

SOW AMENDMENT 1 EXHIBIT A

DBEDT – Creative Industries Hawaii – Tax Credit Hub

State Agency: Dept of Business, Economic Development & Tourism
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Application Name: Tax Credit Hub
Business Model: Hybrid
Estimated Deployment Date: January 2026

SCOPE OF WORK AND DELIVERABLES

Scope

TYLER will implement the following enhancements to the online Tax Credit Hub application:

- Add a Filing Year column to Pre-production Registration Form (PRF) and Hawaii Production Report (HPR) admin sections
- Add a filter box for filing year labeled “Filter Filing Year”
- Add e-Sign to PRF and HPR forms
- Allow Part B HPR submissions for split filers
- Create new e-mail template to send Expenditure Report
- Add Year 1 and Year 2 section to Hawaii Production dates on HPR PDF
- Provide Admin ability to return PRF to Approval - Pending Start of Principal Photography Letter (SOPP) status
- Add “Other” option under Type of Production

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
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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)	Developer	24	\$140	\$3,360.00
			PM	10	\$150	\$1,500.00
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	174	\$140	\$24,360.00
			Sys Admin	4	\$130	\$520.00
1 working day after website deployed in test environment	Approval to proceed	Sign off				
4 weeks after site deployed to TEST	Testing, training & review	1 training session for personnel	Developer	40	\$140	\$5,600.00
			PM	14	\$150	\$2,100.00
			QA	104	\$100	\$10,400.00
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	4	\$130	\$520.00
			Developer	10	\$140	\$1,400.00
			PM	16	\$150	\$2,400.00
N/A	Post Launch	Final invoice sent 90-days post launch				
			Work Totals	400		\$52,160.00

* The amount above is for reference only. The total price of the project has been discounted by TYLER to \$42,560.00 + General Excise Tax (GET).

NOTES

N/A

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.

Prototype (October 2025)

- Kickoff Meeting
- Design prototype
- Review prototype internally
- Review prototype with STATE

- Obtain STATE signoff on prototype

Development and TEST Deployment (October 2025 – November 2025)

- Code the application
- Deployment to TEST environment

Testing, Training, and Launch (November 2025 – January 2026)

- 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

1. Development Fees: $\$42,560.00 + \$2,005.43 \text{ GET} = \$44,565.43$
2. Hosting Fees: The annual hosting fee is not being modified via this Amendment. The hosting fee remains at $\$800.00 + \$37.70 \text{ GET} = \$837.70$ annually.
3. Maintenance and Support Fees: The maintenance and support fees are not being modified via this Amendment. The maintenance and support fees remain at $\$14,200.00 + \$669.10 \text{ GET} = \$14,869.10$ annually.
4. Transaction Fees: There are existing transaction fees. The credit card fee will be modified from 2.78% to 2.5%. The eCheck fee will remain at \$1.00. The transaction fees are summarized below.

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 \$0.00
 - (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 2.5% per transaction; or
 - b. eCheck transactions - Additional transaction processing fee of \$1.00 per transaction
5. Other Fees: \$0.00

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed development cost for this project is \$44,565.43 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
Oct 2025	Payment upon deployment of functional test system and STATE acceptance	\$21,280.00	\$1,002.72	\$22,282.72 (50%)
Jan 2025	Payment at completion of testing, acceptance letter signed by STATE, and deployment to production environment	\$17,024.00	\$802.17	\$17,826.17 (40%)
Apr 2026	Payment at 90 days post-production launch	\$4,256.00	\$200.54	\$4,456.54 (10%)
TOTAL		\$42,560.00	\$2,005.43	\$44,565.43

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