

SOW EXHIBIT A

County Kauai - Fire Department – Fire Permit Payments

County Agency: County of Kauai Fire Department
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Application Name: Fire Permit Payments
Business Model: Transaction-based
Estimated Deployment Date: October 25, 2021

SCOPE OF WORK AND DELIVERABLES

Scope

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

COUNTY will upload a monthly data file to the system with fire permit invoice information. The user will look up their fire permit application account and billing information will be displayed. The user can then pay for their fire permit 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	10	\$80	\$800
			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	2	\$80	\$160
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	187		\$15,060.00

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.

Requirements (June 15 – July 31)

- Kickoff Meeting

- Requirements finalization
- Review requirements and import/export files with COUNTY / approval

Development and TEST Deployment (August 1 – August 31)

- Implement/configure the service
- Deployment to TEST environment

Testing, Training, and Launch (September 1 – October 25)

- NIC HI application testing
- Application review and training with COUNTY staff / testing
- Bug fixes
- COUNTY application testing – test fixes
- 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, GET) and breakdown of all other fees (i.e. development, hosting, maintenance and support, transaction and other fees).

1. Development Fees: \$0.00 + GET (flat fee to implement Payment Platform is waived)
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

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 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.

INVOICE AND PAYMENT SCHEDULE

The COUNTY will not be invoiced for any development costs for this project.

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