

SOW EXHIBIT A

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

State Agency:	DCCA BREG
Agency Contact:	James Hogarty
Agency Email:	jhogarty@dcca.hawaii.gov
Agency Phone:	808-586-5471
Tyler Hawaii PM:	Julie Shohet
Tyler Hawaii PM Email:	Julie.Shohet@tylertech.com
Tyler Hawaii PM Phone:	808-687-6136
Application Name:	BREG Transition Support
Business Model:	Fixed Rate
Estimated Deployment Date:	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