

## SOW EXHIBIT A

### Department of Commerce and Consumer Affairs – Business Registration Division – Transition Support

<b>State Agency:</b>	DCCA BREG
<b>Agency Contact:</b>	James Hogarty
<b>Agency Email:</b>	jhogarty@dcca.hawaii.gov
<b>Agency Phone:</b>	808-586-5471
<b>Tyler Hawaii PM:</b>	Julie Shohet
<b>Tyler Hawaii PM Email:</b>	Julie.Shohet@tylertech.com
<b>Tyler Hawaii PM Phone:</b>	808-687-6136
<b>Application Name:</b>	BREG Transition Support
<b>Business Model:</b>	Fixed Rate
<b>Estimated Deployment Date:</b>	BREG to transition off of Tyler Hawaii services by December 2023

### SCOPE OF WORK AND DELIVERABLES

#### Scope

The scope of work includes any ad-hoc support required upon request of STATE, including but not limited to manipulation of data, new integration development, etc. to assist the STATE in transitioning from TYLER's online services to a new system for the Transitioning Services listed below. Based on the specific request from the STATE, TYLER will evaluate feasibility, and if feasible, provide a written estimate, including cost, work plan, and milestone schedule to Agency Contact above. Upon written approval from Agency Contact, TYLER will proceed with the work.

Out of scope: Delivery of existing self-contained application data or files, which does not require manipulation, change of existing process or functionalities, nor creation of additional documentation related to the service.

#### Transitioning Services:

Annual Business Filings  
Hawaii Business Express (HBE)  
Document Search and Ordering including My Business Notifications  
Business Entity List Builder  
Bulk Business Registration Data  
Agent Search  
Officer Search

#### Delivery

Work request will be deemed completed once the work request item has been delivered to STATE.

#### Work Plan/Deliverables

TYLER is to provide a detailed description of all the tasks that are to be completed to accomplish the work requested by the STATE. An updated work plan/timeline will be provided to the STATE within 2 days after work request has been approved.

## **FEES**

1. Development Fees: Development fees will be determined based on the Rate Chart in the SOW once a work request is defined. The total requested support work to be approved by the STATE shall not exceed \$100,000.00 + GET. A separate amendment is required for any budget increase. The total requested support work may be less than \$100,000.00.
2. Hosting Fees: \$0.00
3. Maintenance and Support Fees: \$0.00
4. Transaction Fees: \$0.00
5. Other Fees: \$0.00

## **INVOICE AND PAYMENT SCHEDULE**

The total not-to-exceed development cost for this project is \$100,000.00 + GET and will be invoiced and paid 30-days after invoice is received. Invoice will be sent to STATE once work request has been completed and delivered to STATE.

## **ADDITIONAL RESPONSIBILITIES OF STATE**

STATE will submit any work requests in written form to TYLER.

STATE will approve or deny any estimates/timelines from TYLER for work requested.

## **ADDITIONAL RESPONSIBILITIES OF TYLER**

TYLER will determine feasibility of the work request from STATE. If feasible, TYLER will provide a written estimate and milestone timeline to STATE for each work request submitted and deemed appropriate under the scope of this SOW.

## **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