

HCL DOMINO AND NOTES SUPPORT
SCOPE OF SERVICES

10.1 DESCRIPTION OF WORK - The work for this project consists of preventive and on-going maintenance and repair services to ensure that all components of the Department of Transportation, Airports (hereafter "DOTA") HCL Domino servers and HCL Notes client software is operating properly and maintained.

HCL Domino is a proprietary collaborative software platform that DOTA has deployed on a Microsoft Windows server and Windows desktop software environment (hereafter "System").

The System includes three (3) Windows Server 2022 Standard, 21H2 with about 620 Notes users running Windows desktop operating system versions 10 and 11 and Notes applications. The Domino software version is version 14.0, fix pack 3, hotfix 17. The Notes client version is Notes version 12x BASIC with plans to upgrade to version 14.5, when the version becomes available.

10.2 WORKING CONDITIONS - The work performed for this project will be on-site at the DOTA Information Technology Office, 400 Rodgers Boulevard, Suite 700, Honolulu, Hawaii 96819.

If needed, it is the Contractor's responsibility to obtain security clearance badges for all contract personnel who will be performing any work without an escort in the Airports Operations Area and any parking fees.

10.3 SPECIAL PERSONNEL SKILL AND QUALIFICATIONS

The Contractor shall meet minimum qualifications as detailed on the CONTRACTOR AND PERSONNEL SKILL AND QUALIFICATION SHEET to ensure the awarded Contractor can successfully provide the Information Technology skills to maintain the System. Bidders shall submit the fully completed CONTRACTOR AND PERSONNEL SKILL AND QUALIFICATION SHEET as an attachment with their bid.

Failure by the bidder to submit the CONTRACTOR AND PERSONNEL SKILL AND QUALIFICATION SHEET shall be considered non-compliant with the requirements of the bid.

Determination of the lowest responsive and responsible bidder shall be based on the lowest bid. Failure to meet the prescribed requirements and minimum qualification shall be considered non-responsive or non-responsible.

10.4 COORDINATION OF WORK - All work under this contract shall be coordinated with the State's DOTA Domino Administrator (hereafter "Project Manager") from the Information Technology Office (hereafter "ITO") or his duly authorized representative. Upon award of the contract, the Contractor shall submit to the DOTA Project Manager, a proposed preventative maintenance work schedule, a list of personnel assigned to the contract, a method to document and track maintenance requests, and all other information concerning the Contractor's maintenance and repair services to be provided for this contract.

The Contractor shall furnish the DOTA Project Manager with a readily accessible telephone number, for a single point of contact (answering service, etc) through which the Contractor can be notified of any situation requiring his attention, Monday through Friday, 7:45 a.m. to 4:30 p.m. and during after hours support.

10.5 DEFINITION OF TERMS

- A. "System" - Shall be defined to include the following: server operating system, HCL Domino server and Notes software workstation installation and Notes applications.
- B. 100 Percent (100%) System Availability - Shall be considered as 100 percent (100%) available when the System is operational and available to DOTA end-users.
- C. "System Malfunction" - Shall be considered when application programming "bugs" or problems that impact the use of the System.

- D. "System Failure" - Shall be defined as problems with the database management system, server operating system, or other hardware or software problems that impact running the System.
- E. "Response Time" - Shall be defined as the time from notification of the Contractor or designated point of contact (answering service, etc.) to the time maintenance personnel arrive at DOTA ITO to start repairs to the System.

10.6 HOURS OF SERVICE - The Contractor shall assign qualified Information Technology (hereafter "IT") personnel to perform preventive and on-going maintenance and repairs for a minimum of TWELVE (12) hours per month or on-call as needed whichever is less. The hours of operation for DOTA ITO is from 7:00 a.m. until 5:00 p.m., unless adjusted by the State, to suit their convenience due to changing demands and schedules by its users. The "hours" specified herein shall not be construed to mean that all maintenance and repair requirements can be met within the specified TWELVE (12) hours by ONE (1) IT personnel.

During this period, the Contractor and/or his representative must be available to respond and perform services to resolve System Malfunction or System Failure within the time parameters specified herein.

- A. All corrective measures done in response to System Malfunction or System Failure shall be charged hourly, no more than the hourly rate as indicated in the Proposal Schedule. Payments to the Contractor shall be based on the time spent at the job site to complete the repairs.
- B. All work requests shall be signed by an authorized representative of the State. Work requests shall be managed by the DOTA Project Manager or DOTA authority alerting the Contractor of the System Malfunction or System Failure. Contractor shall complete work request forms indicating hours, description of repair done, and type of work done.
- C. Emergency Repair Services - Whenever the Contractor is called to perform services other than the agreed

(scheduled) hours of service defined herein or as adjusted by the State, it shall be classified as an "emergency service" call and shall be paid separately, based on time spent at the job site to complete the repairs at the hourly rates as submitted in the BID WORKSHEET.

10.7 RESPONSE TIME - For purposes of these specifications, the definition of the term "Respond" means to have maintenance personnel on the job working on the System and performing remedial measures to eliminate a System Malfunction or System Failure condition(s).

- A. If a System Failure or System Malfunction occurs during regular business hours, the Contractor shall respond within THREE (3) hours.
- B. If the System Failure or System Malfunction occurs on a holiday, weekend or "Off-Hours", the Contractor shall respond within FOUR (4) hours.

10.9 OTHER WORK - All work that has not been specifically described or defined in these specifications that is required to be performed by the Contractor to keep the System functioning in the manner that the System was functioning at the inception of the Contract, shall be considered as incidental to all other work being performed. Work accomplished in the process of performing maintenance and repairs as debugging Notes applications, Domino and Notes updates, and/or modifications to operating procedures shall become the property of the State as no additional cost.

The Contractor shall assist the State in the installation of software patches and upgrade releases. The Contractor may assist the State in finalizing any upgrade plan, testing, and training.

10.10 CONTINUITY OF SERVICE - If the Contractor replaces service personnel, the Contractor is responsible to train the replacement personnel for a minimum of two (2) weeks at no additional cost to the State. Should the State request the replacement of the service personnel, the Contractor is responsible to train the replacement personnel at no cost to the State.

10.14 PAYMENT - All work specified in project shall be paid for according to the DOTA Project Manager as considered work completed and paid by the hourly rate in accordance with Bid Item Notes: 1.