



Payment Services IMPLEMENTATION PLAN

Expiration Date
06/30/2021

Version
1.0

Date
05/25/2021

Project Name: State of Indiana RFP 20-1351
Agency Name: Indiana Department of Administration



Online Payment
& Processing



Application
Development



Website
Services



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The IN.gov Program, a partnership between the State of Indiana and NIC Indiana, is responsible for the design, development, and maintenance of more than 330 State websites and 125 online services. Providing services for Indiana government partners for more than 25 years, the IN.gov Program continues to bring digital innovations to the state, receiving more than 100 awards in the past 4 years.

1. Project Information

1.1 Contact Information

Agency Name: Indiana Department of Administration (IDOA)		Phone	Project Name: State of Indiana RFP 20-1351
State Executive Sponsor:	Phone:	Email:	
State Project Sponsor:	Phone:	Email:	
IOT Executive Approval:	Phone:	Email:	
NIC Indiana Project Manager:	Phone: (317)	Email:	
NIC Indiana Account Manager:	Phone: (317)	Email:	
NIC Indiana General Manager:	Phone: (317)	Email:	

1.2 Revision History

Date	Name	Version	Section Updated	Notes
05/21/2021		1.0	All	Initial Version

1.3 NIC Indiana Team Resource Technologies

The purpose of this chart is to identify NIC Indiana tools & technologies used for the duration of the project.

NIC Indiana Resource	Tools & Technologies
Project Manager	Smartsheet, Confluence
Account Manager	Smartsheet, Confluence
Quality Assurance	Smartsheet, Confluence, JIRA, Zephyr
Lead Technician	Confluence, JIRA, GIT, C#, SQL Server
C#	Confluence, JIRA, GIT, C#
UI	Confluence, JIRA, GIT



2. Project

2.1 Scope

The Indiana Department of Administration (IDOA) has issued a payment processing RFP (RFP 20-1351) to award payment processing for the State of Indiana to specified vendors. After the awarded vendors are named an implementation plan shall be executed to ensure all payment processing for the state is being done by the approved vendors as set forth by IDOA. This scope of work covers the implementation plan to ensure IDOA's outlined process is followed correctly.

Currently, NIC Indiana is processing payments for 45 of the 85 applications accepting payments online. NIC Indiana has outlined a proposed plan to move the remaining 40 applications accepting payments to NIC Indiana's platform.



3. Business Case

To ensure a smooth transition process from a current vendor to NIC Indiana, the implementation plan is necessary for all parties to understand the steps that need to take place. NIC Indiana will follow the implementation plan to mitigate the risk of having any disruption of services to the State Entities and/or constituents.

3.1 Current Process

There are currently 85 applications that accept payments for the State of Indiana. NIC Indiana presently services 45 of the 85 applications, while the other 40 are serviced by a third-party vendor.

4. Terms and Conditions

This Project shall be governed by the terms and conditions as set forth in the Professional Services Contract as entered into by NIC Indiana.

In addition, the following will apply:

1. The Indiana Department of Administration (IDOA) will review this Statement of Work (SOW). Upon approval, IDOA will provide the required support identified within this SOW to assist NIC Indiana in completing agency assigned tasks as described herein.
2. NIC Indiana will assign a Project Manager, and a back-up, to interface with IDOA and all involved State Entities.
3. NIC Indiana will be responsible for application development and support.
4. State Entities will complete all required testing in accordance with the Project deadlines, prior to acceptance by the agency and deployment to production.
5. State Entities will utilize Webmasters. NIC Indiana Website to initiate all requests to NIC Indiana for service requests, trouble tickets, and technical assistance.

5. Application Migration Overview

5.1 NIC Indiana's Current Applications

NIC Indiana currently services the following applications reducing the migration workload by over 50% for the state. NIC Indiana will continue to work closely with each of these state entities and outline any enhancements or changes that they would like made to their applications.

5.2 3rd Party Applications Migration Plan

NIC Indiana has a proposed timeline that is subject to change based on each state entity's needs particularly around their peak time periods. NIC Indiana will work with each state entity to outline a project plan that meets their needs.

5.2.1 List of Applications to Migrate

The following list of applications to be migrated to NIC Indiana's payment services has been directly pulled from RFP 20-1351 which includes the description and payment model. NIC Indiana will use the provided list as the base requirements while meeting with each state entity to outline the full requirements and timeline.

State Entity		Project/Platform Description	Payment Model
Adjutant General-National Guard	AGO	Credit card usage for facility rentals, POS Equipment	Merchant Model
Department of Child Services, Child Support Bureau	DCS	-WEB application to accept child support and annual support fee payments -IVR application to accept child support payments	Convenience Fee
Department of Financial Institutions	DFI	Depository Assessment Fees	Both

Department of Natural Resources -- Division of State Parks	DNR	API for Indiana State Park Inns	Merchant Model
Department of Natural Resources	DNR	Central Reservation System (CRS) and Point-of-Sale (POS) for web, field, and call center (reservation line).	Merchant Model
Indiana Correctional Industries	DOC	Credit card payments from customers for goods and services billed.	Merchant Model
Department of Labor	DOL	Acceptance and validation of credit card payments for services provided or managed by the Indiana Department of Labor (IDOL) that include, but not limited to, Indiana Occupational Safety & Health Administration penalty and fine payments, Access to Public Records Act payments, Employment of Youth penalty and fine payments, Indiana Bureau of Mines exam and license fees, and INSafe insurance assessment payments. IDOL sends Contractor a file of customer information and the customer will enter the payment amount (the amount does not need to be validated). A message will be displayed that the payer needs to contact the main office if the customer information needs updating. The Contractor shall provide a Website Application (WEB) solution to accept payments from IDOL customers for services listed above, as well as, maintenance of the site. The WEB will allow customers to make payments of any amount plus all assessed fees. The Contractor will also provide maintenance of the WEB. The WEB will accept payments along with select data to be captured, and the data be provided via Merchant Activity File. The customer will enter their customer ID and payment type. The system will pull back the customer information (based on the customer ID and payment type) and the customer will enter the payment amount. Transaction summary and details shall be available on a regular frequency via the Contractor's standard Online Reporting Model.	Convenience Fee

Department of Revenue-Motor Carrier Services	DOR	Online payment authentication and capture services using Web Services. All applications payment process acceptance shall include accepting credit cards, debit cards, gift cards, and E-Check payments with the exception of the Customer Contact area which does not accept eChecks.	Convenience Fee
Department of Revenue	DOR	Online payment authentication and capture services via hosted checkout Application Programming Interface ("API")	Convenience Fee
Department of Transportation	DOT	We use this payment processor primarily for damage to state property (DSP).	Merchant Model
DWD	DWD	Website and IVR for payment processing	Both
DWD	DWD	Web and IVR (pay by phone) for UI Tax Employer administration	Both
DWD	DWD	Employer Self Service (ESS) API	Both
Indianapolis Airport Authority	IAA	Accept payments for on-premise transactions related to parking operations and goods and services	Merchant Model
Department of Environmental Management	IDEM	-Construction Stormwater Portal (nViro) -Other payment types including online payments for water, land, and air permits	Both

Department of Administration	IDOA	Online payments for Statehouse Events	Convenience Fee
Department of Administration - Parking	IDOA	Parking	Merchant Model
Department of Administration - Surplus	IDOA	IDOA - State and Federal Surplus	Convenience Fee
Indiana Finance Authority	IFA	Collecting of parking fees	Merchant Model
Indiana Gaming Commission	IGC	Limited credit card service for a specific service fee that has several users from foreign countries who cannot send us checks in US Funds. This is our anticipated solution to the problem. Once we are operational for several months, we hope to expand into other fee types.	Convenience Fee
Indiana Office of Tourism Development	IOTD	Ticket sales, donations, sponsorships	Convenience Fee
Indiana Public Defender Council	IPDC	Event registration fees and online course fees; subscription fees; publication fees	Convenience Fee
Department of Agriculture	ISDA	Indiana State Fair Store	Convenience Fee

Department of Agriculture	ISDA	Licensing & Moisture Meters	Convenience Fee
Department of Toxicology	ISDT	Credit card acceptance for services such as breath test certifications, re-certifications, access to public records act payments. WEB solution with daily merchant activity file.	Convenience Fee
Indiana State Library	ISL	Websites will consist of a site hosted by the State of Indiana on the Indiana State Library websites which have direct connections via API to the vendor systems to collect the payment type, payer information, payment amount and cardholder information and process the payment.	Convenience Fee
Indiana State Police	ISP	Gift shop related purchases. The Contractor shall provide a Point of Sale (POS) Application to accept payments allowing ISP Museum patrons to purchase and pay for gift shop items in the museum. The Contractor shall provide a POS terminal to allow for payments to be made in a face to face card processing environment. The Contractor shall also provide a Virtual (POS) terminal or similar application for use during off-site sales events. This application will allow for web-based payment processing in a card-present environment with an option of emailing a receipt to sale participants.	Convenience Fee
Indiana War Memorial	IWM	POS terminal, pin/pad wireless swipe device for gift shop purchases	Merchant Model
State Lottery Commission Hoosier	Lottery	POS terminal devices to accept credit card and debit payments for lottery ticket purchases	Merchant Model
Office of Community & Rural Affairs	OCRA	Seminars, trainings, and events	Merchant Model

Professional Licensing Agency	PLA	Real Estate Broker Transfers	Convenience Fee
Secretary of State- BOS.INBIZ	SOS	Payment processing services are used by the following divisions within SOS: Dealers, Securities, BSD, INBiz	Both
Secretary of State Indiana Election Division	SOS	Credit card payments of campaign finance penalties and fines and publication purchases through POS terminal.	Convenience Fee
White River State Park Development Commission	WRSP	Credit card payment processing at the White River State Park Parking Garage	Merchant Model
Avon Community School Corporation		Point-of-Sale (POS) Application solution to accept payments to allow ACSC customers to purchase and pay for student textbook rental and various student fees. The POS Virtual Terminal application shall allow for a payment to be made, along with select data to be captured, and the data be provided via Merchant Activity File. Transaction summary and details shall be available on a regular frequency via the Contractor's standard Online Reporting Model.	Merchant Model
Monroe County Building Dept		credit card machine	Both
Indianapolis Airport Authority		on-line portal to pay invoiced amounts	Convenience Fee

Indiana Department of Environmental Management	IDEM	Allows a tank owner, tank operator, or property owner (OOPs) to have one primary interface with the Indiana Department of Environmental Management (IDEM) for registering, reporting, and making payments	Convenience Fee
Family and Social Services	FSSA	process credit card payments using the FSSA Family Portal provided by PCG.	
Monroe County Health Department		POS terminals for debit and credit transactions.	Both

6. Risks

6.1 Risk Response Plan

Risk Name	Risk Description	Risk Impact	Risk Likelihood	Risk Mitigation	Risk Assignment
		Insignificant (1) Minor (2) Moderate (3) Serious (4) Critical (5)	Slight (1) Not Likely (2) Likely (3) Highly Likely (4) Expected (5)		
CCP Integration/Third Party Availability	All third-party applications will require the third party's involvement to integrate CCP with their application. The third party's availability to complete this work will have a direct impact on the timeline and completion of the migration	3	3	NIC Indiana will work closely with the State Entity and the third party to understand the third party's availability. NIC Indiana will have all documentation ready for the third party's review and will also be available to assist with the integration.	State Entity/Third Party

6.2 Risk Approvals

Agency representatives have reviewed the risks identified in section 7.1, and by the authorized signature below, indicate the agency's acceptance of the Risk Response Plan. The Agency thoroughly understands changes made after signed approval of this document will impact the application launch date.

Agency Project Sponsor:

Signature:

Date:

Print Name:



Agency Executive Sponsor:

Signature: _____ Date: _____

Print Name: _____

IOT Executive Approval:

Signature: _____ Date: _____

Print Name: _____

NIC Indiana Project Manager:

Signature: _____ Date: _____

Print Name: _____

NIC Indiana Account Manager:

Signature: _____ Date: _____

Print Name: _____

NIC Indiana General Manager:

Signature: _____ Date: _____

Print Name: _____

7. Communication Plan

This Communication Management plan defines the project communications structure for all projects. It defines the required communications, content, timing, and audience.

7.1 Communication Plan

Communication	From	To	CC	Content Provided/Created By	Frequency	Delivery Media
Project Kick Off Meeting	NIC Project Manager	Project Sponsor, Stakeholders, Project Team	NIC Account Manager, IOT Oversight	NIC Project Manager	Once (Initiation Phase)	Meeting
Project Charter, Task Order, or Statement of Work	NIC Project Manager	Project Sponsor, Stakeholders	NIC Account Manager, IOT Oversight	NIC Project Manager	Once (Initiation/Deployment Phase)	Email
Business Requirements	NIC BA	Project Sponsor, Stakeholders	NIC Account Manager, IOT Oversight	NIC BA	Once (Development/Deploy Phase)	Email, Meeting
Project Status Reporting	NIC Project Manager	Project Sponsor, Stakeholders	IOT	Project Team	Weekly (throughout project execution)	Email
Change Order	NIC Project Manager	Project Sponsor, Stakeholders	NIC Account Manager, IOT Oversight	NIC Project Manager	As needed	Email
Urgent Issues (escalated from Client/Partner)	Project Sponsor, Stakeholders	Project Manager	NIC Account Manager, IOT Oversight	Project Stakeholders	As needed	Email, Memos
Issue Updates/Resolutions	NIC Project Manager	Project Sponsor, Stakeholders	NIC Account Manager, Project Team, IOT Oversight	NIC Project Manager, Project Team	As needed	Email
Training and Application Updates	NIC Project Manager	Project Sponsor, Stakeholders	NIC Account Manager, Project Team, IOT Oversight	NIC Project Manager, Project Team	As needed	Email
Project Hand Off (Closing)	NIC Project Manager	Account Manager, Project Sponsor	Project Team, IOT Oversight	NIC Project Manager, Project Team, NIC Account Manager	As needed (Deployment/Closing Phase)	Meeting

7.2 Glossary

This document includes the following acronyms, abbreviations, and terms.

Acronym	Definition
BA	Business Analyst
IOT	Indiana Office of Technology
PM	Project Manager
Project Team	Project team includes, but not limited to: PM, BA, Developers, Creative Services, QA, System Admins
QA	Quality Assurance

Acronym	Definition
RACI Diagram	Diagram displaying roles and responsibilities broken down in the following categories: R esponsible, A ccountable, C onsulted, and I nformed
UAT	User Acceptance Testing
CCP	Common Checkout Pages Payment Solution
TPE	Transaction Processing Engine
OTC	Over-the-Counter Payment Solution

8. RACI Diagram

Step	Phase/Key Milestone	NIC Indiana	State Entities	IOT
1	Weekly Project Status	R/A	R/A	I
2	Requirements Workshops	R/A	R/A	I
3	Baseline Requirements	R/A	R/A	C/I
4	Development/Documentation	R/A	C/I	I
5	Software Development	R/A	I	I
6	QA	C/I	R/A	I
7	UAT	C/I	R/A	I
8	Project Deployment	R/A	C/I	I

Role	Definition
R = Responsible	Organization(s) responsible for producing the deliverables or task.
A = Accountable	Organization(s) accountable for the deliverable or task.
C = Consulted	Organization(s) that must be consulted before a final decision can be made.
I = Informed	Organization(s) that must be informed after any final decision has been made.

9. Timeline

The following are key milestones for this project. It is imperative that all parties review and agree to the timeline as presented. The anticipated start date is contingent on priorities set forth by IDOA and IOT. Any changes to this timeline following the signing of this document must be agreed to in writing by all parties.

Agency/Task	Agency	Duration	Start Date	Finish Date
Contract Finalized, Executed, and Transition Approved	IDOA	N/A	10/20/21	10/20/21
Adjutant General- National Guard	AGO	23.75d	10/20/21	11/22/21
Department of Administration - Parking	IDOA	23.75d	10/20/21	11/22/21
Department of Administration - Surplus	IDOA	23.75d	10/20/21	11/22/21
Department of Administration	IDOA	23.75d	11/22/21	12/24/21
Department of Financial Institutions	DFI	23.75d	11/22/21	12/24/21
Indiana Correctional Industries	DOC	23.75d	11/22/21	12/24/21
Department of Labor	DOL	23.75d	12/24/21	01/27/22
Department of Transportation	DOT	23.75d	12/24/21	01/27/22
Indiana Finance Authority	IFA	23.75d	12/24/21	01/27/22
Department of Workforce Development	DWD	39.75d	01/26/22	03/23/22
Department of Workforce Development	DWD	39.75d	01/26/22	03/23/22
Department of Workforce Development	DWD	39.75d	01/26/22	03/23/22
Department of Environmental Management	IDEM	23.75d	03/23/22	04/26/22
Indiana Department of Environmental Management	IDEM	23.75d	03/23/22	04/26/22
Indiana Gaming Commission	IGC	23.75d	03/23/22	04/26/22
Indiana Office of Tourism Development	IOTD	23.75d	04/25/22	05/27/22
Indiana Public Defender Council	IPDC	23.75d	04/25/22	05/27/22
Department of Agriculture	ISDA	23.75d	04/25/22	05/27/22
Department of Agriculture	ISDA	23.75d	05/25/22	06/27/22
Department of Toxicology	ISDT	23.75d	05/25/22	06/27/22
Indiana State Library	ISL	23.75d	05/25/22	06/27/22
Indiana State Police	ISP	23.75d	06/23/22	07/26/22
Indiana War Memorial	IWM	23.75d	06/23/22	07/26/22
State Lottery Commission Hoosier	Lottery	23.75d	06/23/22	07/26/22
Office of Community & Rural Affairs	OCRA	23.75d	07/22/22	08/25/22
Secretary of State Indiana Election Division	SOS	23.75d	07/22/22	08/25/22
White River State Park Development Commission	WRSP	23.75d	07/22/22	08/25/22
Avon Community School Corporation	AVON SCHOOLS	23.75d	08/22/22	09/23/22
Monroe County Building Dept	MONROE COUNTY	23.75d	08/22/22	09/23/22
Monroe County Health Department	MONROE COUNTY	23.75d	08/22/22	09/23/22
Family and Social Services	FSSA	23.75d	08/22/22	09/23/22

Department of Child Services, Child Support Bureau	DCS	53.75d	10/20/21	01/03/22
Department of Natural Resources -- Division of State Parks	DNR	77d	01/03/22	04/20/22
Department of Natural Resources	DNR	77d	01/03/22	04/20/22
Secretary of State- BOS.INBIZ	SOS	59.5d	04/20/22	07/13/22
Professional Licensing Agency	PLA	32.75d	04/20/22	06/06/22
Department of Revenue	DOR	45d	06/06/22	08/05/22
Department of Revenue- Motor Carrier Services	DOR	45d	06/06/22	08/05/22
Indianapolis Airport Authority	INDPLS AIRPORT	52.5d	08/08/22	10/19/22
Indianapolis Airport Authority	IAA	23.75d	08/08/22	09/08/22



10. Approvals

10.1 Implementation Plan Acceptance

Agency representatives have reviewed the State of Indiana RFP 20-1351 Statement of Work and by the authorized signature below, indicate the Agency's acceptance of the document. The Agency thoroughly understands changes made after signed approval of this document will impact the application launch date.

State Project Sponsor:

Signature: _____ Date: _____

Print Name: _____

State Executive Sponsor:

Signature: _____ Date: _____

Print Name: _____

IOT Executive Approval:

Signature: _____ Date: _____

Print Name: _____

NIC Indiana Project Manager:

Signature: _____ Date: _____

Print Name: _____

NIC Indiana Account Manager:

Signature: _____ Date: _____

Print Name: _____



NIC Indiana General Manager:

Signature:

Date:

Print Name: