SOW EXHIBIT A

Hawaii State Judiciary — Online Bail Payments

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Application Name:	Online Bail Payments
Business Model:	Self-funded
Estimated Deployment Date:	March 1, 2023

SCOPE OF WORK AND DELIVERABLES

Scope

The goals of the requested service is to establish a statewide program that permits the posting of monetary bail twenty-four hours a day, seven days a week, for defendants for whom a monetary amount of bail has been set by the police, other law enforcement agency, court and are in the custody of the Department of Public Safety.

NIC HI's payment service will allow customers to pay bail amounts online via credit card. The STATE staff will communicate with each customer to verify the correct bail amount and ability to pay. If these conditions are met, the STATE staff will log into the NIC system to generate an invoice, which is then sent as a link via email to the customer. The customer will make payment and receive a receipt that then allows them to work directly with the STATE on the next steps to initiate the release process by the Department of Public Safety.

STATE will have an Admin Module to search and view completed transactions.

The system will allow the STATE to view and/or download completed transactions.

Delivery

The STATE shall have fifteen (15) 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 fifteen (15) 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					
10 working days after kickoff meeting	Design prototype	Design prototype	Developer	12	$140	$1,680	
			PM	12	$150	$1,800	
10 working days after design prototype completed	Approval to proceed	Sign off					
10 working days after design prototype approved	Beta deployment	Website deployed in TEST environment	Developer	40	$140	$5,600	
			Sys Admin	3	$130	$390	
1 working day after website deployed in test environment	**Approval to proceed**	**Sign off**					**$0 (no payment)**
1 week after site deployed to TEST	Testing, training & review	1 training session for personnel	Developer	16	$140	$2,240	
			PM	8	$150	$1,200	
			QA	32	$100	$3,200	
10 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	2	$130	$260	**$0 (no payment)**
			Developer	6	$140	$840	
			PM	3	$150	$450	
N/A	**Post Launch**	**Final invoice sent 90-days post launch**					**$0 (no payment)**
			Work Totals	**134**		**$17,660.00**	**$0 (no payment)**

NOTES

N/A

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.

Prototype (October 17-30, 2022)

- Kickoff Meeting
- Design prototype

- Review prototype with STATE / approval

Development and TEST Deployment (November 1, 2022 – January 31, 2023)

- Code the application
- Deployment to TEST environment

Testing, Training, and Launch (February 1–28, 2023)

- NIC HI application testing
- Application review and training with STATE staff / testing
- Bug fixes Round 1
- STATE application testing – test fixes
- Production prep
- Deployment to production environment (March 1-5, 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:

   For all credit card transactions completed, there will be a Transaction Fee of 5% plus a 2.5% credit card fee per transaction due and payable to NIC HI.

   Predicted transactional revenue:

   > Ex. The maximum bail payment amount allowed is $1,000. When $1,000 is used as an example; the collection fee equals $1,000 bail payment + ($1,000 x 5% transaction fee) + (($1,000 + $1,000 x 5%) x 2.5% credit card fee) = $1,076.25 total user fee

   Projected annual NIC HI revenue:

   > NIC is conservatively projecting approximately 10 payments per month, for a total of 120 transactions in the first 12 month period. Based on these numbers and using the maximum bail payment allowed of $1,000, the projected annual revenue for the first year is calculated:
   >
   > $76.25 x 120 transactions = $9,150 NIC HI annual revenue

The Transaction Fee will be an add-on fee for each transaction, and therefore will be paid by end users. The STATE may choose to absorb some or all of the Transaction Fees for a period of time due to COVID-19 or other factor(s). A Memorandum of Understanding (MOU) between NIC-HI and the STATE will be created to document any fee changes and approved by the AHC as needed.

The Transaction Fee shall be deducted from the gross amount collected online before the net amount is remitted to STATE on a set calendar basis via ACH. 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 is no development cost for this project.

Invoice Schedule

Date	Deliverable	Price	GE Tax	Total
10/31/2022	Payment upon deployment of functional test system and STATE acceptance	$0	$0	$0
11/30/2022	Payment at completion of testing, acceptance letter signed by STATE, and deployment to production environment	$0	$0	$0
03/01/2023	Payment at 90 days post-production launch	$0	$0	$0
	TOTAL	$0	$0	$0

ADDITIONAL RESPONSIBILITIES OF STATE

N/A

ADDITIONAL RESPONSIBILITIES OF NIC HI

N/A

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