

SOW EXHIBIT A

Department of the Attorney General – Hawaii Criminal Justice Data Center – Online Sex Offender Public Registry

State Agency: Department of the Attorney General, Hawaii Criminal Justice Data Center

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Application Name: Sex Offender & Other Covered Offender Search

Business Model: Fixed Rate

Estimated Deployment Date - Phase I: May 11, 2026

SCOPE OF WORK AND DELIVERABLES

Scope

The project scope covers substantial revisions to the Covered Offender Search web application, which will be accomplished in four phases. These are:

- Phase I: Upgrades to the backend infrastructure and redesign of the site
- Phase II: Custom mapping tool
- Phase III: Alternative search options and search results displays
- Phase IV: Updates to alerts, print displays, and addition of an administrative module to allow the STATE to create, edit, and remove notices on the site.

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 – Phase I - Upgrades to the backend infrastructure and redesign of the site

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					
10 weeks after kickoff meeting	Design, Prototype, and Development	Website deployed in TEST environment	Developer	206	\$125	\$25,750	
			Designer	60	\$100	\$6,000	
			PM	4	\$150	\$600	
			QA	30	\$100	\$3,000	
			Sys Admin	3	\$130	\$390	
1 working day after partner testing site deployed in test environment	Approval to proceed	Sign off					50% payment (\$21,816.75)
6 weeks after site deployed to TEST	Testing, training & review	1 training session for personnel	Developer	20	\$125	\$2,500	
			PM	6	\$150	\$900	
			QA	10	\$100	\$1,000	
3 days after testing approval	Approval and Website live	Website deployed in PROD environment	Developer	4	\$125	\$500	40% payment (\$17,453.40)
			PM	2	\$150	\$300	
			Sys Admin	1	\$130	\$130	
N/A	Post Launch	Final invoice sent 90-days post launch					10% payment (\$4,363.35)
			Work Totals	350		\$41,670.00	\$41,670.00 + \$1,963.49 GET = \$43,633.49

Milestone Schedule – Phase II – Custom Mapping Tools

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					
	Development		Developer	109	\$125	\$13,625	

8 weeks after kickoff meeting		Website deployed in TEST environment	PM	6	\$150	\$900	
			QA	30	\$100	\$3,000	
			Sys Admin	1	\$130	\$130	
1 working day after partner testing site deployed in test environment	Approval to proceed	Sign off					50% payment (\$11,929.31)
6 weeks after site deployed to TEST	Testing, training & review	1 training session for personnel	Developer	16	\$125	\$2,000	
			PM	8	\$150	\$1,200	
			QA	10	\$100	\$1,000	
3 days after testing approval	Approval and Website live	Website deployed in PROD environment	Developer	4	\$125	\$500	40% payment (\$9,543.45)
			PM	2	\$150	\$300	
			Sys Admin	1	\$130	\$130	
N/A	Post Launch	Final invoice sent 90-days post launch					10% payment (\$2,385.86)
			Work Totals	187		\$22,785.00	\$22,785.00 + \$1,073.63 GET = \$23,858.63

Milestone Schedule – Phase III – Alternative search options and search results displays

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					
11 weeks after kickoff meeting	Development	Website deployed in TEST environment	Developer	255	\$125	\$31,875	
			PM	6	\$150	\$900	
			QA	54	\$100	\$5,400	
			Sys Admin	1	\$130	\$130	
1 working day after partner testing site deployed in test environment	Approval to proceed	Sign off					50% payment (\$22,740.83)
6 weeks after site deployed to TEST	Testing, training & review	1 training session for personnel	Developer	16	\$125	\$2,000	
			PM	8	\$150	\$1,200	
			QA	10	\$100	\$1,000	
3 days after testing approval	Approval and Website live	Website deployed in PROD environment	Developer	4	\$125	\$500	40% payment (\$18,192.66)
			PM	2	\$150	\$300	
			Sys Admin	1	\$130	\$130	

N/A	Post Launch	Final invoice sent 90-days post launch					10% payment (\$4,548.17)
			Work Totals	357		\$43,435.00	\$43,435.00 + \$2,046.66 GET = \$45,481.66

Milestone Schedule – Phase IV – Updates to alerts, print displays, and addition of an administrative module to allow the STATE to create, edit, and remove notices on the site.

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					
11 weeks after kickoff meeting	Development	Website deployed in TEST environment	Developer	118	\$125	\$14,750	
			PM	6	\$150	\$900	
			QA	58	\$100	\$5,800	
			Sys Admin	1	\$130	\$130	
1 working day after partner testing site deployed in test environment	Approval to proceed	Sign off					50% payment (\$13,722.51)
6 weeks after site deployed to TEST	Testing, training & review	1 training session for personnel	Developer	12	\$125	\$1,500	
			PM	8	\$150	\$1,200	
			QA	10	\$100	\$1,000	
3 days after testing approval	Approval and Website live	Website deployed in PROD environment	Developer	4	\$125	\$500	40% payment (\$10,978.01)
			PM	2	\$150	\$300	
			Sys Admin	1	\$130	\$130	
N/A	Post Launch	Final invoice sent 90-days post launch					10% payment (\$2,744.50)
			Work Totals	220		\$26,210.00	\$26,210.00 + \$1,235.02 GET = \$27,445.02

NOTES

Future phase start dates will depend upon completion of Phase I and funding obtained by STATE.

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.

Phase I – Infrastructure & Design

Prototype, Development and TEST Deployment (January 12, 2026 – March 20, 2026)

- Kickoff Meeting (January 12 - January 14)
- Design prototype (January 15 – January 30)
- Review prototype internally (February 2 – February 3)
- Review prototype with STATE (February 4 – February 6)
- Obtain STATE signoff on prototype (February 9 – February 13)
- Code the application (January 12 – March 19)
- Deployment to TEST environment (March 20)

Testing, Training, and Launch (March 23, 2026 – May 11, 2026)

- TYLER application testing (March 23 – April 7)
- Application review and training with STATE staff (April 8 – April 9)
- STATE application testing (April 10 – April 23)
- Bug fixes (April 24 – April 30)
- Final STATE application testing and approval (May 1 – May 7)
- Production prep (May 8)
- Deployment to production environment (May 11)

Phase II: Custom mapping tool

Development and TEST Deployment (May 2026 – July 2026)

- Kickoff Meeting
- Code the application
- Deployment to TEST environment

Testing, Training, and Launch (July 2026 – August 2026)

- TYLER application testing
- Application review and training with STATE staff
- STATE application testing
- Bug fixes
- Final STATE application testing and approval
- Production prep
- Deployment to production environment

Phase III – Alternative search options and search results displays

Development and TEST Deployment (August 2026 – November 2026)

- Kickoff Meeting
- Code the application
- Deployment to TEST environment

Testing, Training, and Launch (November 2026 – January 2027)

- TYLER application testing
- Application review and training with STATE staff
- STATE application testing
- Bug fixes
- Final STATE application testing and approval
- Production prep
- Deployment to production environment

Phase IV – Updates to alerts, print displays, and addition of an administrative module to allow the STATE to create, edit, and remove notices on the site.

Development and TEST Deployment (January 2027 – March 2027)

- Kickoff Meeting
- Code the application
- Deployment to TEST environment

Testing, Training, and Launch (March 2027 – April 2027)

- TYLER application testing
- Application review and training with STATE staff
- STATE application testing
- Bug fixes
- Final STATE application 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:
 - a. Phase I: \$41,670.00 + GET \$1,963.49 = \$43,633.49
 - b. Phase II: \$22,785.00 + GET \$1,073.63 = \$23,858.63
 - c. Phase III: \$43,435.00 + GET \$2,046.66 = \$45,481.66
 - d. Phase IV: \$26,210.00 + GET \$1,235.02 = \$27,445.02
 - e. Total Development Fee = \$140,418.80
2. Hosting Fees: \$800.00 + \$37.70 GET = \$837.70 annual fee
3. Maintenance and Support Fees: \$0.00 + GET = \$0.00
4. Transaction Fees: Not Applicable
5. Other Fees: \$0.00

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed development cost for Phase I, Infrastructure & Design is \$43,633.49 and will be invoiced and paid 30-days after invoice is received according to the following schedule:

Invoice Schedule - Phase I – Infrastructure & Design

Date	Deliverable	Price	GE Tax	Total
3/20/2026	Payment upon deployment of functional test system and STATE acceptance	\$20,835.00	\$981.75	\$21,816.75 (50%)
5/11/2026	Payment at completion of testing, acceptance letter signed by STATE, and deployment to production environment	\$16,668.00	\$785.40	\$17,453.40 (40%)
8/10/2026	Payment at 90 days post-production launch	\$4,167.00	\$196.35	\$4,363.35 (10%)
TOTAL		\$41,670.00	\$1,963.49	\$43,633.49

Invoice Schedule - Phase II: Custom mapping tool

Date	Deliverable	Price	GE Tax	Total
7/2026	Payment upon deployment of functional test system and STATE acceptance	\$11,392.50	\$536.81	\$11,929.31 (50%)
8/2026	Payment at completion of testing, acceptance letter signed by STATE, and deployment to production environment	\$9,114.00	\$429.45	\$9,543.45 (40%)
11/2026	Payment at 90 days post-production launch	\$2,278.50	\$107.36	\$2,385.86 (10%)

TOTAL	\$22,785.00	\$1,073.63	\$23,858.63
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Invoice Schedule - Phase III – Alternative search options and search results displays

Date	Deliverable	Price	GE Tax	Total
11/2026	Payment upon deployment of functional test system and STATE acceptance	\$21,717.50	\$1,023.33	\$22,740.83 (50%)
1/2027	Payment at completion of testing, acceptance letter signed by STATE, and deployment to production environment	\$17,374.00	\$818.66	\$18,192.66 (40%)
4/2027	Payment at 90 days post-production launch	\$4,343.50	\$204.67	\$4,548.17 (10%)
TOTAL		\$43,435.00	\$2,046.66	\$45,481.66

Invoice Schedule - Phase IV – Updates to alerts, print displays, and addition of an administrative module to allow the STATE to create, edit, and remove notices on the site.

Date	Deliverable	Price	GE Tax	Total
3/2027	Payment upon deployment of functional test system and STATE acceptance	\$13,105.00	\$617.51	\$13,722.51 (50%)
4/2027	Payment at completion of testing, acceptance letter signed by STATE, and deployment to production environment	\$10,484.00	\$494.01	\$10,978.01 (40%)
7/2027	Payment at 90 days post-production launch	\$2,621.00	\$123.50	\$2,744.50 (10%)
TOTAL		\$26,210.00	\$1,235.02	\$27,445.02

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