

SOW EXHIBIT A

DLNR – DOFAW – Tree Seedling Online Payments

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Application Name: Tree Seedling Online Payments
Business Model: Hybrid
Estimated Deployment Date: June 30, 2023

SCOPE OF WORK AND DELIVERABLES

Scope

TYLER’s centralized payment portal, Payment Platform, will be utilized to allow customers to pay for their online orders online via credit card or eCheck (electronic debit from a bank account).

STATE will upload a weekly data file to the system with seed sales invoice information. The user will look up their Order ID and billing information will be displayed. The user can then pay for their order(s) online via credit card or eCheck. STATE will determine whether over/under payments will be allowed.

STATE will have an Admin Module to search and view completed transactions.

The system will allow the STATE to download a return file with completed transactions.

Delivery

The STATE shall have fifteen (15) working days to review each deliverable 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
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	Sr Developer	12	\$140	\$1,680
			PM	24	\$150	\$3,600
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)	Sr Developer	16	\$140	\$2,240
			PM	5	\$150	\$750
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	Sr Developer	80	\$140	\$11,200
	Approval to proceed		Sys Admin	5	\$130	\$650
1 working day after website deployed in test environment	Approval to proceed	Sign off				
1 week after site deployed to TEST	Testing, training & review	1 training session for personnel	Sr Developer	8	\$140	\$1,120
			PM	5	\$150	\$750
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	3	\$130	\$390
			Sr Developer	6	\$140	\$840
			PM	3	\$150	\$450
N/A	Post Launch	Final invoice sent 90-days post launch				
			Work Totals	167		\$23,670.00

NOTES

N/A

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 10 - 15)

- Kickoff Meeting

- Design prototype
- Review prototype with STATE / approval

Development and TEST Deployment (April 15 - 30)

- Code the application
- Deployment to TEST environment

Testing, Training, and Launch (May - June)

- TYLER application testing
- Application review and training with STATE staff / testing
- Bug fixes Round 1
- STATE application testing – test fixes
- Production prep
- Deployment to production environment (June 22-30)

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

1. Development Fees: $\$24,785.33 = \$23,670.00 + \$1,115.33$ GET (one time set up fee)
2. Hosting Fees: $\$0.00$
3. Maintenance and Support Fees: $\$0.00$
4. Transaction Fees:

For all transactions completed, there will be a Transaction Fee due and payable to TYLER, comprised of the following components:

For all credit card transactions completed, there will be a Transaction Fee of $\$2.50$ plus a 2.5% credit card fee per transaction payable to TYLER.

For all eCheck transactions completed, there will be a Transaction Fee of $\$2.50$ plus a $\$1.00$ eCheck fee per transaction payable to TYLER.

Predicted transactional revenue:

Ex. Credit Card Transaction $\$10$ is used as an example; the order fees will vary.
 $\$10$ order fee + $\$2.50$ transaction fee + $((12.50 \times 2.5\% \text{ credit card fee}) = \12.81 total user fee

Ex. eCheck Transaction
 $\$10$ order fee + $(\$2.50 + \$1.00 \text{ transaction fee}) = \13.50 total user fee

Projected annual TYLER revenue:

6000 Transactions (based on CY2020 sales)

- x 20% adoption rate x \$2.50 transaction fee = \$3,000 annual TYLER revenue
- x 100% adoption rate x \$2.50 transaction fee = \$15,000 annual TYLER revenue

The Transaction Fee will be an add-on fee for each transaction, and therefore will be paid by end users. STATE may choose to absorb some or all of the Transaction Fees for a period of time due to COVID-19. This change will be defined via an MOU.

The Transaction Fee shall be deducted from the gross amount collected online before the net amount is remitted to STATE on a set calendar 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

The total not-to-exceed development cost for this project is \$24,785.33 and will be invoiced and paid 30-days after invoice is received according to the following schedule:

Invoice Schedule

Date	Deliverable	Price	GE Tax	Total
05/01/2023	Payment upon deployment of functional test system and STATE acceptance	\$11,835.00	\$557.67	\$12,392.67 (50%)
06/30/2023	Payment at completion of testing, acceptance letter signed by STATE, and deployment to production environment	\$9,468.00	\$446.13	\$9,914.13 (40%)
09/30/2023	Payment at 90 days post-production launch	\$2,367.00	\$111.53	\$2,478.53 (10%)
	TOTAL	\$23,670.00	\$1,115.33	\$24,785.33

ADDITIONAL RESPONSIBILITIES OF STATE

N/A

ADDITIONAL RESPONSIBILITIES OF TYLER

N/A

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