SOW EXHIBIT A

DOT – AIRPORT – ONLINE AUCTION SYSTEM

State/County Agency: DOT Airport
Agency Contact: Rosemary Neilson-Nenezich
Agency Email: rosemary.p.neilson-nenezich@hawaii.gov
Agency Address: 300 Rodgers Boulevard Honolulu, HI 96819
Agency Phone: 808-836-6547
Tyler Hawaii PM: Megan Nichols
Tyler Hawaii PM Email: megan.nichols@tylertech.com
Tyler Hawaii PM Phone: 808-539-8953
Application Name: Online Auction System
Business Model: Transaction Based
Estimated Deployment Date: March 18, 2025

SCOPE OF WORK AND DELIVERABLES

Scope

Under the new multi-tenant auction system add a new tenant for DOT.

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	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					
4 weeks after kickoff	Beta deployment Approval to proceed	Website deployed in TEST environment	Sr Developer	80	$140	$11,200	
			Sys Admin	5	$130	$650	

1 working day after website deployed in test environment	Approval to proceed	Sign off					**50% payment ($0)**
1 week after site deployed to TEST	Testing, training & review	1 training session for personnel	Sr Developer	8	$140	$1,120	
			PM	16	$150	$2,400	
			QA	80	$100	$8,000	
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	**40% payment ($0)**
			Sr Developer	6	$140	$840	
			PM	3	$150	$450	
N/A	**Post Launch**	**Final invoice sent 90-days post launch**					**10% payment ($0)**
			Work Totals	**201**		**$25,050.00**	**$0**

NOTES

The above hours and cost are provided to show the value of what is being provided in this amendment. The STATE will not be charged for the development of this service.

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.

Development and TEST Deployment (Jan 6, 2025 – Jan 21, 2025)

- Code the application (Jan 6, 2025 – Jan 17, 2025)
- Deployment to TEST environment (Jan 21, 2025)

Testing, Training, and Launch (Jan 21, 2025 – March 18, 2025)

- TYLER application testing (Jan 21, 2025 – Jan 31, 2025)
- Application review and training with STATE staff (February 3, 2025)
- STATE application testing (February 3, 2025 – February 14, 2025)
- Bug fixes Round 1 (February 17, 2025 – February 28, 2025)
- STATE application testing – test fixes (March 3, 2025 – March 14, 2025)
- Production prep (March 17, 2025)
- Deployment to production environment (March 18, 2025)

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:

    This amendment will not alter the current transaction fees. However, the previous 3% credit card fee will be reduced to a 2.5% credit card fee.

    - 10% of winning amount up to $10,000 (credit card fee included)
    - $1,000 for winning amount equal or greater than $10,000 + 2.5% credit card fee

    The Service Fee will be absorbed by the STATE.

    Ex 1. Credit card payment under $10,000
        User Total = $100
        Service Fee = $100 * 10% = $10
        Disburse to STATE = $100 - $10 = $90

    Ex 2. Credit card payment over $10,000
        User Total = $12,000
        Service Fee = $1,000 + ($12,000 x 2.5% credit card fee) = $1,300
        Disburse to STATE = $12,000 - $1,300 = $10,700

    Projected transactional revenue:

    FY2024 TYLER revenue was approximately $2,100.

    The Transaction Fee shall be deducted from the gross amount collected online before the net amount is remitted to STATE monthly 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 $0.

Invoice Schedule

Date	Deliverable	Price	GE Tax	Total
	Payment upon deployment of functional test system and STATE acceptance	$0.00	$0.00	$0.00 (50%)
	Payment at completion of testing, acceptance letter signed by STATE, 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%)
	TOTAL	$0.00	$0.00	$0.00

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