

## **SOW Amendment 11 Exhibit A**

### **Department of the Attorney General – Tax & Charities – Online Charity Registration**

**State Agency: Department of the Attorney General, Tax & Charities Division**

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**Application Name: Online Charity Registration**

**Business Model: Fixed Rate**

**Estimated Deployment Date: January 1, 2026**

## **SCOPE OF WORK AND DELIVERABLES**

### **Scope**

#### **Charity Retrievals**

This Amendment will allow administrators to mark a charity as a platform charity.

#### **Charity Registry**

1. Display platform charity on an approved charitable organization profile under the “Registration Type” or under other suitable category as deemed appropriate by the STATE; and
2. Search for a platform charity under the “Registration Type” under the Charitable Organization Search page or under other suitable category as deemed appropriate by the STATE.

### **Reports**

This Amendment will allow generation of report for platform charity as a new report category at [reports.ehawaii.gov/art/](https://reports.ehawaii.gov/art/)

### **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					
2 weeks after kickoff meeting	Beta Development	Website deployed in TEST environment	Developer	24	\$140	\$3,360	
			Sys Admin	2	\$130	\$260	
15 working days after completed wireframes	Approval to proceed	Sign off					50% payment (\$4,691.10)
1 week after site deployed to TEST	Testing, training & review	1 training session for personnel	Developer	3	\$140	\$420	
			PM	10	\$150	\$1,500	
			QA	26	\$100	\$2,600	
15 working days after testing website deployed in test environment	Approval to proceed	Sign off					40% payment (\$3,752.88)
3 days after testing approval	Website live	Website deployed in PROD environment	Developer	2	\$140	\$280	
			PM	1	\$150	\$150	
			Sys Admin	3	\$130	\$390	
N/A	Post Launch	Final invoice sent 90-days post launch					10% payment (\$938.22)
			Work Totals	71		\$8,960	\$9,382.20

## 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 (Oct 13, 2025 – Nov 7, 2025)

- Kickoff Meeting (Oct 13, 2025 – Oct 17, 2025)
- Code the application (Oct 17, 2025 – Oct 31, 2025)
- Deployment to TEST environment (Nov 3, 2025)

Testing, Training, and Launch (Nov 7, 2025 – Jan 27, 2026)

- TYLER application testing (Nov 7, 2025 – Nov 28, 2025)

- Application review and training with STATE staff (Dec 1, 2025 – Dec 5, 2025)
- STATE application testing (Dec 8, 2025 – Dec 19, 2025)
- Bug fixes (Dec 22, 2025 – Jan 9, 2026)
- STATE application testing – test fixes (Jan 12, 2025 – Jan 23, 2025)
- Production prep (Jan 26, 2025)
- Deployment to production environment (Jan 27, 2026)

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: \$8,960.00 + \$422.20 GET = \$9,382.20
2. Hosting Fees: \$0.00
3. Maintenance and Support Fees: \$0.00
4. Transaction Fees: The existing transaction fee is \$4.00 plus 3% per transaction. This SOW modifies the transaction fee to \$4.00 plus 2.5% per transaction.
5. Other Fees: \$0.00

## INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed development cost for this project is \$9,382.20 and will be invoiced and paid 30-days after invoice is received according to the following schedule:

### Invoice Schedule

Date	Deliverable	Price	GE Tax	Total
11/7/25	Payment upon deployment of functional test system and STATE acceptance	\$4,480.00	\$211.10	\$4,691.10 (50%)
1/27/26	Payment at completion of testing, acceptance letter signed by STATE, and deployment to production environment	\$3,584.00	\$168.88	\$3,752.88 (40%)
4/27/26	Payment at 90 days post-production launch	\$896.00	\$42.22	\$938.22 (10%)
<b>TOTAL</b>		\$8,960.00	\$422.20	\$9,382.20

## 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