

Project Summary

Department of Labor and Industrial Relations (DLIR)

Hawaii Occupational Safety and Health Division (HIOSH)

Project Name: ONLINE PAYMENTS

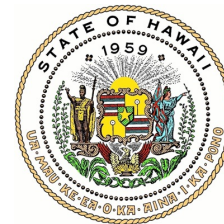
Business Model: HYBRID

Project Overview

Problem – Currently, HIOSH fines and fee payments are either mailed in or walked into the Department of Labor & Industrial Relations' HIOSH office. Cash and check are accepted as payment methods.

Solution

- NIC HI's centralized payment portal, Payment Platform, will be utilized to allow customers to pay their HIOSH fines and payment fees online via credit card or eCheck (electronic debit from a bank account).
- HIOSH will upload a weekly data file to the system with HIOSH fines invoice information. The user will look up their HIOSH account and billing information will be displayed. The user can then pay for their HIOSH payment online.



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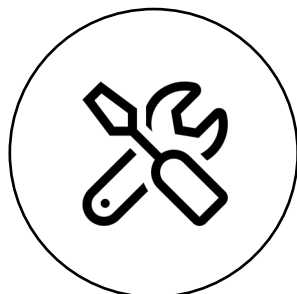
Department of Labor and Industrial Relations Hawaii Occupational Safety and Health Division

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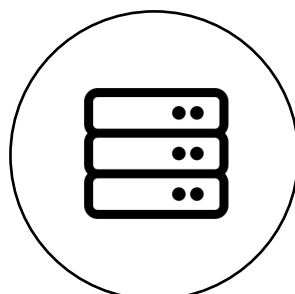
Fees & Cost Structure

\$18,492.14 *



Development

\$0 ***



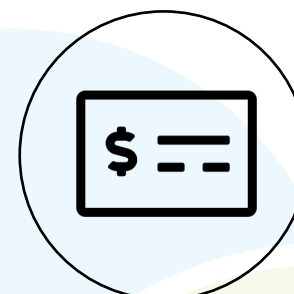
Hosting
(Annual)

\$0 ***



Maintenance/Support
(Annual)

5%**

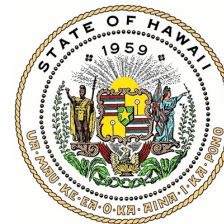


Transaction Fees

* Development Fee is \$18,492.14

** For all credit card transactions completed, there will be a Transaction Fee of 5% plus a 2.5% credit card fee per transaction with a maximum transaction fee of \$150.00

*** Hosting and Maintenance Support costs would have been \$12,800 per year



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Transaction Fees Breakdown

- Development Fee: \$18,492.14
- A transaction fee of 5%; (\$150 cap) plus
 - 2.5% Credit/debit card fee

Statutory Fee(s)

- HIOSH Average Fee: \$2,128.59 per transaction

Revenue

- Agency CY2021 revenue: \$1,634,761.48
- Break-even point:
 - Adoption rate: 16%
 - Projected NIC revenue: \$13,078 per year to cover Annual Maintenance & Hosting costs