

NIC Inc. Awarded New Federal Contract

U.S. GSA awards contract to NIC to build a Voice of the Customer tool for USDA

OLATHE, Kan. - NIC Inc. (Nasdaq: EGOV), the dominant provider of digital government services, today announced the U.S. General Services Administration (GSA) awarded the Company a contract to implement a GSA-led information technology modernization project for the United States Department of Agriculture (USDA). Specifically, NIC will be delivering a Voice of the Customer (VOC) tool for USDA. The solution will enable USDA to aggregate customer feedback from multiple channels providing a thorough understanding of how people interact with the department.

"We look forward to developing this new customer experience solution for USDA," said Harry Herington, NIC Chief Executive Officer and Chairman of the Board. "Modernizing citizens' experiences with government is our mission, and this project will highlight NIC's expertise and innovation to help citizens receive more timely and relevant information from this agency."

To deliver this solution, NIC is working with immixGroup, Inc. and Verint Systems Inc. immixGroup offers government access to enterprise software and hardware solutions, while Verint Systems Inc. is a global leader in Actionable Intelligence® solutions. Over 10,000 organizations in more than 180 countries use Verint Actionable Intelligence solutions to power their customer engagement and cyber intelligence operations.

"We have brought together the very best resources to deliver the Voice of the Customer solution for USDA," said Angela Fultz Nordstrom, NIC Vice President. "The federal government has been making strides over the years to modernize through technology, and this solution will be another great example of that progress."

The contract awarded to NIC is part of a larger Centers of Excellence (COE) initiative by GSA. The COE is part of a government-wide IT modernization plan, providing agencies with consulting, acquisition, and IT engineering services to improve the way agencies design services and interact with their customers. The mission of the COE is to accelerate the modernization of IT infrastructure across government by leveraging private sector innovation and existing government services, and by centralizing best practices and expertise. USDA was the first agency selected to participate in the program, with Housing and Urban Development (HUD) announced as the next agency.

About NIC

NIC Inc. (Nasdaq: EGOV) is the nation's premier provider of innovative digital government solutions and secure payment processing, which help make government interactions more accessible for everyone through technology. The family of NIC companies has developed a library of more than 13,000 digital government services for more than 5,500 federal, state, and local government agencies. Among these solutions is the ground-breaking personal assistant for government, Gov2Go, delivering citizens personalized reminders and a single access point for government interactions. More information is available at www.egov.com.

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NIC Inc.

Angela Davied, 913-754-7054

adavied@egov.com

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