

SOW Amendment 3 Exhibit A

Department of the Attorney General – Tax & Charities – Solicitor Registration System

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

Agency Contact: Eunice Park

Agency Email: Eunice.Park@hawaii.gov

Agency Address: 425 Queen Street Honolulu, Hawaii 96813

Agency Phone: 808-586-1480

Tyler Hawaii PM: Laurenz Bacungan

Tyler Hawaii PM Email: laurenz.bacungan@tylertech.com

Tyler Hawaii PM Phone: 808-687-6227

Application Name: Online Charity Registration

Business Model: Fixed Rate

Estimated Deployment Date: February 2, 2026

SCOPE OF WORK AND DELIVERABLES

Scope

TYLER will implement the following enhancements to the Solicitor Registration System:

- Add charitable fundraising platform as a new organization type on the registration form with its own registration questionnaires as deemed appropriate by the STATE. The fundraising platform registrants shall have the same functionalities and capabilities as the existing professional solicitor registrants, as outlined in SOW Amendments 1 and 2;
- Add charitable fundraising platform to search as a new organization type;
- Add charitable fundraising platform as a dropdown under Link Registration;
- Setup kala for charitable fundraising platform organization type;
- Include charitable fundraising platform information among the Public Reports function; and
- Create an updated Professional Fundraiser Registration System User Manual that was created by TYLER to add relevant instructions relating to charitable fundraising platform registration and renewal.

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	190	\$140	\$26,600	
			Sys Admin	2	\$130	\$260	
15 working days after completed wireframes	Approval to proceed	Sign off					50% payment (\$19,340.31)
1 week after site deployed to TEST	Testing, training & review	1 training session for personnel	Developer	14	\$140	\$1,960	
			PM	10	\$150	\$1,500	
			QA	58	\$100	\$5,800	
15 working days after testing website deployed in test environment	Approval to proceed	Sign off					40% payment (\$15,472.24)
3 days after testing approval	Website live	Website deployed in PROD environment	Sys Admin	3	\$130	\$390	
			Developer	2	\$140	\$280	
			PM	1	\$150	\$150	
N/A	Post Launch	Final invoice sent 90-days post launch					10% payment (\$3,868.06)
			Work Totals	280		\$36,940	\$38,680.61

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 – Dec 15, 2025)

- Kickoff Meeting (Oct 13, 2025 – Oct 17, 2025)
- Code the application (Oct 20, 2025 – Dec 12, 2025)
- Deployment to TEST environment (Dec 15, 2025)

Testing, Training, and Launch (Dec 16, 2025 – Feb 24, 2026)

- TYLER application testing (Dec 16, 2025 – Dec 29, 2025)
- Application review and training with STATE staff (Jan 12, 2026 – Jan 16, 2026)
- STATE application testing (Jan 19, 2026 – Jan 30, 2026)

- Bug fixes (Feb 2, 2026 – Feb 6, 2026)
- STATE application testing – test fixes (Feb 9, 2026 – Feb 20, 2026)
- Production prep (Feb 23, 2026)
- Deployment to production environment (Feb 24, 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: \$36,940.00+ \$1,740.61 GET = \$38,680.61
2. Hosting Fees: \$0.00
3. Maintenance and Support Fees: \$0.00
4. Transaction Fees: This SOW does not change any existing transaction fees for the Solicitor Registration System. The current transaction fee of 10% of the registration fee will remain as is.
5. Other Fees: \$0.00

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed development cost for this project is \$38,680.61 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
12/15/25	Payment upon deployment of functional test system and STATE acceptance	\$18,470.00	\$870.31	\$19,340.31 (50%)
2/24/26	Payment at completion of testing, acceptance letter signed by STATE, and deployment to production environment	\$14,776.00	\$696.24	\$15,472.24 (40%)
5/25/26	Payment at 90 days post-production launch	\$3,694.00	\$174.06	\$3,868.06 (10%)
TOTAL		\$36,940.00	\$1,740.61	\$38,680.61

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