

**Maryland Self-funded eGovernment Services**

**Operations and Maintenance**

**Contract # 060B0600016**

***Between***

**Agency Name**

*and*

**NICUSA, INC.**

**(NIC Maryland)**

**eGovernment Services**

**Work Order Request**

*for*

**Project Name**

**ADPICS BPO Number**

**Issue Date:** Month / Day / Year

About this Template

This template contains YELLOW highlights where customized wording is required or guidance is provided. The template also contains non-highlighted standardized language in compliance with the terms and conditions found in the Maryland Self-funded eGovernment Services Master Contract, and State procurement law and regulations.

Agencies should carefully review and adjust the wording in this template as needed for the specific Work Order Request. Agencies should ensure no irrelevant, unnecessary wording remains in the WOR either from the template or previous WORs.

Work Order Request

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# Key Information Summary Sheet

This eGovernment Services Work Order Request (WOR) is used to request services through the self-funded eGovernment Services Master Contract.

In addition to the requirements of this WOR, NICUSA (NIC Maryland) is subject to all terms and conditions contained in the eGovernment Services RFP issued by the Maryland Department of Information Technology and subsequent Master Contract Project Number 060B1400050, including any amendments.

|  |  |
| --- | --- |
| Project Name: | <Project Name> |
| **ADPICS BPO Number:** | <ADPICS BPO Number> |
| **Service Type:** | **Custom Managed Solution**   * eGovernment Application Development and Hosting * MS SharePoint Content Management System for website design, development and hosting   Custom Managed Solutions are products and services that are modified to meet the custom specifications of NIC’s state, federal and local government contract partners. Custom Managed Solutions set forth in any WO Agreement will be hosted, managed and maintained by NIC during the term and will be made available to the State, its agencies or the general public under this Contract. All intellectual property associated with NIC’s Custom Managed Solutions is owned by NIC and is generally made available for the development of additional Custom Managed Solutions for the State as well as for NIC’s other state, federal and local partners. Upon the natural expiration of the term of this Contract, or upon termination of this Contract by the State for cause pursuant to Section 16, Contractor will grant to the State a perpetual, non-exclusive royalty-free license to use, modify or have modified, all Custom Managed Solutions set forth in a WO Agreement.  **Electronic Services**   * Electronic Payment Processing via credit cards, ACH (eCheck), or monthly account billing services, Vital Records, AppEngine, Event Registration, YourPassNow, Gov2Go   Electronic Services are commercial, readily available services (commonly referred to in the industry as “SaaS” or “pay-as-you-go” services) provided through hardware, software and network infrastructure hosted by NIC Inc. or any of its other subsidiaries, including Contractor (collectively, “NIC”), as may be from time to time developed and made available to the State through the Contractor. If a WO Agreement identifies any product or service as an “Electronic Service”, the State will obtain no ownership or other rights in or to such Electronic Service. Access to the Electronic Services shall terminate upon termination of this contract; provided however, that the State or any subsequent contractor operating the Project may contract for Electronic Services separately and apart from Contractor.  **Custom Software Deliverable**   * Consulting Services Time and Materials Projects   The State shall own all right, title and interest in and to all Customer Software Deliverables and all intellectual property rights subsisting therein. “Custom Software Deliverables” means all computer programs and software and all related documentation provided to the State pursuant to this RFP, the Master Contract, and any Work Order Agreement. Custom Software Deliverables includes, but is not limited to, application modules developed to integrate with a COTS; maintenance updates and bug fixes; configuration files; all related documentation describing the procedures for building, compiling and installing the software, including names and versions of the development tools; all software design information (e.g., module names and functionality); and user instructions. Custom Software Deliverables excludes any third party intellectual property. |
| **Funding Type:** | **Premium Cost Service**  Service offered to the customer in the form of subscriptions or as a direct charge to the customer and without cost to the agency  **Convenience Fee Service**  Service is provided as a direct charge to the customer  **Free Service**  Service is provided at no cost to the Agency. NIC Maryland provides services from the proceeds of premium services  **Transaction Cost Service**  Service is provided at no cost to the customer. Agency requesting the service will be billed by NIC Maryland for each transaction  Consulting Services Time & Materials Service\*\*  Service is provided via fixed cost or time and materials with proposed labor rates  \*\* Requires submission of Minority Business Enterprise forms and Labor Classification Personnel Resume Summary  **MBE Goal: \_\_\_%**  *Only applies to Consulting / Time & Materials Service Requests* |
| **Issue Date:** |  |
| **Issuing Agency** | *\*\*Use full agency name, and include division/modal, office, program, as appropriate* |
| **Send Response To:** | Name:  Title:  Telephone: |
| **Direct Questions To:** | Name:  Title:  Telephone: |
| Indicate all Agency Senior Management that have reviewed and approved project (indicate all that apply): | Executive Business Sponsor  Agency CIO  Agency CFO  Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

# Project Stakeholders

*List the Agency project stakeholders associated with this work order request.*

1. Project Stakeholders

|  |  |  |
| --- | --- | --- |
| Agency Project Sponsor | Phone | Email |
|  |  |  |
| Agency CIO | Phone | Email |
|  |  |  |
| Agency CFO/Financial Officer | Phone | Email |
|  |  |  |
| Agency PIO/Communications Officer | Phone | Email |
|  |  |  |
| Agency PM/POC | Phone | Email |
|  |  |  |
| NIC Maryland President /GM | Phone | Email |
| Janet Grard | 443.951.2320 | [jgrard@egov.com](mailto:jgrard@egov.com) |
| NIC Maryland Director of Operations | Phone | Email |
| Nancy Schmid | 443.951.2321 | [nschmid@egov.com](mailto:nschmid@egov.com) |
| NIC Maryland Director of Project Management | Phone | Email |
| Albert Smith | 443.951.2324 | [asmith@egov.com](mailto:asmith@egov.com) |
| State eGov Master Contract Manager | Phone | Email |
| Andrea Greer | 410.240.6197 | [andrea.greer@maryland.gov](mailto:andrea.greer@maryland.gov) |

# – Administrative Information

## Responsibility for WOR and WO Agreement

The WO Procurement Officer has the primary responsibility for the management of the WOR process, for the resolution of WO Agreement (WOA) scope issues, and for authorizing any changes to the WOA.

The WO Manager has the primary responsibility for the management of the work performed under the WOA; administration functions, ensuring compliance with the terms and conditions of the Self-funded eGovernment Services Master Contract; and, in conjunction with NICUSA, achieving completion of the Scope of Work.

## WO Agreement

Based upon an evaluation of NICUSA WO Proposal, NICUSA will conduct the work defined in Section 3 - Scope of Work. A specific WOA, Attachment 1, will then be entered into between the State and NICUSA, which will bind NICUSA to the contents of its WO Proposal, including the price proposal.

# SECTION 2 – Service Information

## Purpose - Provide the reason the new service is needed. Will it replace or supplement a current business process? Are there regulatory or statutory authorities that require the agency to pursue the project?

## Current Business Process

Provide a high-level description of the current process. Where possible, list the specific steps involved.

List any existing documentation of your current business process (such as workflows, forms, training manuals, etc.). Please include copies of this documentation when you submit this questionnaire.

## List the goals for the new service.

Provide a list of goals as well as a description of benefits to be expected by Agency Partner, constituent, and the statewide impact. How will you measure the success of the application (i.e., usage rates, agency cost avoidance, other efficiencies, etc.)

## Agency Benefits

Provide a list of agency benefits. Examples include:

* Public relations or constituent benefit that has a positive impact on the agency partner.
* Cost savings
* Increased accuracy/Greater data reliability
* Transforms legacy systems or automates a manual process.
* Generates revenue

## Constituent Benefits

Provide a list of constituent benefits. Examples include:

* Cost savings
* Time savings
* Convenience
* Enhances access to State services or functions
* Expedited Processing

## Statewide Benefits

Provide a list of statewide benefits. Examples include:

* Good media coverage/advertising potential
* Strong revenue source
* Creates an infrastructure advantage for other applications and services
* Fits within statewide strategic plan
* Could be expanded to an enterprise wide-solution for benefit of other Partners

## Mandate

Mandatory process, examples include:

* Process is mandated by, or is a necessary response to, a statute, Executive Order, State policy, or regulation
* Process is necessitated by external technology change, security threat, or potential for operational failure

## Timeline

Please include any target dates / timelines NIC should be aware of.

## Potential Risks

Provide a list and description of any risks. Document any accessibility risks, any security related risks, e.g. storage of sensitive information, any related projects or business processes that could impact the new requested service and any project timeline dependencies that could impact the project schedule.

* Complexity
* Third Party Involvement
* Financial

# SECTION 3 – Scope of Work



## Desired Functionality / Scope

Provide a description of the application, any limitations, and a bulleted list of high level requirements or features.

## Technical Summary

Provide a short description of any special components or tools unique to this project (e.g. 3rd-party mapping widget). Identify any special technology requirements (e.g., legacy conversion, data migration, security, accessibility, standards impact, etc.). List any systems on which this new service may depend (e.g., front-end applications, databases, etc.). Describe any data conversion or migration for the new service.

## Please list any agency systems/databases/tables that will be used by the new service. *(Example: SQL 2007, Table XYZ – Stores customer information)*

## Will NIC Maryland or the agency house the data? (Agency remains the data custodian at all times, regardless of where data is hosted)

## How would you like to receive your transaction data?

If the Agency is receiving the collected data, describe how the Agency should receive the data (i.e., web service, batch file extract, etc.)

## What is your service level requirement for application availability?

The Master Contract requires 99.9% of scheduled uptime for applications. List any service level requirements needs that vary from the Master Contract requirements.

## List any additional requirements which need to be defined:

Examples include:

* *Investigative unit requirements;*
* *Audit requirements;*
* *Statutory requirements*

# 

# SECTION 4 - Users



## Who will use this Service (Internal and public user types)? (i.e. – Division managers need access to financial reports; staff cashiers need to process customer payments and issue refunds)

## Do you need to restrict access to this service?

Describe what areas of the application require restricted access and the tasks to be performed.

# SECTION 5 - Fees and Revenue



## Are there any statutory or regulatory fees or payments involved? If so, please itemize:

|  |  |  |  |
| --- | --- | --- | --- |
| Agency Statutory Fee Name | Estimated Volume (Annually) | Fee Amount | Usage Trends  When is peak usage - certain months of the year, days of the week, or times of the day, etc.? Is it seasonal? If so, when? (Example: Summer months: May through July.) |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

## Which payment channels would you like this service to use to collect payments?

Online (web, mobile)

Over-the-Counter (walk-in payments)

Back-office (mailed/faxed payments)

Kiosk

IVR (phone payments)

Not Applicable

# SECTION 6 - Transaction Volume



## Current Annual Transactions by Channel

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Online** | Office | Phone | Other |
| **What is the current annual transaction volume?** |  |  |  |  |

## Projected Annual Transactions by Channel when New Service is implemented

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Online | Office | Phone | Other |
| What is the anticipated annual transaction volume? |  |  |  |  |

# SECTION 7 - Marketing

Describe how the program is currently marketed /promoted to users (i.e., direct mail forms, brochures, associations, etc.). List communication items, how they are distributed, and to whom (i.e., Renewal Notice, Mail, Constituents). Attach samples, if applicable.

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# SECTION 8 - Agency Work Order Request Acceptance

Agency representatives have reviewed the Work Order Request and approve the information provided herein. Authorized signature below indicates Agency’s acceptance of this Work Order Request and signifies a request for NIC to proceed with a Work Order Proposal. Agency understands that project development may begin once the DOIT has approved the Work Order Request and Work Order Proposal and NIC Maryland resources are available.

|  |  |  |  |
| --- | --- | --- | --- |
| Agency Executive Approver | | | |
| Signature | Printed Name | Title | Date |
|  |  |  |  |

DOIT Work Order Request Disposition

|  |  |  |
| --- | --- | --- |
| Disposition Type | ✓ | Explanation |
| Approved |  |  |
| Modification Needed (Modifications to this document will require both Agency and DOIT approval) |  |  |
| Rejected (Reasons for rejection will be communicated to the Agency) |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| DOIT eGov Services Contract Manager | | | |
| Signature | Printed Name | Title | Date |
|  | Andrea Greer | eGov Services Contract Manager |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Program Manager (NIC Maryland) | | | |
| Signature | Printed Name | Title | Date |
|  | Janet Grard | President/GM |  |