SOW EXHIBIT A

County of Maui – Department of Finance – Transient Accommodations Tax Payments

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Application Name:	Transient Accommodations Tax Payments
Business Model:	Transaction Based
Estimated Deployment Date:	December 1, 2025

SCOPE OF WORK AND DELIVERABLES

Scope

This Statement of Work covers the implementation of an online transient accommodations tax payment service which includes a daily csv export file of successful transactions. The user will enter their transient accommodation (TA) account number, name, record type (TA-1, TA-2), amended return (yes/no), period ending month, period ending year, and taxable proceeds amount. The system will calculate the transient accommodations tax due including any penalties and interest based on the taxable proceeds amount entered.

Public Module

User interface that enables:

1. User payment of their transient accommodations tax

    a. Search for account(s)

    b. Pay via credit/debit card or eCheck

2. Secure payment processing

3. Secure authentication that allows user to see payment history

4. Processing of bulk filer payments

County Module (Basic Admin and Super Admin levels)

Authorized user interface that allows county personnel to function as both an administrator, including:

1. Search for any county specific account

2. See payment transaction history

3. View financial reports of payment transactions

4. Download successful payments file

Delivery

The 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 COUNTY notifies TYLER of material, non-compliance with the functional specifications, TYLER shall correct the same within fifteen (15) working days, unless the 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				
1 week after kickoff meeting	Design prototype	Design prototype (Image mockups of key pages)	Sr Developer	10	$140	$1,400
			PM	2	$150	$300
3 working days after design prototype completed	Approval to proceed	Sign off				
33 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment	Sr Developer	128	$140	$17,920
			PM	35	$150	$5,250
			Sys Admin	2	$130	$260
2 weeks after site deployed to TEST	Testing, training & review	1 training session for personnel	Sr Developer	20	$140	$22,800
			QA	48	$100	$4,800
			PM	2	$150	$300
55 working days after testing website deployed in test environment	Approval to proceed	Sign off				
2 days after testing approval	Website live	Website deployed in PROD environment	Sys Admin	6	$130	$780
			Sr Developer	2	$140	$280
			PM	1	$150	$150
N/A	**Post Launch**	**Final invoice sent 90-days post launch**				
			Work Totals	**256**		**$34,240 + $1,613.39 GET = $35,853.39**

NOTES

The above cost estimates are for reference only. The COUNTY will not be charged a development fee for this project.

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 COUNTY within 2 days after project kickoff meeting.

Prototype (September)

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

Development and TEST Deployment (November)

- Code the application
- Deployment to TEST environment

Testing, Training, and Launch (November-December)

- TYLER application testing
- Application review and training with COUNTY staff
- COUNTY application testing
- Bug fixes Round 1
- COUNTY application testing – test fixes
- Bug fixes Round 2 and final COUNTY 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 + GET = $0.00

2. Hosting Fees: $0.00 + GET = $0.00

3. Maintenance and Support Fees: $0.00 + GET = $0.00

4. Transaction Fees:

   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 $2.50 per TA number for non-bulk filers or $2.50 per transaction for bulk filers; plus

(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

Ex 1. Credit card payment
    $100 TAT fee + $2.50 fee + ($100 TAT fee + $2.50 fee) x 2.5% = $105.06

Ex 2. eCheck payment
    $100 TAT fee + $2.50 fee + $1.00 = $103.50

Projected annual transactional revenue:

    TYLER revenue = 41,000 online payments x $2.50 fee = $102,500

The Transaction Fee will be an add-on fee for each transaction, and therefore will be paid by end users.

The Transaction Fee shall be deducted from the gross amount collected online before the net amount is remitted to COUNTY on a daily basis with a 3 day lag via ACH. The frequency and method of remittance can be modified upon mutual agreement between TYLER and COUNTY.

5. Other Fees: $0.00

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed development cost for this project is $0.00.

Invoice Schedule

Date	Deliverable	Price	GE Tax	Total
N/A	Payment upon deployment of functional test system and COUNTY acceptance	$0.00	$0.00	$0.00 (50%)
N/A	Payment at completion of testing, acceptance letter signed by COUNTY, and deployment to production environment	$0.00	$0.00	$0.00 (40%)
N/A	Payment at 90 days post-production launch	$0.00	$0.00	$0.00 (10%)
	TOTAL	$0.00	$0.00	$0.00

ADDITIONAL RESPONSIBILITIES OF COUNTY

    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 if requested
- ☒ 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