

SOW EXHIBIT A

County of Maui – Department of Finance – Transient Accommodations Tax Payment Processing

State/County Agency: County of Maui – Department of Finance
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Application Name: Transient Accommodations Tax Payments
Business Model: Transaction Based
Estimated Deployment Date: October 5, 2026

SCOPE OF WORK AND DELIVERABLES

Scope

The scope of the project consists of the following primary components:

- Allow FAST Enterprises to securely connect to TYLER payment processing system
 - a. Provide secure connection
 - b. Pass an individual or company Transient Accommodations Tax (TAT) amount due for online credit card payments
 - c. Payment interface to submit and complete payment information
 - d. Transmit successful payment verification to COUNTY system
 - e. Establish of transaction reporting and fund disbursement standards

The following tasks have been identified to ensure the vision's success.

Task	Description	Deliverables
1	Review payment processing expectations and approach	Completed requirements, workflow diagrams
2	Provide payment processing implementation documentation and guidance	Implementation documentation and technical support
3	Quality assurance testing and final adjustments	TEST system is available for TYLER and COUNTY quality assurance
4	Implementation of reports module	Creation and finalization of reports
5	System launch	System is available for public use

TYLER will provide the following software solution components to STATE:

- Tyler's Payment Processing

Out of Scope: The following deliverables are not included in this SOW.

1. External agency data integration
2. Data export or exchange with external agencies
3. Electronic verification of identification or addresses
4. Hardware (including computers, tablets, peripheral devices and credit card readers)
5. Generation of tax document(s) or electronic signature
6. Establishment of financial reporting system processes
7. Feature requests will be evaluated on a case-by-case basis

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	Hour	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				
2 weeks after kickoff meeting	Payment Configuration	Integration with payment gateway Kala/Payment pages customization	Sr Developer	21	\$140	\$2,940
			PM	8	\$150	\$1,200
15 working days after payment configuration	Approval to proceed	Sign off				
1 week after payment configuration approved	Beta deployment	Website deployed in TEST environment	Sr Developer	3	\$140	\$420
			Sys Admin	2	\$130	\$260
2 weeks after site deployed to TEST	Testing, training & review	1 training session for personnel	QA	21	\$100	\$2,100
			PM	8	\$150	\$1,200
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	3	\$130	\$390
			Sr Developer	2	\$140	\$280
			PM	2	\$150	\$300
N/A	Post Launch	Final invoice sent 90-days post launch				
			Work Totals	70		\$9,090 + \$428.32 GET = \$9,518.32

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 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 COUNTY within 2 days after project kickoff meeting.

	Implementation	Estimated Completion Date
1	Project kick off	March 2026
2	Development	April - August 2026
3	TEST system implementation and QA	August 2026
4	Training sessions	September 2026
5	System implementation	September 2026
6	System launch and reports	October 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: \$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:

TYLER will charge users a convenience fee plus a credit card fee for each transaction completed online. The fee consists of:

1. a \$2.50 convenience fee; and
2. a 2.5% credit card processing fee applied to the combined total of the tax amount due and the convenience fee

The convenience and credit card fees shall be deducted from the gross amount collected online before the net amount is disbursed to the COUNTY on a daily basis via ACH. The frequency and method of remittance can be modified upon mutual written agreement between TYLER and COUNTY.

Ex. \$300 Transient Accommodations Tax Payment

Tax Amount Due: \$300.00
 Convenience Fee: \$2.50
 Credit Card Processing Fee: $(\$300.00 + \$2.50) \times 2.5\% = \$7.56$
 Total Transaction Amount Paid by User: \$310.06

Projected annual transactional revenue:

TYLER revenue = 6,000 online payments x \$2.50 fee = \$15,000

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 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
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
- 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 or electronic check payments
- ACH and manual disbursements
- Chargeback and refund support
- Collection and frontline customer support for all payments
- Reporting modules