

Access Hawaii Committee (AHC) Meeting Meeting Minutes

September 3, 2020

Virtual Audio-Video Conference Meeting via Zoom

Members Present

Curt Otaguro, Comptroller, Department of Accounting and General Services (DAGS)
Bonnie Kahakui, Assistant Administrator, representing the 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 (AG)
Robert Hiltner, Information Systems & Communications Office Manager, representing the Director, Department of Commerce and Consumer Affairs (DCCA)
Kevin Thornton, Director of Information Technology and Systems Department, representing the Administrative Director of the Courts
Jacob Verkerke, Chief Technology Officer, Department of Management, IT Services Division, County of Maui
Jules Ung, Director, Department of Information Technology, County of Hawai'i
Mandi White, IT Project Leader, representing the County of Kaua'i

Members Absent

Douglas Murdock, Chief Information Officer, Office of Enterprise Technology Services (ETS)
Robert Su, IT Manager, Department of Taxation (TAX)
Keith Ho, Deputy Director, Department of Information Technology, City & County of Honolulu
Senator Glenn Wakai, State Senate
Representative Chris Lee, State House of Representatives

Other Attendees

Candace Park, Deputy Attorney General, AG
Todd Omura, ETS
Kaimana Bingham, ETS
Susan Bannister, ETS
Burt Ramos, General Manager, NIC Hawaii
Janet Pick, Director of Operations, NIC Hawaii
Laurenz Bacungan, NIC Hawaii
Megan Nichols, NIC Hawaii
Jing Xu, NIC Hawaii
Michelle Lizama, County of Kauai
Sgt. Nalani Sue, City & County of Honolulu
Dean Hazama, DCCA
David Sakoda, Dept. of Land and Natural Resources (DLNR)
Frank Estell, DLNR
B. Black
Aaron Fanas
Lisa L.

I. Call to Order

Chair Douglas Murdock was unable to attend the meeting. He designated Todd Omura, ETS IT Governance Officer, to serve as Acting Chair. With quorum established, Omura called the meeting to order at 1:09 p.m.

II. Review and Approval of the June 4, 2020 Meeting Minutes

Member Brooks made a motion to approve the minutes, which was seconded by Member Otaguro. A vote was taken and the motion unanimously passed.

III. Public Testimony

None.

IV. Approval of Statements of Work (SOW) and Service Level Agreements (SLA)

1. SOWs/SLAs Under Review

a. County of Kauai, Hawaii eRecording SOW

Hawaii eRecording will allow STATE to submit documents to the Bureau of Conveyances to be electronically recorded.

Michele Lizama, Deputy Director of Finance, County of Kauai requested approval of the SOW. This SOW will allow the County to file and release liens electronically at the Bureau of Conveyances. The fees would be \$0.50 per document if it is in favor of the County or \$3.00 if it is on behalf of the public. Member Brooks asked for clarification on the \$3.00 fee since it was not reflected in Exhibit A of the SOW. After clarification from Lizama and Janet Pick of NIC Hawaii, Member Brooks made a motion to approve the SOW with the modification of specifying that it is \$0.50 per document recorded on behalf of the county and \$3.00 per document filed on behalf of the taxpayer, which was seconded by Member Kahakui. A vote was taken and the motion unanimously passed. Member Verkerke joined the meeting at 1:37 p.m.

b. County of Kauai, Landfill Payment Platform SOW

The purpose of this project is to move Kauai Landfill payments from in-person and mail-in to an online payment platform. Michele Lizama requested approval of the SOW. The office wants to minimize drop off payments by encouraging online payments. There is a \$2.50 fee per transaction and if paid by credit card it's 2.2% per transaction or if by echeck (ACH) it is \$1.00 per transaction.

Member Otaguro asked how users are billed—for example, if by monthly subscription or each use. Lizama stated users are billed monthly by tonnage. Member Brooks asked for a typical monthly payment. Burt Ramos, NIC Hawaii General Manager, responded that from January to June 2020, there were 120 landfill payments and collected approximately \$230,000. There is a development fee of \$15,000 to stand up the system and anticipating low revenue until the adoption of online payment increases.

Member Hiltner made a motion to approve the SOW, which was seconded by Member Brooks. A vote was taken and the motion unanimously passed.

- c. City and County of Honolulu; Honolulu Police Department eBench-Warrant: SOW Amendment 1

The purpose of this project is to enhance the existing eBench warrant web service to add Warrant Status, Bail Amount, and Ordered date so Honolulu Police Department (HPD) can perform more targeted searches. Sgt. Sue requested approval for the SOW Amendment 1. They currently have an interface for the system and asking for the same interface with their new system.

Member Thornton made a motion to approve the SOW, which was seconded by Member Otaguro. A vote was taken and the motion unanimously passed.

- d. Department of Land and Natural Resources, Division of Aquatic Resources; Freshwater Game Fishing License; SOW Amendment 2

The purpose of this amendment is to update the existing Freshwater Game Fishing License system so it does not automatically enter 'today's date' as the default start date for a fishing license. The system will require the user to enter the intended start date of the purchased license. David Sakoda and Reggie Kokubun requested approval for the SOW Amendment 2. They want to modify the application so the start date will appear on the application which will automatically set the expiration date and also to include an annual hosting fee. Member Brooks asked why DLNR would now need to pay for a hosting fee. Kokubun stated that the hosting fee was done by Amazon Web Services and that some cost factors were not passed on to DLNR to support this online system. NIC Hawaii has been absorbing the cost. This system was developed nearly 20 years ago at no cost and the transaction fee of \$28.50 is not sufficient to cover the overhead. Janet Pick explained that the one-time development fee is necessary because this was a transaction-based application and was not covering the maintenance and support system.

Member Brooks made a motion to approve the SOW, which was seconded by Member Hiltner. A vote was taken and the motion unanimously passed.

e. Department of Land and Natural Resources, State Historic Preservation Division; Payment Processing

The purpose of this project is to implement the Kala payment system to process credit card for the State Historic Preservation Division's new Hawaii Cultural Resource Information System (HCRIS). Frank Estell, IT Systems Manager, requested approval of this SOW. In the process of creating an online application, a payment system is needed to process payments through credit card payments with a standard 10% fee per transaction.

Users of the new HCRIS system will be seamlessly transitioned into the Kala payment system to complete the payment steps, have the ability to print/download a payment receipt, and receive an emailed receipt. The State Historic Preservation team will have access to a reports module that will allow them to view a fiscal report. Member Hiltner asked if the transaction fee is a fixed amount or varies with each applicant. Frank Estell stated that it varies depending on what the user is requesting. The fee structure is very complicated and built into the HCRIS and not the payment portal. HCRIS determines who pays and how much they pay. The processing fee of 10% per transaction is for conducting payment online because they do not have the manpower to do paper checks. Member Kahakui asked how 10% came about since in the past it was a fixed fee plus an additional 2.2% or so. Burt Ramos explained that the online adoption may vary. NIC Hawaii would take in the fee typically on credit card fee payments, NIC Hawaii's take is the net. HCRIS is passing the cost to NIC who is charging the 10% and in return DLNR pays no up-front fees to attach NIC Hawaii's payment system, no hosting or maintenance fees, no upgrade fees. DLNR wants it up and running on October 1, 2020. NIC Hawaii and the department will review the fee structure in the future.

Member Otaguro made a motion to approve the SOW, which was seconded by Member Brooks. A vote was taken and the motion unanimously passed.

f. Department of Commerce and Consumer Affairs, Professional and Vocational Licensing Division; Transition Support SOW

The purpose of this contract is to cover a general agreement that would allow NIC Hawaii to provide ad-hoc support, if necessary, for the successful transition of NIC Hawaii services to the new platform. Dean Hazama of DCCA requested approval of the SOW. He stated that this contract is not to exceed \$100,000 for any customized or special

requirements to get the new system operating. It is scheduled to go live on February 1, 2021.

Member Brooks made a motion to approve the SOW, which was seconded by Member Otaguro. A vote was taken and the motion unanimously passed.

2. Signed Memorandum of Understanding (MOU), COVID-19
 - a. County of Kauai Renewal Fee Waiver (6/26/20)
 - b. County of Maui Renewal Fee Waiver (7/01/20)

Kaimana Bingham reported that Douglas Murdock signed these MOUs. The MOUs are an extension of what was discussed at the last meeting. The MOUs are in effect as long as the Governor's emergency proclamation is in effect.

V. Portal Program Manager's Report

1. NIC Hawaii Report

Burt Ramos presented NIC Hawaii's report, which is included in the meeting packet. He announced that all SOWs from 2016 are in the ETS AHC Document repository. Amazon Web Services informed NIC Hawaii of an Oracle upgrade requirement. Ramos discussed the impact with the ETS team and the completion target has been moved to early 2021.

VI. Good of the Order

The next meeting is on December 3, 2020.

VII. Adjournment

Member Hiltner made a motion to adjourn, which was seconded by Member White. A vote was taken and the motion unanimously passed.