

SOW EXHIBIT A

DBEDT – Creative Industries Division, Hawaii Film Office – Standard Film Permits

State/County Agency:	Department of Business Economic Development & Tourism
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Application Name:	Standard Film Permits
Business Model:	Fixed
Estimated Deployment Date:	Phase I: April 30, 2027, Phase II: July 26, 2027

SCOPE OF WORK AND DELIVERABLES

Scope

This Statement of Work covers the implementation of an online solution that allows the storage and management of standard film permit applications, allow customers to apply for standard film permits online, as well as allow communication between applicants, Hawaii Film Office (HFO) staff and Agencies throughout the film permit application process.

Phase I

Public Module

- Public Dashboard
 - Submit State Film Permit Application
 - Submit standard film permit application
 - View Permit Applications
 - View saved and submitted applications, duplicate applications, print permits and attachments
 - Inbox
 - View notifications from HFO staff

Agency Module

- Agency Dashboard
 - Manage Permit Applications
 - Approve or deny standard film permit applications
 - Collect fees via credit card

- Manage attachments
- o Inbox
 - View notifications from HFO staff

Admin Module

- HFO Dashboard
 - o Submit State Film Permit Application
 - Submit standard film permit application
 - o Manage Permit Applications
 - Send standard film permit applications to proper Agency for approval
 - Approve or deny standard film permit applications
 - Manage attachments
 - Track change history and message history of each submission
 - o Manage Agencies
 - Load Agency and contact information

Phase II

Public Module

- Manage Attachments
 - o Allows system to consolidate attachments up to 20 files per PDF
 - o File size limit set to 512mb

Agency Module

- Manage Attachments
 - o Allows system to consolidate attachments up to 20 files per PDF
 - o File size limit set to 512mb

Admin Module

- Agency Approval
 - o Allows HFO staff to update Agency approvals as necessary
- Reporting
 - o Allows HFO staff to run a report that displays the following fields:
 - Filing name
 - Project name
 - Estimated expenditure
 - Email address

- Phone number
- HFO staff can export the report
- County Notifications
 - Allows preloaded County contacts to be notified when the status of a standard film permit is updated
- Notification System
 - Allow users to sign up for monthly notifications via email

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

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					
4 weeks after Kickoff Meeting	Design prototype	Design prototype (Image mockups of key pages)	Sr Developer	70	\$140	\$9,800	
			PM	20	\$150	\$3,000	
15 working days after design prototype completed	Approval to proceed	Sign off					
8 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment	Sr Developer	155	\$140	\$21,700	
			Sys Admin	5	\$130	\$650	
1 working day after website deployed in test environment	Approval to proceed	Sign off					50% payment (\$26,178.00)
10 weeks after site deployed to TEST	Testing, training & review	1 training session for personnel	Sr Developer	20	\$140	\$2,800	
			PM	30	\$150	\$4,500	
			QA	50	\$100	\$5,000	
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	5	\$130	\$650	40% payment (\$20,942.40)
			Sr Developer	5	\$140	\$700	
			PM	8	\$150	\$1,200	
N/A	Post Launch	Final invoice sent 90-days post launch					10% payment (\$5,235.60)
			Work Totals	368		\$50,000.00	\$50,000.00 + \$2,356.00 GET = \$52,356.00

Milestone Schedule – Phase II

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	Design prototype	Design prototype (Image mockups of key pages)	Sr Developer	20	\$140	\$2,800	
			PM	4	\$150	\$600	
1 week after design prototype completed	Approval to proceed	Sign off					
4 weeks after design prototype approved	Beta deployment	Website deployed in TEST environment	Sr Developer	50	\$140	\$7,000	
			Sys Admin	5	\$130	\$650	
			QA	10	\$100	\$1,000	
1 working day after website deployed in test environment	Approval to proceed	Sign off					50% payment (\$7,853.40)
1 week after site deployed to TEST	Testing, training & review	1 training session for personnel	Sr Developer	5	\$140	\$700	
			PM	4	\$150	\$600	
1 week 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	5	\$130	\$650	40% payment (\$6,282.72)
			Sr Developer	5	\$140	\$700	
			PM	2	\$150	\$300	
N/A	Post Launch	Final invoice sent 90-days post launch					10% payment (\$1,570.68)
			Work Totals			\$15,000.00	\$15,000.00 + \$706.80 GET = \$15,706.80

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 STATE within 2 days after project kickoff meeting.

Phase I

Prototype (August 31 – October 23, 2026)

- Kickoff Meeting (August 31 – September 4, 2026)
- Design prototype (September 8 – September 25, 2026)
- Review prototype internally (September 28 – October 2, 2026)
- Review prototype with STATE (October 5 – October 9, 2026)
- Obtain STATE signoff on prototype (October 12 – October 23, 2026)

Development and TEST Deployment (October 26 – December 18, 2026)

- Code the application (October 26 – December 17, 2026)
- Deployment to TEST environment (December 18, 2026)

Testing, Training, and Launch (January 4 – April 30, 2027)

- TYLER application testing (January 4 – January 15, 2027)
- Application review and training with STATE staff (January 18 – January 22, 2027)
- STATE application testing (January 25 – February 5, 2027)
- Bug fixes Round 1 (February 16 – February 26, 2027)
- STATE application testing – test fixes (March 1 – March 12, 2027)
- Bug fixes Round 2 and final STATE testing and approval (March 15 – April 16, 2027)
- Production prep (April 26 – April 29, 2027)
- Deployment to production environment (April 30, 2027)

Phase II

Prototype (May 3 – May 21, 2027)

- Kickoff Meeting (May 3 – May 7, 2027)
- Design prototype (May 10 – May 12, 2027)
- Review prototype internally (May 13 – May 14, 2027)
- Review prototype with STATE (May 17 – May 19, 2027)
- Obtain STATE signoff on prototype (May 20 – May 21, 2027)

Development and TEST Deployment (May 24 – June 4, 2027)

- Code the application (May 24 – June 3, 2027)
- Deployment to TEST environment (June 4, 2027)

Testing, Training, and Launch (June 7 – July 26, 2027)

- TYLER application testing (June 7 – June 11, 2027)
- Application review and training with STATE staff (June 14 – June 18, 2027)
- STATE application testing (June 21 – June 25, 2027)
- Bug fixes Round 1 (June 28 – July 2, 2027)
- STATE application testing – test fixes (July 6 – July 9, 2027)
- Bug fixes Round 2 and final STATE testing and approval (July 12 – July 16, 2027)
- Production prep (July 19 – July 23, 2027)
- Deployment to production environment (July 26, 2027)

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: $\$50,000.00 + \$2,356.00 \text{ GET} = \$52,356.00$
 - b. Phase II: $\$15,000.00 + \$706.80 \text{ GET} = \$15,706.80$
2. Hosting Fees: $\$800.00 + \$37.70 \text{ GET} = \$837.70$
3. Maintenance and Support Fees: $\$14,200.00 + \$669.10 \text{ GET} = \$14,869.10$
4. Transaction Fees: \$0.00
 - a. No fees will be collected as part of this SOW
5. Other Fees: \$0.00

INVOICE AND PAYMENT SCHEDULE

The total not-to-exceed development cost for Phase I is \$52,356.00 and will be invoiced and paid 30-days after invoice is received according to the following schedule:

Invoice Schedule – Phase I

Date	Deliverable	Price	GE Tax	Total
Dec 2026	Payment upon deployment of functional test system and STATE acceptance	\$25,000.00	\$1,178.00	\$26,178.00 (50%)

April 2027	Payment at completion of testing, acceptance letter signed by STATE, and deployment to production environment	\$20,000.00	\$942.40	\$20,942.40 (40%)
July 2027	Payment at 90 days post-production launch	\$5,000.00	\$235.60	\$5,235.60 (10%)
TOTAL		\$50,000.00	\$2,356.00	\$52,356.00

Invoice Schedule – Phase II

Date	Deliverable	Price	GE Tax	Total
June 2027	Payment upon deployment of functional test system and STATE acceptance	\$7,500.00	\$353.40	\$7,853.40 (50%)
July 2027	Payment at completion of testing, acceptance letter signed by STATE, and deployment to production environment	\$6,000.00	\$282.72	\$6,282.72 (40%)
October 2027	Payment at 90 days post-production launch	\$1,500.00	\$70.68	\$1,570.68 (10%)
TOTAL		\$15,000.00	\$706.80	\$15,706.80

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