

EXHIBIT B
SCOPE OF WORK

1. PROJECT DESCRIPTION:

The Direct Cash Assistance to Families with Young Children Pilot Program (“Pilot Program” or “Program”) will provide funds from Boulder County’s ARPA allocation to selected, eligible low-income families with children ages birth through 3 years old monthly over the course of a 24-month period. As a population disparately impacted by the COVID-19 Pandemic, specifically those who live in lower income and vulnerable households, the provision of these funds has been modeled after the expanded Federal Child Tax Credit. Funding amounts will be \$300 per month, per child ages birth through 3 years old for eligible households.

The Boulder County Department of Housing and Human Services (“BCDHHS”) anticipates distributing a total of approximately \$5,000,000 through monthly cash transfers to parents of approximately 725 children residing in Boulder County beginning in 2024.

2. SERVICE REQUIREMENTS AND DELIVERABLES:

AidKit, Inc. (“Contractor” or “AidKit”) will provide an end-to-end technology platform for the Pilot Program for the duration of the Program. Contractor will work under the supervision of and in coordination with BCDHHS staff according to the terms of the Contract and this Scope of Work. Contractor shall, in a timely and satisfactory manner, provide the following services:

1. Application Development

- a. Contractor will work with BCDHHS to build and implement an application to be used directly by applicants and community-based organization staff to support applicants based on Program needs (“Application”).
 - i. The Application will be user friendly.
 - ii. The Application will integrate automated ineligibility flags that inform applicants when they do not meet eligibility criteria early in the process.
 - iii. AidKit will utilize inclusive application design to remove roadblocks for applicants facing housing insecurity, lack of documentation, and other barriers to applying.
 - iv. The Application will be available in English and Spanish.
 1. BCDHHS may request translation into additional languages including Mandarin, Cantonese and Vietnamese, based on community need which may be added by mutual written agreement of the parties.
 - v. The Application will contain automated audio instructions in English and Spanish to support those with literacy challenges.
 - vi. AidKit will provide customer support agents (English and Spanish-speaking) to assist applicants with utilizing the Application. Additional languages for customer support agents may be added by mutual written agreement of the parties.

- b. Contractor will provide BCDHHS with technical Application training and instructions to: (a) conduct the application review processes to assess if applicants meet the required eligibility requirements; and (b) review applicant provided verification documents to confirm that defined standards are met. Training will include one session on applicant support and one session on application review. These sessions will be recorded for BCDHHS.
 - c. Contractor will build automations and workflows to apply the eligibility and verification standards as directed by BCDHHS.
 - i. BCDHHS will provide Program eligibility and verification standards to Contractor in writing.
- 2. Outreach
 - a. Contractor will track the source of incoming applications.
 - b. Contractor will generate custom application links to be shared with BCDHHS partner organizations. Custom application links will only be shared with those partner organizations as specifically directed by BCDHHS in writing.
 - c. Contractor will develop a dashboard to support the Application.
 - i. The dashboard will contain tools to support and inform BCDHHS's data-driven outreach efforts to build a diverse applicant pool.
 - ii. BCDHHS will develop and implement community wide outreach and communication efforts for the Program.
- 3. Training
 - a. In partnership with BCDHHS staff, Contractor will develop appropriate training materials and resources to support individuals and community-based organizations with application completion, submission, and error triaging.
- 4. Applicant Support
 - a. Contractor will provide applicant support tools including but not limited to customer service ticketing and resolution systems.
 - b. Contractor is responsible for providing all customer service, including a dedicated phone line and email address for applicants, and customer service representatives available on weekdays from 9 am to 5 pm, excluding any Boulder County holidays.
- 5. Applicant Screening and Verification
 - a. Contractor will build and support a lottery process to
 - i. allow selection of individuals from an overall pool of eligible applications
 - ii. maintain a wait list of eligible individuals who have not been selected for future enrollment in the Program.
 - b. Contractor will enroll BCDHHS selected participants in the Program, including collecting required documents, obtaining signatures for program consent forms, and ensuring protection of all confidential and sensitive information, including personal identifiable information.
- 6. Payment Distribution
 - a. Track all payments to participants and resolve any payment issues.

- b. Contractor will be responsible for the distribution of payments to participants once per month for the duration of the program (24 months). The total number of participants in any given month may not exceed 725 participants.
 - i. Contractor shall have the ability to distribute funds to unbanked and underbanked households and households that have faced systemic barriers in accessing traditional financial systems. Contractor shall provide the following payment delivery methods:
 - 1. Automated Clearing House (ACH) Transfers electronically.
 - 2. Digital and physical debit cards
 - a. Treatment of unutilized funds due to participant exit from program or other factors will be determined in writing between BCDHHS and Contractor to ensure total distribution of funding by end of program term.
7. Participant Notification and Engagement
- a. Contractor will provide SMS, phone and/or email communications directly to applicants regarding the status of their application, selection into the Program, and payments.
 - i. Communications must be provided in English and Spanish.
8. Research and Data
- a. Contractor will conduct eight participant engagement surveys to be administered on a quarterly basis for the duration of the two-year program. Survey administration includes:
 - i. Configuration of survey and up to three reminder notifications to Program participants per survey, as well as issuance of participant incentive payments.
 - 1. Incentive payments will be \$20 per survey completed.
 - a. Unutilized funding due to non-participation and/or exit from the program will be determined in writing between BCDHHS and Contractor to ensure total distribution of funding by end of program.
 - ii. BCDHHS will provide survey questions and notification language at least four weeks ahead of survey administration date.
9. Dashboards
- a. Contractor will create a dashboard and provide required reporting to BCDHHS staff through the dashboard, which will include:
 - i. individualized data based on application data fields
 - ii. payment types
 - iii. payment amounts
 - iv. payment dates
 - v. returned payments (i.e., undeliverable)
 - vi. communications with applicants and participants
 - b. If determined necessary during Program design by BCDHHS, Contractor will collect aggregated and anonymized Program participant spending data.

10. Contractor will provide support to BCDHHS staff, community-based organizations, and Program participants as necessary and requested by BCDHHS throughout the duration of the Program. Support may include, but is not limited to, being available to troubleshoot issues related to the application, participant enrollment, participant communications, payment methods and delivery, the dashboard and any other assistance requested by BCDHHS related to administering the Program.
11. Contractor will meet periodically with BCDHHS staff during disbursement periods to review Program status as requested by BCDHHS.
12. Maintain confidentiality of all program data, documents, and signatures, including ensuring protection of personally identifiable information and maintaining data security for the following, all in accordance with Exhibit C to the Contract:
 - a. PII Confidentiality
 - b. PII Access Permission
 - c. PII Encrypted Storage
 - d. Monitoring and Upgrades
 - e. PII Deletion

3. PROGRAM PARTICIPANTS:

Participants in the Direct Cash Assistance to Families with Young Children Pilot Program will be Boulder County families with children ages 0-3, with incomes ranging from 0-30% of the Area Median Income. Eligibility and Program participation requirements will be determined by BCDHHS.

4. REPORTING OBLIGATIONS AND COMMUNICATION REQUIREMENTS

Contractor will report directly to the BCDHHS ARPA Project Manager, who will serve as the BCDHHS staff program coordinator. Reporting activities and expectations include:

1. Reporting through a shared spreadsheet that tracks the progress of deliverables, on a document-sharing platform approved by BCDHHS that enables access to both BCDHHS staff, Contractor, and Pilot Project management consultants.
 - a. BCDHHS will maintain the shared spreadsheet and provide Contractor with access. BCDHHS will remain the owner of the shared spreadsheet and all data entered into the shared spreadsheet. BCDHHS will manage all accounts and permissions.
2. Participation in project calls and virtual meetings as requested by BCDHHS (a combination of weekly, bi-weekly, monthly meetings based on the timeline and deliverables) with other BCDHHS staff, project management consultants and/or partner agencies.
3. Maintain a summary of application and payment activity through the dashboard made available to BCDHHS staff and Project management consultants (as requested by BCDHHS).
4. Flag communications and payment issues for follow up or triage by BCDHHS staff via incident reports.
5. Ensure up to date access to a list of Contractor contact persons for all issues to ensure customer support inquiries are directed to the appropriate representative.
6. Maintain and provide accounting records as requested by BCDHHS staff, in accordance with GAAP and all ARPA funding reporting requirements.

5. SCHEDULE

AidKit's tasks and reporting will be carried out from 2024 through 2026:

Contractor Task Description	BCDHHS Acceptance	Target Completion Date	Additional Details
Determine detailed eligibility and verification requirements for applicants	BCDHHS sign off on final Eligibility Verification Protocol	4 weeks post contract effective date	AidKit will provide a template to BCDHHS for feedback and collaboration to best serve the target population.
Develop application design and functionality requirements	BCDHHS sign off on design and functionality specifications	6 weeks post contract effective date	
Prototype application built for BCDHHS testing	BCDHHS test and approval of prototype application	9 weeks post effective date	
External user testing conducted, revisions based on feedback	BCDHHS signoff following external user testing and completion of any BCDHHS requested revisions	11 weeks post effective date	County to run user testing and consolidate feedback for Aidkit to implement
Build reporting and dashboard functions	BCDHHS approval of dashboard monitoring priorities and metrics.	12 weeks post effective date	Includes five custom dashboards, with downloads enabled, each dashboard will include five workflow review queues (initial, secondary, escalated, plus two additional)
Build Program verification, application review and enrollment workflows		12 weeks post effective date	
Partner Testing Conducted, Feedback Incorporated		14 weeks post effective date	
Language Translation	Application in English is finalized and tested. County and Partners to provide application language translation to	15 weeks post effective date	AidKit to build language translation based on text files provided by County and Partner.

	AidKit within one week after user testing feedback is implemented.		
Training of BCDHHS staff and partners	BCDHHS will provide staff and partners for training; BCDHHS approval once training is complete	16 weeks post effective date	AidKit Support Team to train County and partner staff on how to do application review and provide 1:1 support to applicants via applicant support portal.
Application system is live and accepting applications		18 weeks post effective date	AidKit PM and AE are available for technical platform support and troubleshooting if anything as designed and tested ceases functioning as expected. Any changes to the eligibility and verification requirements, application logic, or new dashboard and reporting needs, are outside of this SOW and will be submitted as tickets to be scoped and billed as hourly additions to this contract.
Lottery selection and waitlist.		21 weeks post effective date	Automated check of baseline eligibility and preliminary verification. AidKit AE and Platform Team
Application Review		21-23 weeks post effective date	County and Partner team to provide staffing for application review. Assume 10-15 min for review. Assume review of 1450 applications. Est. Staffing between 4-6 reviewers in addition to ~ 1 FTE at AK providing application review and support for other

			reviewers. If AidKit's Applicant Support team is desired for complete staffing of application review this would be an additional cost.
Participant Enrollment		24 - 26 weeks post effective date	AidKit to send automated notifications for approved applicants and report on enrollment progress via dashboards. County and Partners to provide applicant/participant support, benefits counseling if desired, and all other 1:1 services.
Project tracking and evaluation: initial disbursement month through to Participant exit	AidKit requires prepayment of funds to be received at least 10 business days prior to disbursements.	27 weeks post effective date through end of program	AidKit provides all technical and payment related issue support for the duration of the program.

6. PAYMENTS TO AIDKIT

A fee-for-service payment structure for services rendered by Contractor will be based upon the agreed upon milestones of contract signing, program launch, program mid-point and program end-point/project completion.

1. Upon execution of the Contract, Aidkit will receive the first milestone payment pursuant to the Fee Schedule in Exhibit B-1.
 - a. Subsequent milestone payments to Aidkit will occur in accordance with the Fee Schedule and only upon BCDHHS' acceptance of Aidkit deliverables in the previous milestone.
 - i. All AidKit requests for funding shall be sent, via email, to Rory Trujillo Thomes (rthomes@bouldercounty.gov) and Boulder County Housing and Human Services Accounting (HSAccounting@bouldercounty.gov)
 - b. BCDHHS shall provide Contractor with a funding request template.
 - c. Contractor shall keep supporting documentation on site for BCDHHS review, for the duration of the contract term plus eight (8) years.

- d. Any work performed outside of the agreed upon scope of work shall be billed separately as "Additional Work" and shall be subject to the following terms:
 - i. Authorization: The Contractor shall not commence any Additional Work without obtaining prior written authorization from the County. The County shall have the right to request a written estimate of the time and materials required for the Additional Work before providing authorization.
 - ii. Hourly Rate: Customizations or new feature development requested by the Client that fall outside of the Scope of Work shall be billed at an hourly rate of \$300/hour for software engineering and \$150/hour for program management for each hour or portion thereof spent on the Additional Work.
 - iii. Documentation: The Contractor shall maintain detailed records of all time spent and materials used for the additional work and shall provide such records to the County upon request.

7. PROGRAM FUNDING AND DISTRIBUTION OF PAYMENTS TO PARTICIPANTS

Program Disbursements

Program funding for pass-through grant payments will be disbursed by County to AidKit in amounts as determined by the County based on Participant enrollment.

1. Program funding for grant payments will occur on a quarterly basis and at the sole discretion of County.
 - a. Contractor will receive the first round of Program funding for grant payments within 2 weeks of Application go-live.
 - b. The next round of Program funding for grant payments will occur by the first of the month of the following quarter; with each subsequent round of funding occurring on a quarterly basis.
 - c. County reserves the right to adjust all Program funding amounts and funding dates for participant grant disbursements as it determines necessary in its sole discretion
 - d. Program funding for grant disbursements will occur after reconciliation of funds for the prior funding round has been completed.
2. Disbursements to Program participants from the Deposit Account shall occur on a monthly basis for a 24-month period and only as directed by BCDHHS.
3. Contractor shall conduct surveys to program participants on a quarterly basis. For Program participants who complete the survey, BCDHHS may also authorize a \$20 incentive payment at a maximum disbursement of \$116,000 total.
 - a. Disbursements to survey participants may only occur as directed and specified by BCDHHS.
4. All Pilot Program funds, including survey funds, will be transferred and deposited to a single account held by Contractor ("Deposit Account") at Mercury Bank. Contractor warrants and agrees that the Deposit Account shall be FDIC insured and that no other

individual or entity has or will have access, control, or authority over the Deposit Account.

- a. Contractor agrees to provide BCDHHS with all bank statements, reports, and records related to the Deposit Account immediately upon request.
 - b. Contractor agrees and warrants that the Deposit Account at Mercury Bank will be used solely for purposes of the Pilot Program. No other funds shall be deposited or co-mingled with the funds in the Deposit Account outside of Pilot Program funds provided by BCDHHS.
5. Supporting Documentation for Deposit Account
- a. All Monthly disbursements shall be supported by a general ledger and/or sub-ledger detail generated from the Contractor's accounting system to include payee, description, date, and amount. Contractor shall provide the general ledger and/or sub-ledger to BCDHHS.
 - i. The general ledger and/or sub-ledger shall include a unique identifier for each Participant who has received a disbursement, the amount of the disbursement, date of disbursement, and method of disbursement. The ledger shall reflect completed payments only.
 - b. Contractor shall keep all records related to the Deposit Account and Program Disbursement, including all supporting documentation, for the Contract term plus eight years, and shall comply with all BCDHHS record requests promptly.
6. AidKit will track Pilot Program payments to Participants as follows:
- a. Step 1 – An applicant meets all the required conditions for payment and the payment is initiated in AidKit.
 - b. Step 2 – The payment goes to AidKit's Payment Approval and Accounting System and then is ready for approval from AidKit's accounting team
 - i. Human approval is required for every payment and can be done first on the client side, and then will be finalized by AidKit staff. Even here a human must look over the payments and manually submit as a batch.
 - c. Step 3 – The payment goes to third party processors (Dwolla, USIO, GiveCard) and funds are distributed.
 - d. Step 4 – The Participant receives the funds.
 - i. For DEBIT ONLY, AidKit receives notification of payment completion.
 - ii. For ACH ONLY, AidKit does not receive a positive acknowledgement of payment. We only receive notices of failure. Therefore, we hold the payment in a PENDING state for 2 weeks or until failure is received. After 2 weeks, the payment is moved to COMPLETED if appropriate.
 - iii. Details associated with each payment: Action ID – unique reference for the payment
 - iv. UID – unique reference for the recipient
 - v. Program Name – name of the Specific Program through which funds are being distributed – Pilot Program
 - vi. Payment Type – such a “grant payment” v. “survey payment”
 - vii. Payment Amount – the exact dollar amount of the payment

- viii. Action Date – the date that the funds were committed via the completed funding request template
- ix. Booked Date – the date that the payment was approved for execution in RoboController (RC) and set to AidKit’s third party processor for movement of funds. RC is an internal AidKit tool
- x. Transaction Date – the date that the funds were moved out of third-party distributor accounts and sent to the recipients
- xi. Action State: Completed – Payment has successfully completed (for ACH, there is not success acknowledgment. Therefore, the payment is marked complete if AidKit does not receive any failure notice after 2 weeks)
- xii. Action State: Pending – Payment has been initiated but has not been completed (or in the case of ACH, AidKit has not yet received any failure notice)

Internal Controls

1. Contractor shall maintain written internal control policies and procedures around financial and accounting practices, including procurement policies and procedures.
2. Written policies and procedures shall be made available to BCDHHS during financial review visits or upon request. During the Contract term, BCDHHS will request to review Contractor’s procurement policy.

**EXHIBIT B-1
FEE SCHEDULE AND BUDGET FORM**

FEE SCHEDULE

In consideration for the services performed pursuant to the Contract and Scope of Work, BCDHHS will pay to Contractor an amount not to exceed \$558,696 in accordance with the following schedule:

Administrative Fixed-Firm Service Funding

Payment Type	Milestone	Estimated Invoice Date	Amount
Administrative Fees	Contract Execution: 40% of Contract Value to be Paid for Custom Configuration of the Platform	03/11/2024	\$222,679
Administrative Fees	Program Launch: 20% of Contract Value to be paid when Technical Platform is Live and Accepting Applications	07/11/2024	\$111,339
Administrative Fees	50% of Direct Cash Assistance Payments Disbursed: 20% of Contract Value to be When 50% of Cash Disbursements have been issued.	07/11/2025	\$111,339
Administrative Fees	100% of Direct Cash Assistance Payments Disbursed: 20% of Contract Value to be When All Cash Disbursements have been issued.	09/11/2026	\$111,339
Administrative Fees	Additional work/scope of work changes as may be agreed to by parties	TBD	\$2,000 (not to exceed)
Total			\$558,696

Programmatic Funding Disbursed to Participants

Payment Type	Description	Estimated Timeframe	Amount (Approximate)
Program Pass-Through Payments	Quarterly Payments	Year 1, Quarter 1 07/01/2024	\$652,500*
Survey Incentive Payments	Quarterly Payments	Year 1, Quarter 1 07/01/2024	\$21,750*
Program Pass-Through Payments	Quarterly Payments	Year 1, Quarter 2 10/01/2024	\$652,500*
Survey Incentive Payments	Quarterly Payments	Year 1, Quarter 2 10/01/2024	\$21,750*
Program Pass-Through Payments	Quarterly Payments	Year 1, Quarter 3 01/01/2025	\$652,500*
Survey Incentive Payments	Quarterly Payments	Year 1, Quarter 3 01/01/2025	\$21,750*

Program Pass-Through Payments	Quarterly Payments	Year 1, Quarter 4 04/01/2025	\$652,500*
Survey Incentive Payments	Quarterly Payments	Year 1, Quarter 4 04/01/2025	\$21,750*
Program Pass-Through Payments	Quarterly Payments	Year 2, Quarter 1 07/01/2025	\$652,500*
Survey Incentive Payments	Quarterly Payments	Year 2, Quarter 1 07/01/2025	\$21,750*
Program Pass-Through Payments	Quarterly Payments	Year 2, Quarter 2 10/01/2025	\$652,500*
Survey Incentive Payments	Quarterly Payments	Year 2, Quarter 2 10/01/2025	\$21,750*
Program Pass-Through Payments	Quarterly Payments	Year 2, Quarter 3 01/01/2026	\$652,500*
Survey Incentive Payments	Quarterly Payments	Year 2, Quarter 3 01/01/2026	\$21,750*
Program Pass-Through Payments	Quarterly Payments	Year 2, Quarter 4 04/01/2026	\$652,500*
Survey Incentive Payments	Quarterly Payments	Year 2, Quarter 4 04/01/2026	\$21,750*
Maximum Amount of Funding Available			\$5,394,000
*Amounts indicated above are approximate. Final disbursement to be determined by number of participants/county discretion.			

BUDGET FORM

DESCRIPTION	Budget of Line Item
Customization Fee	
Cost to customize the Platform to meet the specifications for the program.	\$ 134,877
Information Technology	
AidKit Platform Fee - Gov't Enterprise Tier (\$10,000/month post-launch) Billed quarterly	\$ 260,000
Disbursement Fees	
3% of Funds projected to be disbursed (\$4M minimum) - billed quarterly	\$ 161,820
TOTAL FIRM FIXED PRICE PROGRAM ADMIN FEES	\$ 556,696
Other Costs – Pass-Through Funds to Program Recipients	
Direct Cash Assistance Distributions (up to amount)	\$5,220,000
Incentive Payment Distribution (up to amount)	\$174,000
TOTAL MAXIMUM PASS-THROUGH FUNDS	\$ 5,394,000
Other Costs—Additional Work	
Additional Work/Scope of Work Changes (not to exceed)	\$2,000
TOTAL MAXIMUM PROGRAM BUDGET (NOT TO EXCEED)	\$ 5,952,696

