

## SOW EXHIBIT A

### County of Hawaii – Department of Finance – Transient Accommodations Tax Payments

<b>State/County Agency:</b>	County of Hawaii – Department of Finance
<b>Agency Contact:</b>	Wilson Crider
<b>Agency Email:</b>	Wilson.Crider@hawaiicounty.gov
<b>Agency Address:</b>	25 Aupuni Street, Suite 1101, Hilo, HI 96720
<b>Agency Phone:</b>	(808) 961-8793
<b>Tyler Hawaii PM:</b>	Laurenz Bacungan
<b>Tyler Hawaii PM Email:</b>	Laurenz.bacungan@tylertech.com
<b>Tyler Hawaii PM Phone:</b>	(808) 687-6227
<b>Application Name:</b>	Transient Accommodations Tax Payments
<b>Business Model:</b>	Transaction Based
<b>Estimated Deployment Date:</b>	November 25, 2024

## SCOPE OF WORK AND DELIVERABLES

### Scope

This Statement of Work covers the implementation of an online transient accommodations tax payment service which includes a daily csv export file of successful transactions. The user will enter their transient accommodations (TA) account number, name, record type (TA-1, TA-2), amended return (yes/no), period ending month, period ending year, and taxable proceeds amount. The system will calculate the transient accommodations tax due including any penalties and interest based on the taxable proceeds amount entered.

#### Public Module

User interface that enables:

1. User payment of their transient accommodations tax
  - a. Search for account(s)
  - b. Pay via credit/debit card or eCheck
2. Secure payment processing
3. User notification emails
4. Secure authentication that allows user to see payment history

#### County Module (Basic Admin and Super Admin levels)

Authorized user interface that allows county personnel to function as both an administrator and/or over-the-counter channel option, including:

1. Search for any county specific account
2. See payment transaction history
3. Function as an over-the-counter channel option
4. Manage county users and admin level(s)

5. View financial reports of payment transactions
6. Download successful payments file

### 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

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				
4 weeks after kickoff meeting	Design prototype	Design prototype (Image mockups of key pages)	Sr Developer	80	\$140	\$11,200
			PM	20	\$150	\$3,000
15 working days after design prototype completed	Approval to proceed	Sign off				
8 weeks after design prototype approved	Beta deployment  Approval to proceed	Website deployed in TEST environment	Sr Developer	326	\$140	\$45,640
			PM	20	\$150	\$3,000
			Sys Admin	10	\$130	\$1,300
1 working day after website deployed in test environment	Approval to proceed	Sign off				
3 weeks after site deployed to TEST	Testing, training & review	1 training session for personnel	Sr Developer	40	\$140	\$5,600
			QA	90.4	\$100	\$9,040
			PM	24.8	\$150	\$3,720
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	14	\$130	\$1,820
			Sr Developer	6	\$140	\$840
			PM	3	\$150	\$450
N/A	Post Launch	Final invoice sent 90-days post launch				

			<b>Work Totals</b>	<b>634.2</b>		<b>\$85,610.00 + \$4,033.94 GET = \$89,643.94</b>
--	--	--	--------------------	--------------	--	---

NOTES

The above cost estimates are for reference only. The COUNTY will not be charged a development fee for this project.

**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 COUNTY within 2 days after project kickoff meeting.

Prototype (August - September)

- Kickoff Meeting
- Design prototype
- Review prototype internally
- Review prototype with COUNTY
- Obtain COUNTY signoff on prototype

Development and TEST Deployment (September - October)

- Code the application
- Deployment to TEST environment

Testing, Training, and Launch (November)

- TYLER application testing
- Application review and training with COUNTY staff
- COUNTY application testing
- Bug fixes Round 1
- COUNTY application testing – test fixes
- Bug fixes Round 2 and final COUNTY testing and approval
- Production prep
- Deployment to production environment

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

3. Maintenance and Support Fees: \$0.00 + GET = \$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:

- (1) A fixed cost of \$2.50 per TA number; plus
- (2) 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 - Additional transaction processing fee of \$1.00 per transaction

Ex 1. Credit card payment

$$\$100 \text{ TAT fee} + \$2.50 \text{ fee} + (\$100 \text{ TAT fee} + \$2.50 \text{ fee}) \times 2.5\% = \$105.06$$

Ex 2. eCheck payment

$$\$100 \text{ TAT fee} + \$2.50 \text{ fee} + \$1.00 = \$103.50$$

Projected annual transactional revenue:

$$\text{TYLER revenue} = 25,000 \text{ online payments in FY2024} \times \$2.50 \text{ fee} = \$62,500$$

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 COUNTY on a daily basis with a 1 day lag via ACH. The frequency and method of remittance can be modified upon mutual agreement between TYLER and COUNTY.

5. Other Fees: \$0.00

## INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed development cost for this project is \$0.00.

### Invoice Schedule

Date	Deliverable	Price	GE Tax	Total
	Payment upon deployment of functional test system and COUNTY acceptance	\$0.00	\$0.00	\$0.00 (50%)
	Payment at completion of testing, acceptance letter signed by COUNTY, and deployment to production environment	\$0.00	\$0.00	\$0.00 (40%)
	Payment at 90 days post-production launch	\$0.00	\$0.00	\$0.00 (10%)

---

<b>TOTAL</b>	\$0.00	\$0.00	\$0.00
--------------	--------	--------	--------

---

**ADDITIONAL RESPONSIBILITIES OF COUNTY**

List set of responsibilities for COUNTY 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 if requested
- 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