions or concerns may be directed as follows:

Jurisdiction	Name	Phone	FAX	E-mail
Executive	Carey Ann Sasaki	586-0575	586-0570	careyann.r.sasaki@hawaii.gov
DOE (Excludes Charter Schools)	Procurement Staff	675-0130	675-0133	DOEProcure@notes.k12.hi.us
OHA	Phyllis Ono-Evangelista	594-1833	594-1865	phylliso@oha.org
UH	Matthew Chow (Primary) Karlee Hisashima	956-2765 956-8687	956-2096 956-2093	chowmatt@hawaii.edu karlee@hawaii.edu
House	Brian Takeshita	586-6423	586-6401	takeshita@capitol.hawaii.gov
C&C of Honolulu	Procurement Specialist	768-5535	768-3299	bfspurchasing@honolulu.gov
Honolulu Board of Water Supply	Vicki Kitajima	748-5151	550-9193	vkitajima@hbws.org
HART	Nicole Chapman	768-6135	768-5110	nchapman@honolulu.gov
County of Hawaii	Jeffrey Dansdill	961-8440	961-8248	jdansdill@co.hawaii.hi.us
County of Hawaii – Department of Water Supply	Ka’iulani Matsumoto	961-8050 ext. 224	961-8657	kmatsumoto@hawaiidws.org
Maui County Council	Ross Izumigawa	270-7661	270-7686	ross.izumigawa@mauicounty.us
County of Kauai	Florence Kakuda	241-4294	241-6297	fkakuda@kauai.gov
Kauai County Council	Lisa Ishibashi Scott Sato	241-4820 241-4810	241-6349 241-6349	lishibashi@kauai.gov ssato@kauai.gov
County of Kauai – Department of Water	Fay Tateishi	245-5423	245-5813	ftateishi@kauaiwater.org

USE OF THIS PRICE LIST CONTRACT BY NONPROFIT ORGANIZATIONS. Pursuant to HRS §103D-804, nonprofit organizations with current purchase of service contracts (HRS chapter 103F) have been invited to participate in the SPO price and vendor list contracts.

A listing of these nonprofit organizations is available at the SPO website: <http://spo.hawaii.gov>. Click on *For Vendors > Non-Profits > Cooperative Purchasing Program > View the list of qualifying nonprofits eligible to participate in cooperative purchasing.*

If a nonprofit wishes to purchase from an SPO price or vendor list contract, the nonprofit must obtain approval from each Contractor (participation must be mutually agreed upon, for example). A Contractor may choose to deny participation by a nonprofit. However, if a nonprofit and Contractor mutually agree to this arrangement, it is understood that the nonprofit will retain its right to purchase from other than an SPO price list Contractor(s).

CONTRACTORS. The following Contractor is authorized to provide services of an administrative correspondence and business process management system.

Lockheed Martin Desktop Solutions, Incorporated

VENDOR CODES for annotation on purchase orders are 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.

UNIT PRICES include all other cost including the State General Excise Tax, currently 4.5% for sales on Oahu and 4% for sales on the neighbor islands, if applicable.

COMPLIANCE PURSUANT TO HRS §103D-310(c). Prior to awarding this contract, the SPO verified compliance of the Contractor(s) named in the SPO Price List Contract No. 15-06, but the SPO shall not monitor compliance throughout the term of performance. Therefore, purchasing agencies are required to verify compliance prior to issuing a contract, purchase order or pCard payment when utilizing this contract.

PURCHASING CARD (pCard). The State of Hawaii Purchasing Card (pCard) is required to be used by the Executive department/agencies, excluding the DOE, HHSC, OHA, and UH, for orders totaling less than \$2,500. For purchases of \$2,500 or more, agencies may use the pCard, subject to its credit limit, or issue a purchase order.

PURCHASE ORDERS may be issued for purchases of \$2,500 or more and for Contractors who either do not accept the pCard, set minimum order requirements before accepting the pCard for payment, or who charge its customers a transaction fee for the usage.

SPO PL Contract No. 13-20 will be typed on purchase orders issued against this price list contract. For pCard purchases, the SPO PL Contract No. 13-20 shall be notated on the appropriate transaction document.

PAYMENTS are to be made to the remittance address of the Contractor(s). HRS §103-10, HRS, provides that the State shall have thirty (30) calendar days after receipt of invoice or satisfactory completion of contract to make payment. Payments may also be made via pCard.

VENDOR AND PRODUCT EVALUATION. Form SPO-012, Evaluation: Vendor or Product, for the purpose of addressing concerns on this price 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 & Vendor List Contracts* on the home page.

CONTRACTOR INFORMATION.

Lockheed Martin Desktop Solutions, Incorporated

IQ Website: <http://www.IntranetQuorum.com/>

Business Address:
2700 Prosperity Avenue
Fairfax, VA 22031

Contact Person(s):
Craig Boerger
Phone: (703) 208-5121
Email: Craig.Boerger@lmco.com

Chris Hart
Phone: (703) 208-5037
Email: Chris.Hart@lmco.com

Fax: (703) 206-9889

Remittance Address:
2339 Route 70 West; 2nd Floor
AR Department
Cherry Hill, NJ 08022-3315

PROCEDURES TO FOLLOW. The OIMT has signed a **Master Service Level Agreement**, a **Master Software License Agreement** and **Master Software Support Agreement** with Lockheed Martin Desktop Solutions, Incorporated. An agency/jurisdiction interested in obtaining an Administrative Correspondence and Business Process Management System will be required to sign and **Individual Service Level Agreement (Individual SLA)** stating the number of user licenses the agency/jurisdiction will require. The Agency/Jurisdiction will be bound by the OIMT Master agreements.

Agency/jurisdiction shall complete and review the template of the Individual SLA and address any issues particular to its agency/jurisdiction, including but not limited to, any privacy/confidentiality issued and any statutory or regulatory issued affecting the use of the system. No work shall be done under any Individual SLA without prior approval by OIMT.

GENERAL INFORMATION

SERVICES INCLUDED. The system will be provided in a hosted cloud software-as-a-solution (SaaS) to include the following functions:

- **Citizen Relationship Management** – track vital information required to ensure efficient citizen request fulfillment. Names, unlimited addresses, unlimited communications information (e.g., phones, fax, email address, and website), multiple salutations, notes, and unlimited affiliation cross reference capabilities.
- **Workflow Productivity Tool** – setup templates so unique workflows and procedures can be set up for groups, offices, agencies and departments. Features include notification of assignments, reminders, and various alerts for management.
- **Correspondence** - Data entry to letter creation, from letter generation to letter printing. Effectively manage the incoming mail into government offices daily so staff will be able to efficiently respond to individual letters, form letters, email, faxes, phone calls, and personal visits. Other features include e-newsletter creation, e-survey capabilities and a content management system to administer text, headers, tables, surveys, graphics, etc.
- **Intelligent Mail Routing** – detect subject matter from email and routes messages to the appropriate staff member.
- **Integration with Existing Email System** – interface with the State of Hawaii's IBM's Lotus Notes system.
- **Calendaring** – perform group calendaring and events, and flexible scheduling/notification system.
- **Boards and Commissions** – integrated boards and commissions module; tracks boards, board seats, applicants, board member, etc.
- **Legislative Tracking** – interface with the State of Hawaii Senate and House of Representative's bill tracking database.
- **Security and Privacy** – security and privacy features in compliance with the FISMA and Privacy Act, as well as provide continuous monitoring and protection/risk mitigation against known threats and vulnerabilities.
- **Mobile Interface** – secure role-based access functionality on mobile devices through a web app available on the Apple (iPad, iPhone), Android (tablet/phone) and RIM platforms.

PRICING

SOFTWARE-AS-A-SERVICE (HOSTED) SOLUTION PRICE

Number of Users	Per User License (Year 1)	Per User (Years 2 to 10)
Users – 25 Labor – 25	\$1,605.15 \$153,881.21	\$1,605.15
Users – 50 Labor – 50	\$1,018.58 \$157,704.30	\$1,018.58
Users – 75 Labor – 75	\$841.05 \$159,191.51	\$841.05
Users – 100 Labor – 100	\$752.29 \$162,165.93	\$752.29
Users – 150 Labor – 150	\$609.53 \$167,476.22	\$609.53
Users – 300 Labor – 300	\$466.76 \$184,045.66	\$466.76
<ol style="list-style-type: none"> 1. IQ Cloud Monthly Subscription Software includes IQ Connect, annual IQ eLearning license fee, Annual Software Maintenance, Managed Hosted Virtual Server, and Lockheed Martin Engineering Support to monitor and maintain hosted environment. 2. The Managed Hosted Virtual Server proposal is for six (6) slices of a secured shared environment. 3. Lockheed Martin DSI's price for each out year does not include any labor support. All IQ licenses includes Oracle embedded database. 		

LEGISLATIVE TRACKING SYSTEM PRICE

	Per User License (Year 1)	Per User (Years 2 to 10)
Unlimited Users	\$5,521.76	\$11,256.00
Labor	\$16,550.24	
<ol style="list-style-type: none"> 1. The IQ Legislative Tracking System allows access to an unlimited number of users for the State of Hawaii employee user community. 2. Pricing for each out year does not include any labor support. Travel & Expenses are billed at actual costs or using Federal Travel Guidelines, whichever is the lesser. No travel & expenses shall be incurred by Contractor without the prior approval of the State in writing. 		

ENTERPRISE LICENSE PRICE

	Per User License (Year 1)	Per User (Years 2 to 10)
Unlimited Users	\$900,000.00	\$900,000.00
<ol style="list-style-type: none"> 1. The IQ Cloud Monthly IQ Cloud Monthly Subscription Software includes IQ Connect, annual IQ eLearning license fee, Annual Software Maintenance only. 2. The pricing does not include Managed Hosted Virtual Server, Lockheed Martin DSI Engineering Support to maintain a hosted environment or any other support. 3. Lockheed Martin DSI's price for each out year does not include any labor support. 4. This IQ product is licensed under Oracle's Embedded Software License Agreement. Unless otherwise agreed to (prior to award) the product is offered under the terms of the Lockheed Martin Intranet Quorum License Agreement and Maintenance and Support is offered under the terms of the Lockheed Martin DSI Support and Maintenance Agreement. 5. All IQ licenses includes Oracle standard edition embedded database license. 6. Additional Oracle licensing may be required for higher user counts. Specifically, if volume and scope grow, the State may desire to upgrade to enterprise edition Oracle. 7. The pricing is based on a minimum of quantity 10,000 IQ user licenses purchased by the State of Hawaii. 		

ADDITIONAL WORK

Any additional work required after the installation of the Lockheed Martin Intranet Quorum (IQ) system and/or Legislative Tracking System shall be quoted at the rates provided below. Agency/jurisdiction is advised to review each quote received by Lockheed Martin to validate that work proposed correspond to the required labor category and estimated number of hours. If travel is required, agency/jurisdiction shall request a breakdown to verify/validate proposed cost.

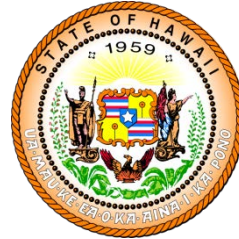
Labor Category	Hourly Rate
Database Administrator	\$173.88
Programmer	\$104.33
Senior Programmer	\$132.14
Software Developer	\$139.09
Project Manager/Technical Administrator	\$153.08
Deputy Project Manager/Supervisor	\$104.33
Deputy Project Deployment Manager	\$90.40
Deployment Tech/Customer Service Specialist	\$90.40
Specialist	\$208.64
Senior Lotus Notes Developer	\$153.08
Senior Network Engineer	\$153.08
Project Manager	\$173.88
Project Manager/Supervisor	\$173.88

After a purchase order/pCard has been processed, agency/jurisdiction shall be responsible for contract administration of the contracted work.

State of Hawaii

Department Name

Division Name



**Administrative Correspondence and Business
Process Management System**

RFP No. RFP-13-009-SW

Service Level Agreement (SLA)

Date

Prepared By



Lockheed Martin Desktop

Solutions Inc. (DSI)

2700 Prosperity Avenue, Fairfax, VA 22031

703-206-0030 (p); 703-206-9889 (f)

Service Level Agreements (SLAs)

Each issue or request identified will be created, classified by severity level appropriately and responded to accordingly. State users will be consulted and will be asked for their concurrence that a ticket be closed. If closed calls are subsequently re-opened then Lockheed Martin DSI will consult with the user to determine when the call can be re-closed.

Customer Support Service Definitions:

Severity Level Definitions: The following is a severity level hierarchy for classifying and prioritizing Lockheed Martin DSI's Customer Support activities with regard to customer issues. It is a guideline to classifying the severity level of operational incidents and problems. Issues or problems that arise relating to production components supported by Lockheed Martin DSI shall be categorized based upon the following:

Severity Level 1: Code S1

Description: A supported production system component is down or severely impacted and affects all users.

This production system incident/problem is the highest priority and takes precedent over all other activities until the incident/problem is resolved. Lockheed Martin DSI will work on these production-related incidents/issues on a 24x7 hour basis, until the system/service is returned. Lockheed Martin DSI will be responsible for ensuring the service has been tested and fixed prior to returning the system/application back into production. While the issue is being worked, the State will receive regular progress updates via email.

Severity Level 2: Code S2

Description: This is an issue which may affect multiple users, but the IQ system is available and working for most users.

This incident will be prioritized as the second most important priority after S1 incidents and is responded to within one business day. Lockheed Martin DSI will work these incidents during normal business hours until the incident is resolved. While the issue is being worked, State will receive progress updates routinely until the issue is resolved.

Severity Level 3: Code S3

Description: This is an issue which may affect a single user, an individual receives an error message or support is requested for a critical work deadline.

This incident will be prioritized as the third most important related priority after S1 and S2 incidents and will be responded to within one business day. These incidents will be worked on during normal business hours until completed. These incidents may be reprioritized based on other State priorities at the State's request.

Severity Level 4: Code S4

Description: A user has a minor question, issue or enhancement.

This incident will be prioritized as the fourth and least important priority after S1, S2 and S3 incidents and will be responded to within one business day.

Lockheed Martin DSI proposes the following Service Level Agreements listed in the table below:

Severity Level	Description	Response time in business hours	Acceptable Percentage	Escalation Point of Contact
Severity 1	Crucial	1 hours	90%	Project Manager
Severity 2	Critical	2 hours	90%	Project Manager
Severity 3	Important	4 hours	90%	Help Desk Tier 2
Severity 4	Requests	8 hours	90%	Help Desk Tier 1

Crucial: Effects all users and stoppage of service.

Critical: Affects more than one user, however IQ system is available.

Important: A single user is affected, an individual user receives an error message; support for critical work deadline.

Request: Request for assistance with minor questions, issues or enhancements.

Lockheed Martin DSI can trend reported technical issues, for quickly identifying a problem affecting multiple users and user issues to identify functionality needing more training. This information can be shared with the State.

We will provide a detailed Help Desk Report that outlines the sufficiency, reliability, responsiveness and progress of the Help Desk Team which shall be included as part of the Monthly Status Report. The Help Desk Report shall include the reporting period, the number of incidences within that period by category, the actions taken to resolve, the time to resolve and whether the threshold was met.

This agreement entitles the < Individual Ordering Agency > to < TBD by Individual Ordering Agency > copies of the Software. Please reference State of Hawaii, Office of Information Management and Technology's (OIMT) Software License Agreement and Software Support and Maintenance Agreement.

Lockheed Martin Desktop Solutions Inc.

< Individual Ordering Agency >

Authorized Signature

Authorized Signature

Name (Please Print or Type)

Name (Please Type or Print)

Title

Title

Date

Date

Describe any requested modifications to the individual SLA.

Approved by:

**Office of Information Management and
Technology**

Authorized Signature

Name (Please Print or Type)

Title

Date