SOW EXHIBIT A

Department of Transportation– Harbors Division – Harbor Receipts

County Agency:	Department of Transportation, Harbors Division
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NIC HI PM Phone:	(808) 687-6228
Application Name:	Harbor Receipts
Business Model:	Transaction-based
Estimated Deployment Date:	August 1, 2022

SCOPE OF WORK AND DELIVERABLES

Scope

NIC HI will provide the DOTH a solution to allow customers to pay for Harbors Division fees and tariffs online via credit/debit card, eCheck (electronic debit from a bank account) or Subscriber payments.

The DOTH will determine whether over/under payments will be allowed.

The DOTH will have an Administration Module to search and view completed transactions.

The solution will allow the DOTH to view and/or download fiscal and transaction reports.

Delivery

The DOTH 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 DOTH notifies NIC HI of material, non-compliance with the functional specifications, NIC HI shall correct the same within fifteen (15) working days, unless the DOTH 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	4	$80	$320
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**

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

<u>NOTES</u>

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 DOTH within 2 days after project kickoff meeting.

Prototype (April 15 – May 15)

- Kickoff Meeting
- Design prototype

- Review prototype with DOTH / approval

Development and TEST Deployment (May 16 – June 15)

- Code the application
- Deployment to TEST environment

Testing, Training, and Launch (June 16 – July 15)

- NIC HI application testing
- Application review and training with the DOTH staff / testing
- Bug fixes Round 1
- The DOTH application testing – test fixes
- Production prep
- Deployment to production environment (August 1- 4)

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

2. Hosting Fees: $0.00

3. Maintenance and Support Fees: $0.00

4. Transaction Fees:

   For all credit card transactions completed, there will be a Transaction Fee of 5% plus a 2.5% credit card fee per transaction with a maximum transaction fee of $150.00 due and payable to NIC HI.

   For all eCheck transactions completed, there will be a Transaction Fee of 5% fee per transaction with a maximum transaction fee of $150.00 due and payable to NIC HI.

   Ex. Credit Card Transaction

   $800 is used as an example; the payment fee will vary.

   $800 payment + ($800 x 5% transaction fee) + (($800 + $800 x 5%) x 2.5% credit card fee) = $861.00 total user fee

   Ex. eCheck Transaction

   $800 payment + ($800 x 5% transaction fee) = $840 total user fee

   Projected annual NIC HI revenue:

   $1,700,000 annual collections (based on August 2017-August 2018 collections) x 20% adoption rate x 5% transaction fee = $17,000 annual NIC HI revenue

The Transaction Fee will be an add-on fee for each transaction, and therefore will be paid by end users. DOTH may choose to absorb some or all of the Transaction Fees for a period of time due to COVID-19. This change may be made as agreed upon in writing between NIC HI and the DOTH.

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

INVOICE AND PAYMENT SCHEDULE

Date	Deliverable	Price	GE Tax	Total
	Payment upon deployment of functional test system and the DOTH acceptance	$0.00	$0.00	$0.00 (20%)
	Payment upon completion of testing and the DOTH acceptance	$0.00	$0.00	$0.00 (20%)
	Payment after acceptance letter signed by the DOTH and submittal of application for launch to production environment	$0.00	$0.00	$0.00 (20%)
	Payment at end of 90-day warranty period	$0.00	$0.00	$0.00 (40%)
	TOTAL	$0.00	$0.00	$0.00

Disclaimer:
If NIC HI testing has completed and the application is ready to be deployed to production and the DOTH fails to test or needs to delay the production launch 30 days or longer beyond the agreed upon timeline, the DOTH will sign the letter of acceptance and NIC HI will invoice the DOTH for the remaining deliverables.

Note:
Warranty period is through 90 days post-production launch.

ADDITIONAL RESPONSIBILITIES OF THE DOTH

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