

SOW EXHIBIT A

County of Kauai – Department of Finance – Online Property Tax Payments

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Application Name: Online Property Tax Payments
Business Model: Transaction-based
Estimated Deployment Date: June 2025

SCOPE OF WORK AND DELIVERABLES

Scope

This Statement of Work covers the upgrade of the existing Online Real Property Tax Payments service and all functionality to the Tyler Hawaii Payment Platform. The Payment Platform is a centralized payment portal developed by Tyler Hawaii that simplifies Hawaii government payments. The upgrade will provide a new look and feel, and an admin module for the COUNTY staff to view transactions. Users can also sign-up for the auto-pay feature.

In addition, Payment Platform will be integrated to COUNTY's iasWorld system to allow for real-time data exchange. Customers will see the current balance due at the time of payment, and payment transactions will be posted back to iasWorld in real-time.

Delivery

The COUNTY shall have ten (10) 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 ten (10) 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				
5 weeks after kickoff meeting	Configuration and integration	Configure Payment Platform, implement	Sr Developer	100	\$140	\$14,000
			PM	32	\$150	\$4,800

		integration with iasWorld				
1 week after configuration and integration	Beta deployment	Website deployed in TEST environment	Sr Developer	2	\$140	\$280
			Sys Admin	2	\$130	\$260
1 week after site deployed to TEST	Testing, training & review	1 training session for personnel	Sr Developer	16	\$140	\$2,240
			PM	16	\$150	\$2,400
			QA	40	\$100	\$4,000
10 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
			Sr Developer	6	\$140	\$840
			PM	3	\$150	\$450
			Work Totals	220		\$29,660.00

NOTES

The above table shows the estimated effort. The COUNTY will not be charged these implementation costs.

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.

Project Implementation (April - May)

- Kickoff Meeting
- Configuration and integration
- Deployment to TEST environment

Testing, Training, and Launch (May - June)

- TYLER application testing
- Application review and training with COUNTY
- COUNTY application testing
- Bug fixes
- COUNTY application testing – test fixes
- 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 + \text{GET} = \0.00
2. Hosting Fees: $\$0.00 + \text{GET} = \0.00
3. Maintenance and Support Fees: $\$0.00 + \text{GET} = \0.00
4. Transaction Fees:

The existing transaction fee will not be modified by this SOW Amendment.

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 property; 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 2.20% per transaction; or
 - b. eCheck transactions - Additional transaction processing fee of \$1.00 per transaction; plus

Ex 1. Credit card payment

$\$2,000 \text{ property tax fee} + \$2.50 \text{ convenience fee} + (\$2,000 \text{ property tax fee} + \$2.50 \text{ convenience fee}) \times 2.20\% = \$2,046.56$

Ex 2. eCheck payment

$\$2,000 \text{ property tax fee} + \$2.50 \text{ convenience fee} + \$1.00 \text{ eCheck fee} = \$2,003.50$

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 3 business-day lag via ACH. The frequency and method of remittance can be modified upon mutual agreement and signed agreement between TYLER and COUNTY.

5. Other Fees: $\$0.00$

INVOICE AND PAYMENT SCHEDULE

There are no development costs to invoice.

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