SOW EXHIBIT A

DOE – Commerce Platform and Payment System

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Application Name: Commerce Platform and Payment System
Business Model: Hybrid
Estimated Deployment Date: January 1, 2022

SCOPE OF WORK AND DELIVERABLES

Scope

NIC HI will implement a commerce platform and payment services to enable DOE schools to setup storefronts, track inventory and allow school specific system administration for products, inventory, and services management.

Create a single storefront experience and inventory management system that allows multiple users at any school to setup and manage products.

Allow public users to pay for products and services online via credit card, debit card, eCheck, and in-person cash transactions.

Develop a reports module that provides individual schools with summary and detailed transaction reports and export functionality and allow STATE staff access to fiscal data for all transactions.

Allow STATE Admin, as defined by STATE and which may include school level, complex level and state office employee, to perform refunds on 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
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				
120 working days after kickoff meeting	Beta deployment	Website deployed in TEST environment	Developer	800+80	$80	$70,400
			Sys Admin	40	$100	$4,000
			PM	200	$80	$16,000
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	250+20	$80	$21,600
			PM/QA	100+350	$80	$36,000
10 working days after testing, training & review	**Approval to proceed**	**Sign off**				
TBD days after testing approval	Website live	Website deployed in PROD environment	Sys Admin	40	$100	$4,000
			Developer	150	$80	$12,000
			PM	200	$80	$16,000
10 working days after website deployed in PROD environment	**Approval to proceed**	**Sign off**				
N/A	**Post Launch**	**Final invoice sent 30-days post launch**				
			Work Totals	**2,230**		**$180,000**

NOTES

The above cost estimate of $180,000 references the cost to develop this service. However, the amount being charged to the STATE is listed under the FEES section below.

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 (July - October)

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

Testing, Training, and Launch (November - December)

- NIC HI application testing
- Application review and training with STATE staff
- STATE application testing
- Bug fixes and testing
- Production prep
- Deployment to production environment (January 1, 2022)

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: $100,000.00 + $4,712.00 GET = $104,712.00

2. Hosting Fees: $0.00

3. Maintenance and Support Fees: $40,000.00 + $1,884.80 GET = $41,884.80/ year for each year 2022, 2023, 2024, 2025.

$20,000.00 + GET billed in December 2021 for FY2022 (Jan – June 2022) and $40,000.00 + GET billed in July 2022 for FY2023 (July 2022 – June 2023) and onwards; with option to continue at this rate thereafter or re-evaluate annually and modify via an SOW Amendment

4. Transaction Fees:

For all transactions completed, there will be 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 (convenience fee) of $1.50 plus
   b. a transaction processing fee of 2.78%
(2) Each eCheck transaction will incur
   a. a fixed cost of (convenience fee) of $1.50 plus
   b. a transaction processing fee of $1.00

Depending on the item for sale on the Commerce Platform, the transaction fee will be either absorbed by the STATE or passed on to the end user. This will be determined by the STATE.

Example 1: Credit card payment with fees absorbed by the STATE
$20.00 school shirt fee = $20.00 user fee
NIC HI Fee = $20.00 x 2.78% cc fee + $1.50 fixed fee = $2.06 paid by STATE

Example 2: eCheck payment with fees absorbed by the STATE
$30.00 yearbook fee = $30.00 user fee
NIC HI Fee = $1.00 eCheck fee + $1.50 fixed fee = $2.50 paid by STATE

Example 3: Credit card payment with add-on fees paid by end user
$50.00 class fee = $50.00 + ($50.00 + $1.50 fixed fee) x 2.78% cc fee + $1.50 fixed fee = $52.93 user fee
NIC HI Fee = ($50.00 + $1.50 fixed fee) x 2.78% cc fee + $1.50 fixed fee = $2.93 paid by user

Example 4: eCheck payment with add-on fees paid by end user
$50.00 class fee = $50.00 + $1.00 eCheck fee + $1.50 fixed fee = $52.50 user fee
NIC HI Fee = $1.00 eCheck fee + $1.50 fixed fee = $2.50 paid by user

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 $104,712.00 ($100,000.00 + GET) 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
November 1, 2021	Payment upon deployment of functional test system and STATE acceptance	$20,000.00	$942.40	$20,942.40 (20%)
November 15, 2021	Payment upon completion of testing and STATE acceptance	$20,000.00	$942.40	$20,942.40 (20%)
December 20, 2021	Payment after acceptance letter signed by STATE and submittal of application for launch to production environment	$20,000.00	$942.40	$20,942.40 (20%)
January 31, 2022	Payment at end of 30-day warranty period	$40,000.00	$1,884.80	$41,884.80 (40%)
	TOTAL	$100,000.00	$4,712.00	$104,712.00

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