

SOW EXHIBIT A

Office of Enterprise Technology Services – Single Sign-On Azure AD B2C Support

State/County Agency:	Office of Enterprise Technology Services
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Application Name:	Single Sign-On Azure AD B2C Support
Business Model:	Fixed Rate
Estimated Deployment Date:	November 2024

SCOPE OF WORK AND DELIVERABLES

Scope

Phase 2.2 Migrate all Tyler Hawaii applications

In Phase 2.1, TYLER created a new version of the eHawaii.gov Login (Lala) system which allowed user logins (authentication) from Microsoft Azure Active Directory Business-to-Consumer (AD B2C). In Phase 2.2, TYLER will integrate the Microsoft B2C login into all Tyler Hawaii applications which currently utilize Lala login, and will migrate the existing Lala user base into Microsoft B2C.

This phase will include 3 main components:

1. Application Updates – all Tyler Hawaii applications which currently utilize Lala login will be updated to use the State’s Microsoft B2C login.
2. User Migration Plan – TYLER will work on a detailed user migration plan including how all Tyler Hawaii applications will be deployed to the production environment. TYLER will work with STATE on messaging to the various agencies/customers impacted.
3. Migration – TYLER will deploy Tyler Hawaii applications supporting B2C to the production environment.

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
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; defined dependencies				
See Work Plan below	Phase 2.2 Application Updates (per app x 81 apps)	Completion of application updates on TEST	Sr Developer	16 x 81 apps	\$140	\$181,440.00
			Sys Admin	1 x 81 apps	\$130	\$10,530.00
			PM	12 x 81 apps	\$150	\$145,800.00
			QA	16 x 81 apps	\$100	\$129,600.00
			Designer	2 x 81 apps	\$100	\$16,200.00
April 2024	Phase 2.2 User Migration Plan	Completion of User Migration Plan	Sr Developer	60	\$140	\$8,400.00
			Sys Admin	60	\$130	\$7,800.00
November 2024	Phase 2.2 Migration	Lala applications deployed to PROD	Sr Developer	10	\$140	\$1,400.00
			Sys Admin	30	\$130	\$3,900.00
			Work Totals	3967		\$505,070.00 + \$23,798.90 GET = \$528,868.90

NOTES

The following risks may impact the schedule if dependent tasks are not completed on time by STATE or TYLER. TYLER will not be held responsible for delays by ETS.

1. Dependent tasks between ETS and TYLER - These dependencies will be defined after the Project Kickoff Meeting.
2. Difficulty of implementing B2C per application
3. Number of applications may change due to new/retired applications
4. Completion of project by November 2024 due to unknown complexity of Phase 2.2
5. Agency cooperation with project initiative

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.

Phase 2.2 Planning: July 2023 – April 2024

- Kickoff Meeting
- Defined dependencies between STATE, TYLER, and external (Microsoft)
- User Migration Plan

Phase 2.2 Application Updates (approx. 16 applications): Aug - Oct 2023

- Development
- Deployment to TEST environment
- Application Testing
- Bug fixes/Re-testing

Phase 2.2 Application Updates (approx. 16 applications): Nov 2023 - Jan 2024

- Development
- Deployment to TEST environment
- Application Testing
- Bug fixes/Re-testing

Phase 2.2 Application Updates (approx. 16 applications): Feb - Apr 2024

- Development
- Deployment to TEST environment
- Application Testing
- Bug fixes/Re-testing

Phase 2.2 Application Updates (approx. 16 applications): May - July 2024

- Development
- Deployment to TEST environment
- Application Testing
- Bug fixes/Re-testing

Phase 2.2 Application Updates (approx. 16 applications): Aug - Oct 2024

- Development
- Deployment to TEST environment
- Application Testing
- Bug fixes/Re-testing

Phase 2.2 PROD Deployment: Nov 2024

- Production prep
- Deployment to production environment

FEES

1. Development Fees for Phase 2.2: $\$505,070.00 + \$23,798.90 \text{ GET} = \$528,868.90$
2. Hosting Fees: $\$0.00 + \text{GET} = \0.00
3. Maintenance and Support Fees: $\$10,000.00 + \$471.20 \text{ GET} = \$10,471.20$ annually (existing maintenance and support fee)
4. Transaction Fees: $\$0.00$
5. Other Fees: Customer service support fees of $\$2,000.00 + \text{GET}$ per month for up to 1,000 inquiries plus $\$2.00$ per inquiry + GET thereafter (existing Customer Support Terms and Fees)

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed development cost for this project is \$528,868.90 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
October 2023	Payment upon deployment of functional test system and STATE acceptance (approx. 16 applications)	\$50,507.00	\$2,379.89	\$52,886.89
January 2024	Payment upon deployment of functional test system and STATE acceptance (approx. 16 applications)	\$50,507.00	\$2,379.89	\$52,886.89
April 2024	Payment upon deployment of functional test system and STATE acceptance (approx. 16 applications)	\$50,507.00	\$2,379.89	\$52,886.89
July 2024	Payment upon deployment of functional test system and STATE acceptance (approx. 16 applications)	\$50,507.00	\$2,379.89	\$52,886.89
October 2024	Payment upon deployment of functional test system and STATE acceptance (approx. 17 applications)	\$50,507.00	\$2,379.89	\$52,886.89
November 2024	Payment at completion of testing, acceptance letter signed by STATE, and deployment to production environment	\$202,028.00	\$9,519.56	\$211,547.56
February 2025	Payment at 90 days post - production launch	\$50,507.00	\$2,379.89	\$52,886.89
	TOTAL	\$505,070.00	\$23,798.90	\$528,868.90

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