SOW EXHIBIT A

DOE – Waipahu Community School for Adults – Online Registration and Payment System

State/County Agency:	DOE Waipahu Community School for Adults
Agency Contact:	Matt Wong
Agency Email:	matt.wong@k12.hi.us
Agency Address:	730 Iliaina Street
Agency Phone:	(808) 307-1454
NIC HI PM:	Laura Stoddard
NIC HI PM Email:	laura.stoddard@egov.com
NIC HI PM Phone:	(808) 782-2666
Application Name:	Online Registration and Payment System
Business Model:	Hybrid
Estimated Deployment Date:	March 1, 2021

SCOPE OF WORK AND DELIVERABLES

Scope

NIC HI will implement a service to intake WCSA class registration information that will allow users to:

1. submit registration information via an online form (WCSA intake form)

2. pay for their registration fee online via credit card or eCheck if applicable, or indicate intent of cash payment at the STATE office

3. receive an automated email on next steps after the registration intake form has been submitted online

An Admin module will allow STATE staff to view online submissions 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					
7 working days after kickoff meeting	Beta deployment	Website deployed in TEST environment	Developer	80	$80	$6,400	
			Sys Admin	5	$100	$500	
			PM	40	$80	$3,200	
2 working days after website deployed in test environment	**Approval to proceed**	**Sign off**					**20% payment ($3,132.98)**
1 week after site deployed to TEST	Testing, training & review	1 training session for personnel	Developer	16	$80	$1,280	
			PM/QA	32	$80	$2,560	
2 working days after testing website deployed in test environment	**Approval to proceed**	**Sign off**					**20% payment ($3,132.98)**
3 days after testing approval	Website live	Website deployed in PROD environment	Sys Admin	3	$100	$300	
			Developer	6	$80	$480	
			PM	3	$80	$240	
2 working days after website deployed in PROD environment	**Approval to proceed**	**Sign off**					**20% payment ($3,132.99)**
N/A	**Post Launch**	**Final invoice sent 30-days post launch**					**40% payment ($6,265.97)**
			Work Totals	**185**		**$14,960.00**	**$15,664.92**

<u>NOTES</u>

In order to have the application ready to take registrations for the WCSA spring term which begins on March 29, 2021, the schedule will be very tight and each task (NIC HI and STATE) will need to be acted upon immediately. Any delays will put the March 1, 2021 launch date at risk.

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 (Feb 5-17)

- Kickoff Meeting (Feb 5)
- Code the application (Feb 5-17)
- Deployment to TEST environment (Feb 17)

Testing, Training, and Launch (Feb 17 – Mar 1)

- NIC HI application testing (Feb 17-19)
- Application review and training with STATE staff (Feb 22)
- STATE application testing (Feb 22-23)
- Bug fixes and testing (Feb 22-25)
- Production prep (Feb 26)
- Deployment to production environment (March 1)

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: $14,960.00 + $704.92 GET = $15,664.92

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 2.78%
   (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 enrollment fee + $1.50 service fee) x 2.78% = $22.10

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

   Predicted transactional revenue:

   NIC HI revenue per term for Windward campus = 330 registrations per term x 20% adoption rate x average $2.00 Administration Fee = $132

   NIC HI revenue per term for all campuses = 1600 registrations per term x 20% adoption rate x average $2.00 Administration Fee = $640

   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 set calendar basis. Initially disbursement to STATE will be weekly via paper check until the STATE is ready to move to ACH disbursements. 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

The total not-to-exceed development cost for this project is $15,664.92 and will be invoiced and paid 30-days after invoice is received according to the following schedule:

Invoice Schedule

Date	Deliverable	Price	GE Tax	Total
Feb 17, 2021	Payment upon deployment of functional test system and STATE acceptance	$2,992.00	$140.98	$3,132.98 (20%)
Feb 23, 2021	Payment upon completion of testing and STATE acceptance	$2,992.00	$140.98	$3,132.98 (20%)
Mar 1, 2021	Payment after acceptance letter signed by STATE and submittal of application for launch to production environment	$2,992.00	$140.99	$3,132.99 (20%)
Apr 1, 2021	Payment at end of 30-day warranty period	$5,984.00	$281.97	$6,265.97 (40%)
	TOTAL	$14,960.00	$704.92	$15,664.92

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