

SOW EXHIBIT A

DLIR – Hawaii Occupational Safety and Health Division – Online Payments

State Agency: Department of Labor & Industrial Relations
Agency Contact: Nicole G. Bennett
Agency Email: nicole.g.bennett@hawaii.gov
Agency Address: 830 Punchbowl Street, Suite 425 Honolulu, Hawaii 96813
Agency Phone: (808) 586-9081
NIC HI PM: John O’Connor
NIC HI PM Email: johncoonor@egov.com
NIC HI PM Phone: (808) 695-4296
Application Name: HIOSH Online Payments
Business Model: Hybrid
Estimated Deployment Date: November 31, 2022

SCOPE OF WORK AND DELIVERABLES

Scope

NIC HI’s centralized payment portal, Payment Platform, will be utilized to allow customers to pay their HIOSH fines and payment fees online via credit card or eCheck (electronic debit from a bank account).

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

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

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

Delivery

The STATE 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 STATE notifies NIC HI of material, non-compliance with the functional specifications, NIC HI shall correct the same within fifteen (15) 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					
10 working days after kickoff meeting	Design prototype	Design prototype	Developer	12	\$140	\$1,680	
			PM	12	\$150	\$1,800	
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	40	\$140	\$5,600	
			Sys Admin	3	\$130	\$390	
1 working day after website deployed in test environment	Approval to proceed	Sign off					\$9,246.07 (50% payment)
1 week after site deployed to TEST	Testing, training & review	1 training session for personnel	Developer	16	\$140	\$2,240	
			PM	8	\$150	\$1,200	
			QA	32	\$100	\$3,200	
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	\$130	\$260	\$7,396.86 (40% payment)
			Developer	6	\$140	\$840	
			PM	3	\$150	\$450	
N/A	Post Launch	Final invoice sent 90-days post launch					\$1,849.21 (10% payment)
			Work Totals	134		\$17,660.00	\$18,492.14

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 STATE within 2 days after project kickoff meeting.

Prototype (August 15 - 31)

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

Development and TEST Deployment (September 15 - 30)

- Code the application
- Deployment to TEST environment

Testing, Training, and Launch (October - November)

- NIC HI application testing
- Application review and training with STATE staff / testing
- Bug fixes Round 1
- STATE application testing – test fixes
- Production prep
- Deployment to production environment (November 22-30)

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

1. Development Fees: \$18,492.14 (one time set up fee)
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:

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.

Predicted transactional revenue:

Ex. Credit Card Transaction \$800 is used as an example; the collection fee will vary. \$800 collection fee + (\$800 x 5% transaction fee) + ((\$800 + \$800 x 5%) x 2.5% credit card fee) = \$861.00 total user fee

Ex. eCheck Transaction \$800 collection fee + (\$800 x 5% transaction fee) = \$840 total user fee

Projected annual NIC HI revenue:

\$1,634,761.48 (based on CY2021 collections) x 20% adoption rate x 5% (\$150 maximum) transaction fee = \$16,347.61 annual NIC HI revenue

The Transaction Fee will be an add-on fee for each transaction, and therefore will be paid by end users. STATE 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 STATE 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 STATE.

5. Other Fees: \$0.00

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed development cost for this project is \$18,492.14 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
10/31/2022	Payment upon deployment of functional test system and STATE acceptance	\$8,830.00	\$416.07	\$9,246.07 (50%)
11/30/2022	Payment at completion of testing, acceptance letter signed by STATE, and deployment to production environment	\$7,064.00	\$332.86	\$7,396.86 (40%)
03/01/2023	Payment at 90 days post-production launch	\$1,766.00	\$83.21	\$1,849.21 (10%)
	TOTAL	\$17,660.00	\$832.14	\$18,492.14

ADDITIONAL RESPONSIBILITIES OF STATE

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