

SOW EXHIBIT A

Department of Health (DOH) – Office of Medical Cannabis Control and Regulation (OMCCR) - Medical Cannabis Registration System

State/County Agency: DOH - OMCCR
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Application Name: Medical Cannabis Registration System
Business Model: Fixed Rate
Estimated Deployment Date: August 2025

SCOPE OF WORK AND DELIVERABLES

Scope

The purpose of this amendment is to amend the scope relating to a bill that recently passed legislation – SB1429 (increase in maximum number of qualifying patients per caregiver) that will be delivered in two phases.

Phase 1:

Caregivers will once again be allowed to cultivate for a patient.

Phase 2:

A caregiver will be permitted to care for up to five (5) patients at a time.

Delivery

The STATE OR 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 STATE OR COUNTY notifies TYLER of material, non-compliance with the functional specifications, TYLER shall correct the same within fifteen (15) working days, unless the STATE OR 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				

3 weeks after kickoff meeting	Design prototype	Design prototype (Image mockups of key pages)	Developer	10	\$125	\$1,250
			PM	5	\$150	\$750
15 working days after design prototype completed	Approval to proceed	Sign off				
4 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment	Developer	100	\$125	\$12,500
	Approval to proceed		Sys Admin	3	\$130	\$390
			PM	23	\$150	\$3,450
1 working day after website deployed in test environment	Approval to proceed	Sign off				
1 week after site deployed to TEST	Testing, training & review	Tested application	Developer	8	\$125	\$1,000
			QA	40	\$100	\$4,000
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	1	\$130	\$130
			Developer	2	\$125	\$250
			PM	2	\$150	\$300
N/A	Post Launch	Final invoice sent 90-days post launch				
			Work Totals	194		\$24,020.00

NOTES

Although this enhancement will be developed at an estimated cost of \$24,020.00, TYLER shall charge the AGENCY no more than a fixed cost of \$15,617.79 inclusive of General Excise Tax.

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 OR COUNTY within 2 days after project kickoff meeting.

Phase 1 & 2: Prototype (June-July)

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

Phase 1: Development and TEST Deployment (June)

- Code the application
- Deployment to TEST environment

Phase 1: Testing, Training, and Launch (June)

- TYLER application testing
- Application review and training with STATE
- STATE application testing
- Bug fixes Round 1
- STATE application testing – test fixes
- Production prep
- Deployment to production environment

Phase 2: Development and TEST Deployment (July-August)

- Code the application
- Deployment to TEST environment

Phase 2: Testing, Training, and Launch (July-August)

- TYLER application testing
- Application review and training with STATE
- STATE application testing
- Bug fixes Round 1
- STATE 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: $\$14,915.00 + \$702.79 \text{ GET} = \$15,617.79$
2. Hosting Fees: \$0.00
3. Maintenance and Support Fees: \$0.00
4. Transaction Fees: There is no change to the existing transaction fees. The current transaction fee of 10% per transaction remains as is.
5. Other Fees: \$0.00

INVOICE AND PAYMENT SCHEDULE

Although this enhancement will be developed at an estimated cost of \$24,020.00 based on the hours and rates from the Milestone Schedule section, TYLER shall charge the AGENCY no more than a fixed cost of \$15,617.79, inclusive of General Excise Tax. AGENCY will be invoiced and will remit payment to TYLER within 30-days after invoice is received according to the following schedule:

Invoice Schedule

Date	Deliverable	Price	GE Tax	Total
July-Aug 2025	Payment upon deployment of functional test system and STATE acceptance	\$7,457.50	\$351.40	\$7,808.90 (50%)
Aug 2025	Payment at completion of testing, acceptance letter signed by STATE, and deployment to production environment	\$5966.00	\$281.11	\$6,247.11 (40%)
Nov 2025	Payment at 90 days post-production launch	\$1,491.50	\$70.28	\$1,561.78 (10%)
TOTAL		\$14,915.00	\$702.79	\$15,617.79

ADDITIONAL RESPONSIBILITIES OF STATE

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