

SOW EXHIBIT A

Kauai – Department of Finance – Commercial Refuse Payments

County Agency: County of Kauai, Department of Finance
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Application Name: Commercial Refuse Payments
Business Model: Transaction Based
Estimated Deployment Date: May 15, 2021

SCOPE OF WORK AND DELIVERABLES

Scope

NIC HI's centralized payment portal, Payment Platform, will be utilized to allow customers to pay their bi-monthly commercial refuse payments online via credit card or eCheck (electronic debit from a bank account).

COUNTY will upload a bi-monthly data file to the system with commercial refuse invoice information. The user will look up their commercial refuse account and billing information will be displayed. The user can then pay for their commercial refuse payment online via credit card or eCheck. COUNTY will determine whether over/under payments will be allowed.

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

The system will allow the COUNTY to download a return file with completed transactions.

Delivery

The COUNTY 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 COUNTY notifies NIC HI of material, non-compliance with the functional specifications, NIC HI shall correct the same within fifteen (15) working days, unless the COUNTY consents in writing to a longer period of time.

Milestone Schedule

Task Duration	Description	Deliverable	Role	Hours	Rate (h)	Total
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	20	\$80	\$1,600
			PM	16	\$80	\$1,280
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	80	\$80	\$6,400
			Sys Admin	3	\$100	\$300
10 working days after website deployed in test environment	Approval to proceed	Sign off				
1 week after site deployed to TEST	Testing, training & review	1 training session for personnel	Developer	16	\$80	\$1,280
			PM	8	\$80	\$640
			QA	32	\$80	\$2,560
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	\$100	\$200
			Developer	6	\$80	\$480
			PM	3	\$80	\$240
10 working days after website deployed in PROD environment	Approval to proceed	Sign off				
N/A	Post Launch	Final invoice sent 90-days post launch				
			Work Totals	186		*\$14,980.00

* The amount above is for reference only. This service is funded via transactions.

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 COUNTY within 2 days after project kickoff meeting.

Prototype (March 15- 31)

- Kickoff Meeting
- Design prototype
- Review prototype with COUNTY / approval

Development and TEST Deployment (April 1 - 15)

- Code the application
- Deployment to TEST environment

Testing, Training, and Launch (April 16 – May 14)

- NIC HI application testing
- Application review and training with COUNTY staff / testing
- Bug fixes Round 1
- COUNTY application testing – test fixes
- Production prep
- Deployment to production environment (May 10 - 14)

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, GET) and breakdown of all other fees (i.e. development, hosting, maintenance and support, transaction and other fees).

1. Development Fees: \$0.00 (waived flat fee to implement Payment Platform for same division)
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 \$2.50; 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 2.2% per transaction; or
 - b. eCheck transactions - Additional transaction processing fee of \$1.00 per transaction

Predicted transactional revenue:

NIC HI annual revenue = 350 payments x 6 bi-monthly billings per year x 20% adoption rate x \$2.50
Administration Fee = \$1,050 per year

The Transaction Fee will be an add-on fee for each transaction, and therefore will be paid by end users. COUNTY may choose to absorb some or all of the Transaction Fees for a period of time due to COVID-19. This change will be defined via an MOU.

The Transaction Fee shall be deducted from the gross amount collected online before the net amount is remitted to COUNTY 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 COUNTY.

5. Other Fees: \$0.00

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed development cost for this project is \$0.00.

Invoice Schedule

Date	Deliverable	Price	GE Tax	Total
	Payment upon deployment of functional test system and COUNTY acceptance	\$0	\$0	\$0 (20%)
	Payment upon completion of testing and COUNTY acceptance	\$0	\$0	\$0 (20%)
	Payment after acceptance letter signed by COUNTY and submittal of application for launch to production environment	\$0	\$0	\$0 (20%)
	Payment at end of 90-day warranty period	\$0	\$0	\$0 (40%)
	TOTAL	\$0	\$0	\$0

ADDITIONAL RESPONSIBILITIES OF 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 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