

SOW EXHIBIT A

CCHNL – OCC – LEGISLATIVE DOCUMENT ACCESS AMENDMENT 3

County Agency:	City & County of Honolulu, Office of City Clerk
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Application Name:	Legislative Document Access
Business Model:	Fixed Rate
Estimated Deployment Date:	March 19, 2025

SCOPE OF WORK AND DELIVERABLES

Scope

Phase IV: Enhance the Legislative Document Access System by:

- Implementing the ability for the public to subscribe to new custom emails, notifying users about the measures and agendas of interest, and improved email administration
- Providing richer search results and display of measure information
- Creating pre-formatted reports to assist in educating the public
- Creating a custom reports module for Council and staff to design and review effective reports
- Developing an expanded dashboard for Council to better track historical testimony and view testimony and pre-formatted reports
- Installing administrative enhancements to ensure the quality of published measures and documents is strengthened

Delivery

The COUNTY 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 COUNTY notifies TYLER of material, non-compliance with the functional specifications, TYLER shall correct the same within fifteen (15) working days, unless the COUNTY consents in writing to a longer period of time.

Milestone Schedule

Delivery: Phase IV – Notifications, Measure/Search, Preformatted Reports, Custom Reports, Council Dashboard, Document Creation

Milestone Schedule							
Task Duration	Description	Deliverable	Role	Hours	Rate (h)	Total	Payment Schedule (includes GET)
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	PL				
1 week after work plan approved	Design Mockups	Design Mockups (image mockups of key pages)	Designer	12	\$100	\$1,200	
			PM	4	\$150	\$600	
5 working days after Mockups completed	Approval to proceed	Sign off					
20 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment:					
	Expanded User Notifications Module		Sr Developer	80	\$140	\$11,200	
			QA Testing	52	\$100	\$5,200	
			PM	10	\$150	\$1,500	
			Sys Admin	2	\$130	\$260	
	Enhanced Measure and Search Functionality		Sr Developer	42	\$140	\$5,880	
			QA Testing	16	\$100	\$1,600	
			PM	8	\$150	\$1,200	
			Sys Admin	1	\$130	\$130	
	Pre-formatted Reports Module		Sr Developer	24	\$140	\$3,360	
			QA Testing	16	\$100	\$1,600	
			PM	6	\$150	\$900	

			Sys Admin	1	\$130	\$130	
	Customized Reports Module		Sr Developer	64	\$140	\$8,960	
		Designer	20	\$100	\$2,000		
		QA Testing	40	\$100	\$4,000		
		PM	10	\$150	\$1,500		
		Sys Admin	1	\$130	\$130		
	Council Dashboard Improvements Module		Sr Developer	30	\$140	\$4,200	
		Designer	8	\$100	\$800		
		QA Testing	18	\$100	\$1,800		
		PM	6	\$150	\$900		
		Sys Admin	1	\$130	\$130		
	New Document Creation Control Center		Sr Developer	28	\$140	\$3,920	
		Designer	4	\$100	\$400		
		QA Testing	32	\$100	\$3,200		
		PM	6	\$150	\$900		
		Sys Admin	1	\$130	\$130		
Upon website deployment in test environment	Approval to proceed	Sign off					50% payment (\$45,308.88)
5 weeks after site deployed to TEST	Testing, agency training & review	1 training session for agency personnel	Sr Developer	16	\$140	\$2,240	
			QA	132	\$100	\$13,200	
			PM	16	\$150	\$2,400	
			SysAdmin	1	\$130	\$130	
15 working days after deployment of website in test environment	Approval to proceed	Sign off					
2 days after testing approval	Website live	Website deployed in PROD environment	Sr Developer	2	\$140	\$280	
			PM	2	\$150	\$300	
			SysAdmin	2	\$130	\$260	

Upon website deployment in PROD environment	Approval to proceed	Sign off					40% payment (\$36,247.11)
N/A	Post Launch	Final invoice sent 90-days post launch					10% payment (\$9,061.77)
			Work Totals	714		\$86,540.00	\$90,617.76

NOTES

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 COUNTY within 2 days after project kickoff meeting.

Mockups (August 12, 2024 – September 6, 2024)

- Kickoff Meeting (August 12 – August 14)
- Design mockups (August 15 – August 22)
- Review mockups internally (August 23 – August 26)
- Review mockups with COUNTY (August 27 – August 29)
- Obtain COUNTY signoff on mockups (August 30 – September 6) or 15 workdays

Development and TEST Deployment (September 9, 2024 – January 28, 2025)

- Code the application (September 9 – January 27)
- Deployment to TEST environment (January 28)

Testing, Training, and Launch (January 29, 2025 – March 19, 2025)

- TYLER application testing (January 29 – February 11)
- Application review and training with COUNTY staff (February 12 – February 14)
- COUNTY application testing (February 18 – March 3)
- Bug fixes (March 4 – March 10)
- Final COUNTY application testing – test fixes (March 11 – March 17)
- Production prep (March 18)
- Deployment to production environment (March 19)

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

Include total cost (including general excise tax) and breakdown of all other fees (i.e. development, hosting, maintenance and support, transaction and other fees).

1. Development Fees: \$86,540.00 + GET = \$90,617.76
2. Hosting Fees: \$0.00 + GET = \$0.00
3. Maintenance and Support Fees: \$12,600.00 annually. Maintenance and support fees for this service are not changing for this amendment – they remain at \$12,600.00.
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 \$90,617.76 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
January 2025	Payment upon deployment of functional test system and COUNTY acceptance	\$43,270.00	\$2,038.88	\$45,308.88 (50%)
March 2025	Payment at completion of testing, acceptance letter signed by COUNTY, and deployment to production environment	\$34,616.00	\$1,631.11	\$36,247.11 (40%)
June 2025	Payment at 90 days post-production launch	\$8,654.00	\$407.77	\$9,061.77 (10%)
	TOTAL	\$86,540.00	\$4,077.76	\$90,617.76

ADDITIONAL RESPONSIBILITIES OF COUNTY

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