

SOW EXHIBIT A

ATTORNEY GENERAL – CIVIL RECOVERIES DIVISION – ONLINE AUCTION

State/County Agency: Hawaii Department of the Attorney General
Agency Contact: Kern Nishioka
Agency Email: kern.k.nishioka@hawaii.gov
Agency Address: 425 Queen Street, Honolulu, HI 96813
Agency Phone: (808) 586-1383
Tyler Hawaii PM: Shawn Taylor
Tyler Hawaii PM Email: shawn.taylor@tylertech.com
Tyler Hawaii PM Phone: (808) 695-4632
Application Name: Online Auction
Business Model: Transaction Funded
Estimated Deployment Date: November 1, 2023

SCOPE OF WORK AND DELIVERABLES

Scope

TYLER will design, develop, test and launch a web based online auction system for the STATE.

Public Users will be able to:

1. View auction lots and when logged in with an eHawaii.gov, bid on auction items during the time frame when an auction is open.
2. Receive notifications about auction opens and closes, and receive notification if they are the winning bidder for item(s)
3. Make online payment for item(s) and arrangement for pickup.

Authorized STATE (Admin) Users will be able to:

1. Setup dates/times for specific auction lots, upload descriptions, price and photos of items.
2. Add/edit/delete dates and items related to an auction and/or item.
3. View all bids.
4. Contact TYLER Customer Support and Finance teams if assistance is desired/required.

Delivery

The STATE shall have fifteen (15) working days to review each deliverable, unless otherwise specified, and to either notify TYLER of acceptance, or to provide TYLER a detailed list of deficiencies that must be remedied prior to payment being made. In the event the STATE notifies TYLER of material, non-compliance with the functional specifications, TYLER 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					
5 weeks after kickoff meeting	Wireframes	1-2 facilitated workshops, Site architecture (Sitemap, Home page explorations), wireframes as needed	Developer	120	\$140	\$16,800	
			PM	40	\$150	\$6,000	
15 working days after completed wireframes	Approval to proceed	Sign off					
1 week after wireframes are approved	Design prototype	Design prototype (Image mockups of key pages)	Developer	120	\$140	\$16,800	
			PM	40	\$150	\$6,000	
15 working days after design prototype completed	Approval to proceed	Sign off					
4 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment	Developer	120	\$140	\$16,800	
	Approval to proceed		Sys Admin	40	\$130	\$5,200	
1 working day after website deployed in test environment	Approval to proceed	Sign off					50% payment (\$0)
1 week after site deployed to TEST	Testing, training & review	1 training session for personnel	Developer	120	\$140	\$16,800	
			PM and QA	150	\$150	\$22,500	
15 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	15	\$130	\$1,950	40% payment (\$0)
			Developer	110	\$140	\$15,400	
			PM	70	\$150	\$10,500	
N/A	Post Launch	Final invoice sent 90-days post launch					10% payment (\$0)
			Work Totals	945		\$134,750.00	\$0

NOTES

The above estimated hours and cost are provided to show the level of work effort. The STATE will not be charged for the development of this service.

Work Plan/Deliverables

TYLER 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 (April – May 2023)

- Kickoff Meeting
- Design prototype
- Review prototype internally
- Review prototype with STATE
- Obtain STATE signoff on prototype

Development and TEST Deployment (May - September 2023)

- Code the application
- Deployment to TEST environment

Testing, Training, and Launch (October 2023)

- TYLER application testing
- Application review and training with STATE staff
- STATE application testing
- Bug fixes Round 1
- STATE application testing – test fixes
- Bug fixes Round 2 and final STATE testing and approval
- Production prep
- Deployment to production environment (November 1, 2023)

TYLER 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

Include total cost (including general excise tax) and breakdown of all other fees (i.e. development, hosting, maintenance and support, transaction and other fees).

1. Development Fees: \$0.00
2. Hosting Fees: \$0.00
3. Maintenance and Support Fees: \$0.00
4. Transaction Fees:

For all transactions completed, there will be a 10% Transaction Fee due and payable to TYLER, inclusive of credit/debit card and eCheck fees.

Example:

Total User Fee = \$200 auction fee + 4.712% GET = \$209.42
 TYLER Fee = \$209.42 user fee x 10% = \$20.94
 Amount Disbursed to STATE = \$209.42 auction fee - \$20.94 TYLER fee = \$188.48

Projected transactional revenue:

TYLER annual revenue = \$168,000 (based on 2021 revenue) x 10% = \$16,800

STATE will absorb the Transaction Fee for all transactions.

The Transaction Fee shall be deducted from the gross amount collected online before the net amount is remitted to STATE on a weekly basis via ACH. The frequency and method of remittance can be modified upon mutual agreement and signed agreement between TYLER and STATE.

5. Other Fees: \$0.00

INVOICE AND PAYMENT SCHEDULE

There are no development costs for this project.

Invoice Schedule

Date	Deliverable	Price	GE Tax	Total
	Payment upon deployment of functional test system and STATE OR COUNTY acceptance	\$0.00	\$0.00	\$0.00 (50%)
	Payment at completion of testing, acceptance letter signed by STATE OR COUNTY, and deployment to production environment	\$0.00	\$0.00	\$0.00 (40%)
	Payment at 90 days post-production launch	\$0.00	\$0.00	\$0.00 (10%)
	TOTAL	\$0.00	\$0.00	\$0.000

ADDITIONAL RESPONSIBILITIES OF STATE

List set of responsibilities for STATE that are specific to this project.

ADDITIONAL RESPONSIBILITIES OF TYLER

List set of responsibilities for TYLER that are specific to this project.

CHECKLIST OF SERVICES TYLER 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