SOW EXHIBIT A

Department of Accounting and General Services (DAGS) – State Procurement Office (SPO) - Hawaii Compliance Express (HCE)

State/County Agency: **DAGS State Procurement Office**
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Application Name: **Hawaii Compliance Express (HCE)**
Business Model: **No Cost**
Estimated Deployment Date: **September 2025**

SCOPE OF WORK AND DELIVERABLES

Scope

This Statement of Work covers a mandated Internal Revenue Service (IRS) process change. The IRS Admin online compliance verification will be replaced with a process that allows the user to upload an IRS Compliance document to the system.

1. Update Vendor IRS workflow to upload Tax Compliance Report (TCR) PDF obtained from IRS during new/renewal applications
2. Allow Vendor to upload TCR to an existing application for IRS Not Compliant status
3. Create functionality in HCE where system will scan fields in uploaded TCR and set IRS status based on criteria
4. Append TCR to HCE Compliance Certificate
5. Update requires screens to reflect changes made to IRS workflow
6. Update email and in app Notifications
7. Remove IRS Admin Access

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
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				
1 week after kickoff meeting	Design prototype	Design prototype (Image mockups of key pages)	Sr Developer	24	$140	$3,360
			PM	16	$150	$2,400
5 working days after design prototype completed	Approval to proceed	Sign off				
4 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment	Sr Developer	96	$140	$13,440
			Sys Admin	3	$130	$390
			PM	12	$150	$1,800
1 working day after website deployed in test environment	Approval to proceed	Sign off				
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	60	$100	$6,000
5 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	8	$140	$1,120
			PM	6	$150	$900
N/A	Post Launch	Final invoice sent 90-days post launch				
			Work Totals	**260**		**$34,440**

NOTES

The above costs represent estimated project costs. However, STATE will not be invoiced for these fees.

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 within 2 days after project kickoff meeting.

Prototype (July 2025)

- Kickoff Meeting
- Design prototype

- Review prototype internally
- Review prototype with STATE
- Obtain STATE signoff on prototype

Development and TEST Deployment (August 2025)

- Code the application
- Deployment to TEST environment

Testing, Training, and Launch (August – September 2025)

- TYLER application testing
- Application review and training with STATE staff
- STATE application testing
- Bug fixes Round 1
- STATE application testing – test fixes
- Bug fixes Round 2 and final STATE 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

2. Hosting Fees: $0.00

3. Maintenance and Support Fees: $0.00

4. Transaction Fees: The existing $12.00 transaction fee paid by the user will not be modified via this SOW Amendment.

5. Other Fees: $0.00

INVOICE AND PAYMENT SCHEDULE

N/A

ADDITIONAL RESPONSIBILITIES OF STATE

STATE and TYLER will work with the IRS to ensure compliance status is updated appropriately.

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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