SOW EXHIBIT A

City and County of Honolulu – Division of Treasury – Real Property Tax Payments

State/County Agency:	City and County of Honolulu, Division of Treasury
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Application Name:	Real Property Tax Payments
Business Model:	Transaction Based
Estimated Deployment Date:	March 30, 2023

SCOPE OF WORK AND DELIVERABLES

Scope

Implement the NIC HI Payment Platform for the City and County of Honolulu Division of Treasury to enable the online search and payment of Real Property Tax.

COUNTY will have access to a fiscal report via NIC HI's reporting tool.

Delivery

The COUNTY shall have fifteen (15) working days to review each deliverable, unless otherwise specified, and to either notify NIC HI of acceptance, or to provide NIC HI a detailed list of deficiencies that must be remedied prior to payment being made. In the event the COUNTY notifies NIC HI of material, non-compliance with the functional specifications, NIC HI shall correct the same within fifteen (15) working days, unless the COUNTY consents in writing to a longer period of time.

Milestone Schedule

Task Duration	Description	Deliverable	Role	Hours	Rate (h)	Total
TBD	Signed Statement of Work	Signed SOW	N/A	N/A	N/A	N/A
Kickoff Meeting	Determine Start of Project Work	Work Plan with dates for each deliverable presented				
1 week after kickoff meeting	Design prototype	Design prototype (Image mockups of key pages)	Sr Developer	16	$140	$2,240
			PM	12	$150	$1,800

5 working days after design prototype completed	Approval to proceed	Sign off				
2 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment	Sr Developer	136	$140	$19,040
			Sys Admin	5	$130	$650
1 working day after website deployed in test environment	Approval to proceed	Sign off				
4 weeks after site deployed to TEST	Testing, training & review	1 training session for personnel	Sr Developer	16	$140	$2,240
			PM	12	$150	$1,800
			QA	32	$100	$3,200
15 working days after testing website deployed in test environment	Approval to proceed	Sign off				
3 days after testing approval	Website live	Website deployed in PROD environment	Sys Admin	3	$130	$390
			Sr Developer	6	$140	$840
			PM	3	$150	$450
90-days post launch	Post Launch	Final acceptance sent 90-days post launch				
			Work Totals	**241**		**$32,650.00**

NOTES

The above work estimate is provided for informational purposes. This project will be funded through transactions. The COUNTY will not be charged a development cost.

Items that may affect delivery dates, risks, dependencies include:

- Delays in City and County of Honolulu team of the approval steps

Work Plan/Deliverables

NIC HI is to provide a detailed description of all the tasks that are to be completed to accomplish each of the deliverables in the table above. This will serve a road map for the project.

The following is the work plan determined at the time of SOW creation. An updated work plan will be provided to the COUNTY within 2 days after project kickoff meeting.

Prototype (Feb 6 – Feb 10)

- Kickoff Meeting
- Design prototype
- Review prototype internally
- Review prototype with COUNTY
- Obtain COUNTY signoff on prototype

Development and TEST Deployment (Feb 13 – Feb 21)

- Configure application
- Deployment to TEST environment

Testing, Training, and Launch (Feb 22 – Mar 22)

- NIC HI application testing
- Application review and training with COUNTY staff
- COUNTY application testing
- Bug fixes Round 1
- COUNTY application testing – test fixes
- Bug fixes Round 2 and final COUNTY testing and approval
- Production prep
- Deployment to production environment

NIC HI shall, at the commencement of project discussions, also identify and define all dependencies that may occur for each stage of the project and present those dependencies in writing, as part of this section, prior to signing of the SOW.

FEES

Include total cost (including general excise tax) and breakdown of all other fees (i.e. development, hosting, maintenance and support, transaction and other fees).

1. Development Fees: $0.00

2. Hosting Fees: $0.00

3. Maintenance and Support Fees: $0.00

4. Transaction Fees:

   For all transactions completed, there will be a Transaction Fee due and payable to NIC HI, comprised of the following components:

   (1) A fixed cost of $2.50 per property/TMK (tax map key); plus
   (2) Each credit/debit card transaction will incur an additional fee as described below:
       a. Credit/debit card transactions - Additional transaction processing fee of 2.25% per transaction; or

   Ex 1. Credit card payment
       $1,000 property tax payment fee + $2.50 fixed fee + ($1,000 property tax payment fee + $2.50 fixed fee) x 2.25% = $1,025.06

   Ex 2. eCheck payment
       $1,000 property tax payment fee + $2.50 fixed fee = $1,002.50

   Projected transactional revenue:

NIC HI revenue per property tax season = (8,584 credit card transactions + 7,487 eCheck transactions) x $2.50 = $40,177.50

The Transaction Fee will be an add-on fee for each transaction, and therefore will be paid by end users.

The Transaction Fee shall be deducted from the gross amount collected online before the net amount is remitted to COUNTY on a daily basis with a one-day lag via ACH. The frequency and method of remittance can be modified upon mutual agreement and signed agreement between NIC HI and COUNTY. There will be two daily disbursements (one for credit card payments and one for eCheck payments).

5. Other Fees: $0.00

INVOICE AND PAYMENT SCHEDULE

There is no development cost to implement this service. Therefore the Invoice Schedule does not apply.

Invoice Schedule

Date	Deliverable	Price	GE Tax	Total
	Payment upon deployment of functional test system and COUNTY acceptance	$0.00	$0.00	$0.00 (50%)
	Payment at completion of testing, acceptance letter signed by COUNTY, and deployment to production environment	$0.00	$0.00	$0.00 (40%)
	Payment at 90 days post-production launch	$0.00	$0.00	$0.00 (10%)
	TOTAL	$0.00	$0.00	$0.00

ADDITIONAL RESPONSIBILITIES OF COUNTY

List set of responsibilities for COUNTY that are specific to this project.

ADDITIONAL RESPONSIBILITIES OF NIC HI

List set of responsibilities for NIC HI that are specific to this project.

CHECKLIST OF SERVICES NIC HI WILL PROVIDE

Idea Development

☐ Analysis of existing processes, workflows and systems
☐ Roadmap creation
☐ Workflow process re-engineering
☐ Alternative solution exploration

Customer Service

☒ Customer service via phone, web chat, and email during state business hours
☒ Monthly customer service statistics
☒ Technical support for users

Strategic Marketing

☐ Business cards and postcards
☐ Email and text notifications and reminders
☐ Posters and multimedia presentations
☐ Content modifications for online and offline collateral
☐ Social media integration

Project Management

☒ Agile process and experienced project teams
☒ Requirements collection and development
☐ Workflow reengineering
☐ Solution estimating
☐ Alternative approach planning and development

Web Design and Development

☒ Accessibility and 508 compliance
☒ Customer service technical support
☒ Java application development
☐ Mobile applications (Android and iOS)
☒ Responsive web design
☒ User feedback data pipelines
☒ User centered design
☒ User experience, user interface, and visual design
☐ Web Content Management Systems

3rd Party Merchant Processing

☒ Level-3 PCI DSS compliance
☒ Secure configuration with external PCI scans
☒ Credit card and electronic check payments
☒ ACH and manual disbursements
☐ Chargeback and refund support
☐ Collection and frontline customer support for all payments
☒ Reporting modules