

Access Hawai'i Committee (AHC) Meeting Minutes

March 1, 2018
1:00–3:00 p.m.

Videoconference Centers (VCC)

Kalanimoku Bldg., 1151 Punchbowl St., Rm. 410, Honolulu, HI 96813
Hilo State Office Bldg., 75 Aupuni St., Basement, Hilo, HI 96720
Wailuku State Office Bldg., 54 S. High St., 3rd Flr., Wailuku, HI 96793
Lihue State Office Bldg., 3060 Eiwa St., Basement, Lihue, HI 96766

Members Present

Todd Nacapuy, Chief Information Officer, Office of Enterprise Technology Services (ETS)
Sarah Allen, Administrator, State Procurement Office (SPO)
Jennifer Brooks, Attorney, Office of Information Practices (OIP)
Stuart Okumura, Juvenile Justice Information System (JJIS) Coordinator, Department of the Attorney General (ATG)
Stuart Shirai, representing the Director, Department of Commerce & Consumer Affairs (DCCA)
Kevin Thornton, Director of Information Technology and Systems Department, representing the Administrative Director of the Courts
Jules Ung, Director, Department of Information Technology, County of Hawai'i (VCC)¹
Jacob Verkerke, Chief Technology Officer, Department of Management, IT Services Division, County of Maui (VCC)¹

Members Absent

Roderick Becker, Comptroller, Department of Accounting and General Services (DAGS)
Robert Su, IT Manager, Department of Taxation (DoTAX)
Keith Ho, Deputy Director, Department of Information Technology, City & County of Honolulu
Del Sherman, Department of Management, County of Kaua'i
Senator Glenn Wakai, State Senate
Representative Chris Lee, State House of Representatives

Other Attendees

Valri Kunitomo, Deputy Attorney General, ATG
Bonnie Kahakui, SPO
Derek Ichiyama, ETS
Todd Omura, ETS
Greg Dalin, ETS
Burt Ramos, General Manager, Hawai'i Information Consortium (HIC)
Janet Pick, Director of Operations, HIC

I. Call to Order

Chair Nacapuy called the meeting to order at 1:01 p.m., at which time quorum was established.

¹Participated via VCC

II. Review and Approval of the December 7, 2017, Meeting Minutes

Member Brooks made a motion to approve the minutes, which was seconded by Member Okumura. Vote was taken and the motion unanimously passed.

III. Public Testimony

None.

IV. Portal Program Manager's Report

A. Portal Manager Report

1. Portal Transaction Data

The Portal Transaction Data that was submitted in the Annual Report to the Legislature in December 2017, was updated. Derek Ichiyama reviewed the report which had a further breakdown of all transaction data per application per department and the maintenance costs for 2016 and 2017.

B. Hawaii Information Consortium (HIC) Report

Burt Ramos reviewed the General Manager's report that covered through January 2018. It showed a five-year snapshot of pay statements for the portal. There was an upward trend for 2013 and 2014. State payments included time and material projects, hosting and maintenance projects along with the transaction costs paid by agencies. User payments for the portal paid by businesses, visitors, and citizens totaled \$5.6m in 2017, which helped offset the state costs for the portal and 152 services. AHC asked that the Customer Service section show a year over year number of inquiries which would better present how inquiries are being handled and how many inquiries are complaints or problems versus requests for assistance. Chair Nacapuy also commented that the figures in the Financials section appear misleading. Mr. Ramos stated that HIC will change it to make it more relevant. Mr. Ramos closed his report by explaining why the Self-funded model works. HIC also handled 71,000 calls last year that would have gone to state agencies. With the \$3.1m that the state paid in 2017, it cost the state an average of \$20,395 per service across 152 services. If the funding model is changed, the state could risk service interruptions. Ramos also requested that they be informed of HIC's status as the Portal Program provider vendor.

V. Approval of Statements of Work (SOW)

A. SOWs Under Review

1. Department of Health, Disability and Communication Access Board: *Develop an online system where document transmittal forms can be completed, submitted with payment by the engineering firms to DCAB; and provide an electronic review process for the Facility Access Specialist to communicate deficiencies, as well as issue a final letter of findings of no deficiencies.*

Total Cost: \$91,606.25 for development of the system.

Transaction Fee: Credit/debit card transactions will incur an additional processing fee of 2.78% per transaction, or \$1.00 for e-check.

Additional On-going Cost: \$18,000 annual maintenance fee

Mr. Ichiyama reported that this has been returned to ETS for review with revisions. The Committee commented that with the self-funding model it is difficult to determine some things, such as, how much a department is paying for the service, how many hours are incurred, how to track free services that the vendor provides, what the return on investment is, the transaction fee varies from department to department. Mr. Ramos stated that he met with the State Procurement Office staff who came up with 2.78% rate which HIC is now using. He will provide AHC its wholesale rate as requested. Member Allen noted that to be fair and consistent, AHC should revisit this every few years to make sure that it is within industry standards.

2. Office of Enterprise Technology Services (ETS), 2017 ACA Automation Support: *HIC to assist with the development associated with generating and transmitting Federal tax reporting data to the IRS. HIC to be the technical support organization responsible for 1) modifying the 2016 ACA xml data file to meet the 2017 ACA requirements obtained from the Affordable Care Act Information Returns (AIR) webinar on September 19, 2017, and 2) resolving problems associated with modifications made to the xml program.*

Total Cost: TBD

Chair Nacapuy stated that this is a DAGS project and not ETS as described. Member Verkerke asked how this involves a portal service. Mr. Ichiyama explained that the Hawaii Health Connector provided this service but when it closed, HIC stepped in to help the State. Member Allen asked if this falls within the scope of the contract. Ramos responded that it is borderline, but because the task is automated, HIC facilitated technical requirements on behalf of the state so it could communicate accurately with the IRS and the IRS platform. As the State Procurement Administrator, Member Allen recommended that HIC not accept the project. Ramos acknowledged her recommendation.

3. Department of Business, Economic Development and Tourism, Business Development (DBEDT) and Support Division, Community-Based Economic Development Applications *This is an amendment to the SOW signed by the Department of Business, Economic Development & Tourism and Hawaii Information Consortium, LLC on March 22, 2012. The work will*

allow the addition of eHawaii.gov email address field, prevent access to unqualified users, update of the admin dashboard and update of the user interface.

Total Cost: \$17,999.99 plus

Transaction Fees: \$10 per form that will be paid by the State.

Chair Nacapuy asked for clarification. Janet Pick explained that it is an existing application with DBEDT who is asking for additional assistance. There is no change in the transaction fee. It has a low transaction rate. Chair Nacapuy stated that it would be helpful for the AHC to know at what point HIC breaks even or the reason for an increase in fee.

B. SOWs to be Signed

1. Department of Business, Economic Development and Tourism, Foreign Trade Zone No. 9, Bill Presentment and Payment Processing: *This is an amendment to the SOW document entitled Bill Presentment & Payment Processing dated January 27, 2015. Change of the transaction fee from being a partner-absorbed fee to being passed on to the end user.*

Mr. Ichiyama reported that this has been signed. Member Verkerke asked whether the transaction fee that is being changed is a credit card transaction fee or convenience fee. Both are credit card fees. Previously it was being absorbed by the partner and they determined that they could not support that so they wanted to pass the fee on to the users. This was an ongoing cost to the department.

2. Hawai'i County, Online Road Test Schedule System
The purpose of this application will allow the public to complete an online road test form, make a road test appointment with the Vehicle Registration and Licensing (VRL) Division, and pay for their road test online. The application will also allow the VRL staff to manage road test appointments, set appointment availability, create a printed copy of the road test schedule using reports and receive notifications, including cancellations. VRL staff will have the ability to make road test appointments over the counter and collect required road test fee on site.
Total Cost: Self-funded.
Transaction Fees: For all transactions completed, there will be a service fee of \$1.50. Estimated 11,000 transactions per year.
Other HIC Fees: Credit/debit card transactions will incur an additional processing fee of 2.78% per transaction.
Maintenance and Support Fees: There are no maintenance or support fees because this project is self-funded.

Mr. Ichiyama noted that this is with the department for signature Chair Nacapuy stated that it is difficult for AHC to measure and estimate the total cost to develop a website.

C. SOWs Signed

1. Department of Land and Natural Resources, Division of Boating and Ocean Recreation (DOBOR), Maintenance: *This SOW covers all work performed by HIC for DOBOR's Boating Accounts Receivable System (BARS) as DOBOR works towards completion of a new system with their new vendor.*
Total Cost: No Cost

Mr. Ichiyama reported that this is signed. HIC is providing maintenance at no cost. DOBOR required assistance as they transition to a new system. This might be extended for another three months.

VI. The Access Hawaii Committee Funding Options

Mr. Ichiyama provided members with possible options to fund the Portal Program Manager's operational costs. Chair Nacapuy explained that this is just for information purposes only. The portal program is running in a deficit which ETS has been absorbing most of the expenses that should be covered by the portal contract. This will be addressed in the Request for Proposals (RFP).

VII. New Request for Proposals (RFP) for the Internet Portal Services Provider Contract

Member Verkerke made a motion to move into Executive Session, pursuant to HRS Section 92-5(a)(4) to consult with the board's attorney on questions and issues pertaining to the board's powers, duties, privileges, immunities, and liabilities to discuss the draft of the new request for proposals for the Internet Portal Services Provider Contract, which was seconded by Member Okumura. Vote was taken and the motion unanimously passed at 1:55 p.m. Before the committee went into executive session, the committee assured HIC that they will advise HIC of the status of the RFP at the appropriate time.

VIII. Good of the Order

1. Announcement - Next Meeting: June 7, 2018

IX. Adjournment

Member Brooks made a motion to adjourn the meeting, which was seconded by Member Shirai. Vote was taken and the motion unanimously passed. Meeting adjourned at 2:20 p.m.

Recorded by: _____
Derek Ichiyama Date