SOW EXHIBIT A

DOE – McKinley Community School for Adults – Online Payments

State/County Agency:	DOE McKinley Community School for Adults (MCSA)
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NIC HI PM Phone:	(808) 539-8964
Application Name:	Online Payments
Business Model:	Transaction Funded
Estimated Deployment Date:	August 31, 2022

SCOPE OF WORK AND DELIVERABLES

Scope

NIC HI will implement a service to allow users to pay for MCSA class registration and other fees.

1. pay for their registration and other fee(s) online via credit card or eCheck if applicable, or indicate intent of cash payment at the STATE office

2. receive an automated email on next steps after the payment has been submitted online

An Admin module will allow STATE staff to view online payments and download a real-time export of all cumulative data via a csv file.

A separate reporting function will allow STATE staff access to fiscal data for the online transactions.

Delivery

The STATE shall have ten (10) working days to review each deliverable 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 STATE notifies NIC HI of material, non-compliance with the functional specifications, NIC HI shall correct the same within ten (10) working days, unless the STATE consents in writing to a longer period of time.

Milestone Schedule

Task Duration	Description	Deliverable	Role	Hours	Rate (h)	Total	Payment Schedule (includes GET)
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					

15 working days after kickoff meeting	Beta deployment	Website deployed in TEST environment	Developer	80	$125	10,000	
			Sys Admin	5	$130	$650	
			PM	40	$150	$6,000	
2 working days after website deployed in test environment	Approval to proceed	Sign off					50% payment ($0.00)
1 week after site deployed to TEST	Testing, training & review	1 training session for personnel	Developer	16	$125	$2,000	
			PM/QA	32	$150	$4,800	
2 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	40% payment ($0.00)
			Developer	6	$125	$750	
			PM	3	$150	$450	
N/A	Post Launch	Final invoice sent 30-days post launch					10% payment ($0.00)
			Work Totals	185		***$25,040**	**($0.00)**

NOTES

*The above numbers are provided as a work estimate. However, the STATE will not be charged a development fee.

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 STATE within 2 days after project kickoff meeting.

Development and TEST Deployment (June 15 – July 31)

- Kickoff Meeting
- Code the application
- Deployment to TEST environment

Testing, Training, and Launch (August 1-31)

- NIC HI application testing
- Application review and training with STATE staff
- STATE application testing
- Bug fixes and testing
- Production prep

- Deployment to production environment (August 31)

August 31, 2022 will be the initial rollout of the MCSA Online Payments. There will be additional campus rollouts subsequent to this date. Targeted rollout of the final campus on March 31, 2023.

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

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) Each credit/debit card transaction will incur
        a. a fixed cost of $1.50 plus
        b. a transaction processing fee of 2.5%
    (2) Each eCheck transaction will incur a fixed cost of $1.50

    Ex 1. Credit card payment
        $20 registration fee + $1.50 service fee + ($20 registration fee + $1.50 service fee) x 2.50% = $22.04

    Ex 2. eCheck payment
        $20 registration fee + $1.50 service fee = $21.50

    Predicted transactional revenue:

    NIC HI revenue per term for McKinley campus = 650 registrations per term x 20% adoption rate x $1.50 Service Fee = $195

    NIC HI revenue per term for all campuses = 1500 registrations per term x 20% adoption rate x $1.50 Service Fee = $450

    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 STATE via ACH on a set calendar basis. The frequency and method of remittance can be modified upon mutual agreement and signed agreement between NIC HI and STATE.

5. Other Fees: $0.00

INVOICE AND PAYMENT SCHEDULE

There are no development fees to be invoiced.

Invoice Schedule

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

ADDITIONAL RESPONSIBILITIES OF STATE

Not applicable.

ADDITIONAL RESPONSIBILITIES OF NIC HI

Not applicable.

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