EXHIBIT A

SOW - DLNR - State Historic Preservation Division - Payment Processing

State/County Agency:	DLNR State Historic Preservation Division (SHPD)
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NIC HI PM:	Shawn Taylor
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NIC HI PM Phone:	(808) 695-4632
Application Name:	
Business Model:	SHPD Payment Processing
	Transaction Funded
Estimated Deployment Date:	October 1, 2020

SCOPE OF WORK AND DELIVERABLES

Scope:

NIC HI will implement the Kala payment system to process credit card payments for SHPD's new Hawaii Cultural Resource Information System (HICRIS). Users of HICRIS will be seamlessly transitioned into Kala to complete the payment steps, have the ability to print/download a payment receipt, and also receive an emailed receipt. The SHPD team will have access to a reports module that allows them to view a fiscal report.

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	

Timing	Task	Deliverable	Role	Hours	Rate	Cost	Payment
Kickoff Meeting	Determine Start of Project Work	Work Plan with dates for each deliverable presented					
2 weeks after kickoff meeting	Confirm integration criteria	1-2 facilitated meetings (confirm endpoints and integration)	Developer	0	$80	$0	
			Sr PM	0	$120	$0	
15 working days after completed wireframes	Approval to proceed	Sign off				$0	
4 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment	Developer	40	$80	$3,200	
			Sys Admin	5	$100	$500	
15 working days after website deployed in test environment	**Approval to proceed**	**Sign off**					**20% payment ($0)**
1 week after site deployed to TEST	Testing, training & review	1 training session for personnel	Developer	4	$80	$320	
			Sr PM	4	$120	$480	
15 working days after testing website deployed in test environment	**Approval to proceed**	**Sign off**				$0	**20% payment ($0)**
3 days after testing approval	Website live	Website deployed in PROD environment	Sys Admin	3	$100	$1,700	
			Developer	6	$80		
			Sr PM	3	$120		
			Finance Admin	8	$70		
15 working days after website deployed in PROD environment	**Approval to proceed**	**Sign off**				0	**20% payment ($0)**
N/A	**Post Launch**	**Final invoice sent 90-days post launch**				0	**40% payment ($0)**
			Work Totals	**73**	**$0.00**	**$6,200.00**	**$0.00**

NOTES:

STATE testing is dependent on the availability of a TEST and PROD environment for HICRIS which is integrated with our payment processing engine.

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.

Initiation (August 1-14)

- Kickoff Meeting
- Review integration criteria with STATE
- Obtain STATE signoff

Configuration and TEST Deployment (August 17 – 28)

- Integrate and configure with application
- Deployment to TEST environment

Testing, Training, and Launch (August 31 – September 14)

- NIC HI integration and configuration testing
- Application review and training with STATE staff
- STATE application testing
- Bug fixes Round 1
- STATE application testing – test fixes
- Bug fixes Round 2 and final STATE 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 $0.00; plus
   (2) Each credit/debit card or eCheck transaction will incur an additional fee as described below:
       a. Credit/debit card transactions - Additional transaction processing fee of 10% per transaction; or
       b. eCheck transactions - Additional transaction processing fee of 10% per transaction; plus
   (3) Subscriber transactions [N/A]

   Based on approximate figures provided by the SHPD team in initial project conversations, there are approximately 100-200 transactions per month equating to $3,000-$4,000 per month of STATE fees. Estimated monthly NIC HI fees would be approximately $300-$400.

   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 on a daily basis via ACH with the standard 3 business day lag. 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 (detailed explanation required)

INVOICE AND PAYMENT SCHEDULE

There is no amount to be invoiced as this project is funded by transactions.

ADDITIONAL RESPONSIBILITIES OF STATE OR COUNTY

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 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