SOW EXHIBIT A

Department of Labor & Industrial Relations – Unemployment Insurance (UI) - UI Overpayment Collections

State/County Agency: DLIR Unemployment Insurance
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Application Name: UI Overpayment Collections
Business Model: Hybrid
Estimated Deployment Date: July 2024

SCOPE OF WORK AND DELIVERABLES

Scope

Currently the Unemployment Insurance Division collects overpayments via mail and over-the-counter payments. This project will enable the Unemployment Insurance division to pass an individual's balance due within their existing UI system to the secure eHawaii.gov payment processor for online payments via credit card and eCheck.

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				
2 weeks after kickoff meeting	Payment Configuration	Payment Configuration/link to kala	Sr Developer	16	$140	$2,240
			PM	4	$150	$600

15 working days after payment configuration	Approval to proceed	Sign off				
1 weeks after payment configuration approved	Beta deployment Approval to proceed	Website deployed in TEST environment	Sr Developer	2	$140	$280
			Sys Admin	1	$130	$130
1 working day after website deployed in test environment	Approval to proceed	Sign off				
2 weeks after site deployed to TEST	Testing, training & review	1 training session for personnel	QA	16	$100	$1,600
			PM	4	$150	$600
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	2	$130	$260
			Sr Developer	1	$140	$140
			PM	1	$150	$150
N/A	**Post Launch**	**Final invoice sent 90-days post launch**				
			Work Totals	**47**		**$6,000**

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 as 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 the project kickoff meeting.

Kickoff/Configuration (May)

- Kickoff Meeting
- Account Setup and Configuration

TEST Deployment (June)

- Deployment to TEST environment

Testing, Training, and Launch (June-July)

- 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 (July)

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 the SOW.

FEES

1. Development Fees: $6,000.00 + $282.72 GET = $6,282.72

2. Hosting Fees: $0.00 + GET = $0.00

3. Maintenance and Support Fees: $12,000.00 + $565.44 GET = $12,565.44 annually

4. Transaction Fees:

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

   (1) Each credit/debit card or eCheck transaction will incur an additional fee as described below:
   a. Credit/debit card transactions - Additional transaction processing fee of 2.5% per transaction; or
   b. eCheck transactions – $1.00 transaction processing fee

   Ex 1. Credit card payment
   $100 payment + ($100 payment x 2.5% transaction fee) = $102.50

   Ex 2. eCheck payment
   $100 payment + $1.00 transaction fee = $101.00

   The Transaction Fee will be an add-on fee for each transaction, and therefore will be paid by end users.

   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

The total not-to-exceed development cost for this project is $6,282.72 ($6,000.00 + $282.72 GET) 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
June 2024	Payment upon deployment of functional test system and STATE acceptance	$3,000.00	$141.36	$3,141,36 (50%)
August 2024	Payment at completion of testing, acceptance letter signed by STATE, and deployment to production environment	$2,400.00	$113.09	$2,513.09 (40%)
November 2024	Payment at 90 days post-production launch	$600.00	$28.27	$628.27 (10%)
	TOTAL	$6,000.00	$282.72	$6,282.72

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