hawaii.gov
SPO
Home
FAQs
Contact
Procurement Regulations
Log
Hawaii Compliance Express - Certificate of Compliance
Welcome to Hawaii Compliance Express
HCE saves you time and hassle by providing an online "Certificate of Compliance" for your business

BACKGROUND

- 1993 Hawaii Revised Statute, introduction of procurement laws
- Act 216, SLH 2004 required the procuring officer to verify compliance (IFB, RFP, PS, SP, SS)
  - 103D-310(c) required compliance with provisions of:
    - Dept. of Taxation (DOTAX) – Form A-6
    - Department of Labor & Industrial Relations (DLIR) – Form LIR27
    - Department of Commerce & Consumer Affairs (DCCA) – Form COGS
    - Internal Revenue Service (IRS) – Form 8821
- Only paper documents available
- HCE launched in 2005
- Act 190, SLH 2011 required proof of compliance of $2,500 or greater
- No cost to the State.
  - Vendors pay an annual fee ($15 in 2005,decreased to $12 in 2007)

HAWAII COMPLIANCE EXPRESS OBJECTIVE

- Create an online system that would integrate the systems of DOTAX, DLIR, DCCA & IRS, resulting in a single compliance status
- Real-time compliance status available 24/7
- Available to all government entities (with login and password)

BENEFITS TO HCE

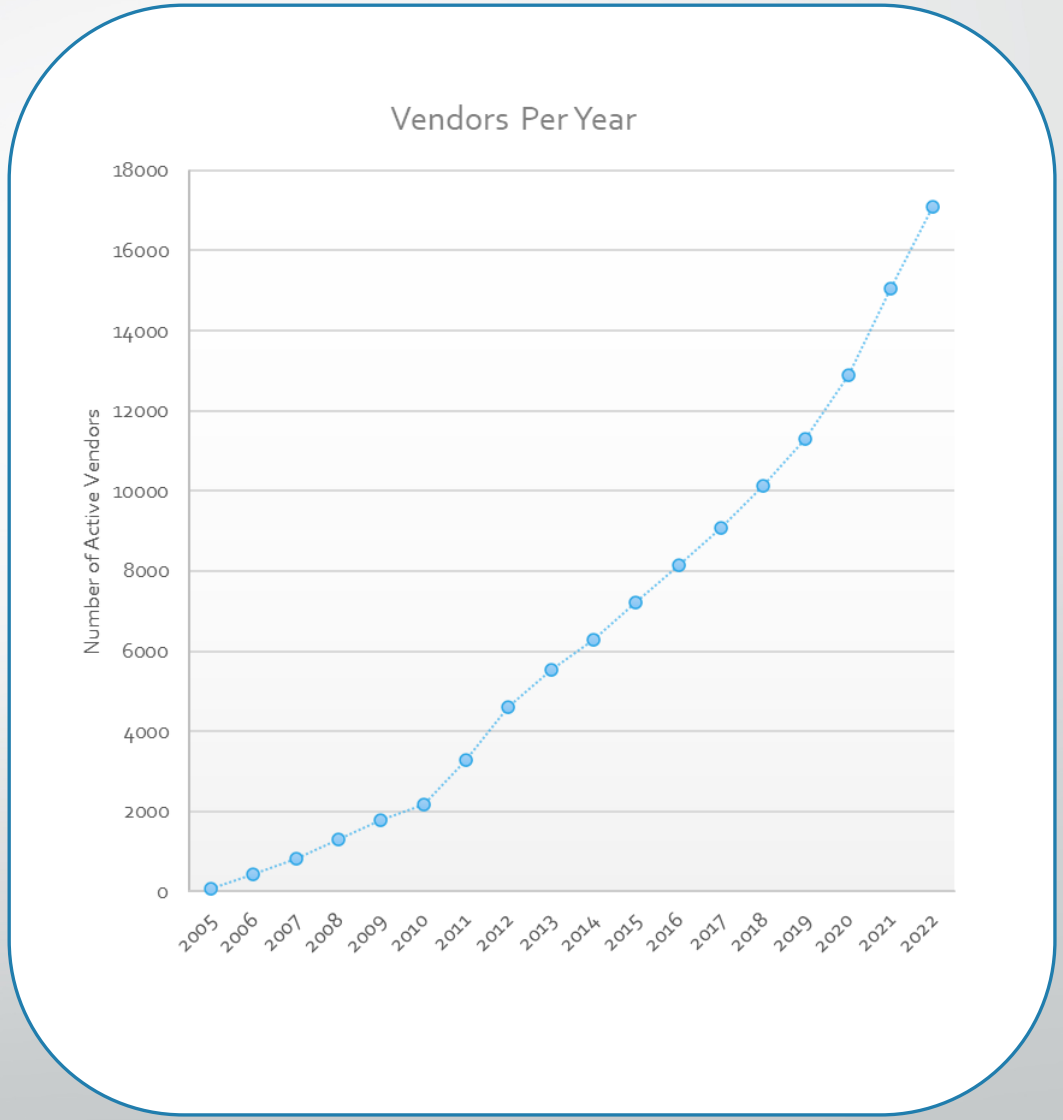
- Online forms available 24/7
- Online compliance certificate available 24/7
- No physical interaction
- Quicker status updates for each agency

SUCCESS MEASUREMENTS

- Increased online adoption
- Vendor time savings
- Agency efficiency
- Increased positive user feedback

ADOPTION

100% online adoption
2,100 new registrations this year
~17,100 active vendors
~4,000 active agency users



SITE ANAYLTICS

FY2021

- Visitors: 104,379
  - Returning visitor: 47.5%
  - New visitor: 52.5%
- Average Session Duration: 4m
- Bounce Rate: 27.58%

FY2022

- Visitors: 90,697
  - Returning visitor: 44.8%
  - New visitor: 55.2%
- Average Session Duration: 3m 41s
- Bounce Rate: 28.94%

TIME SAVINGS & EFFICIENCY

VENDOR

- Online Form (15 mins):
  - Complete the form online
  - Easy to edit
- Paper Form (4.5 hours):
  - Need time off work
  - Commute (1h)
  - Search & pay for parking (30m)
  - Wait in line at all 4 agencies (3h)

AGENCY

No more:

- Tracking paper submissions
- Verifying tax compliance every 6 months
- Illegible written forms
- Storing paper documents
- Searching for paper documents

USER FEEDBACK

FY2021

883 Feedback Submissions

- 63.19% Positive Feedback
- 33.30% Negative Feedback

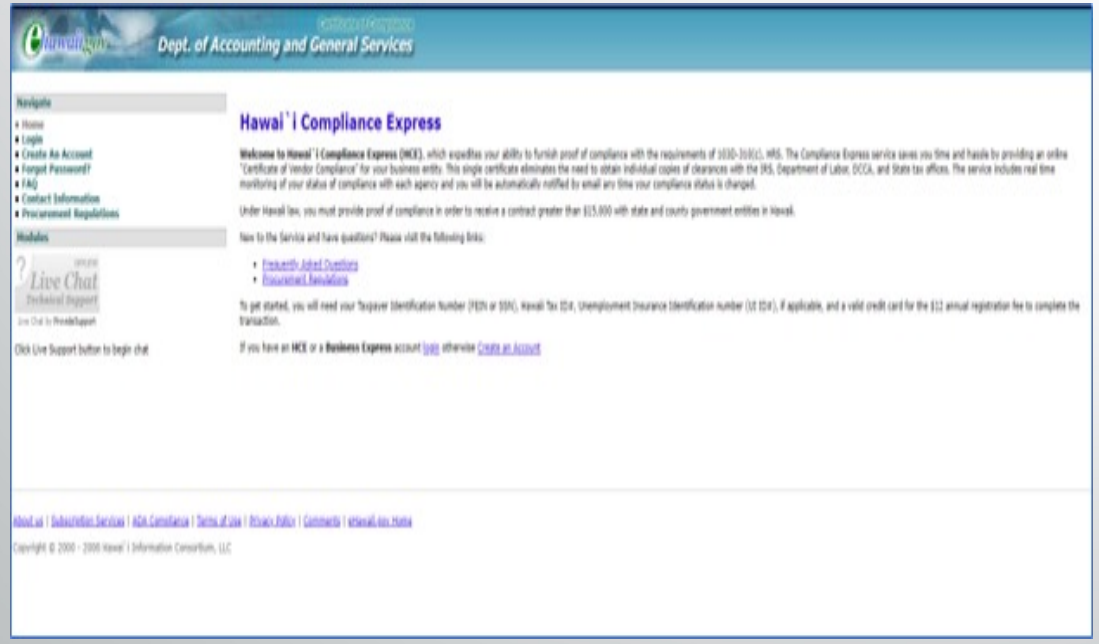
FY2022

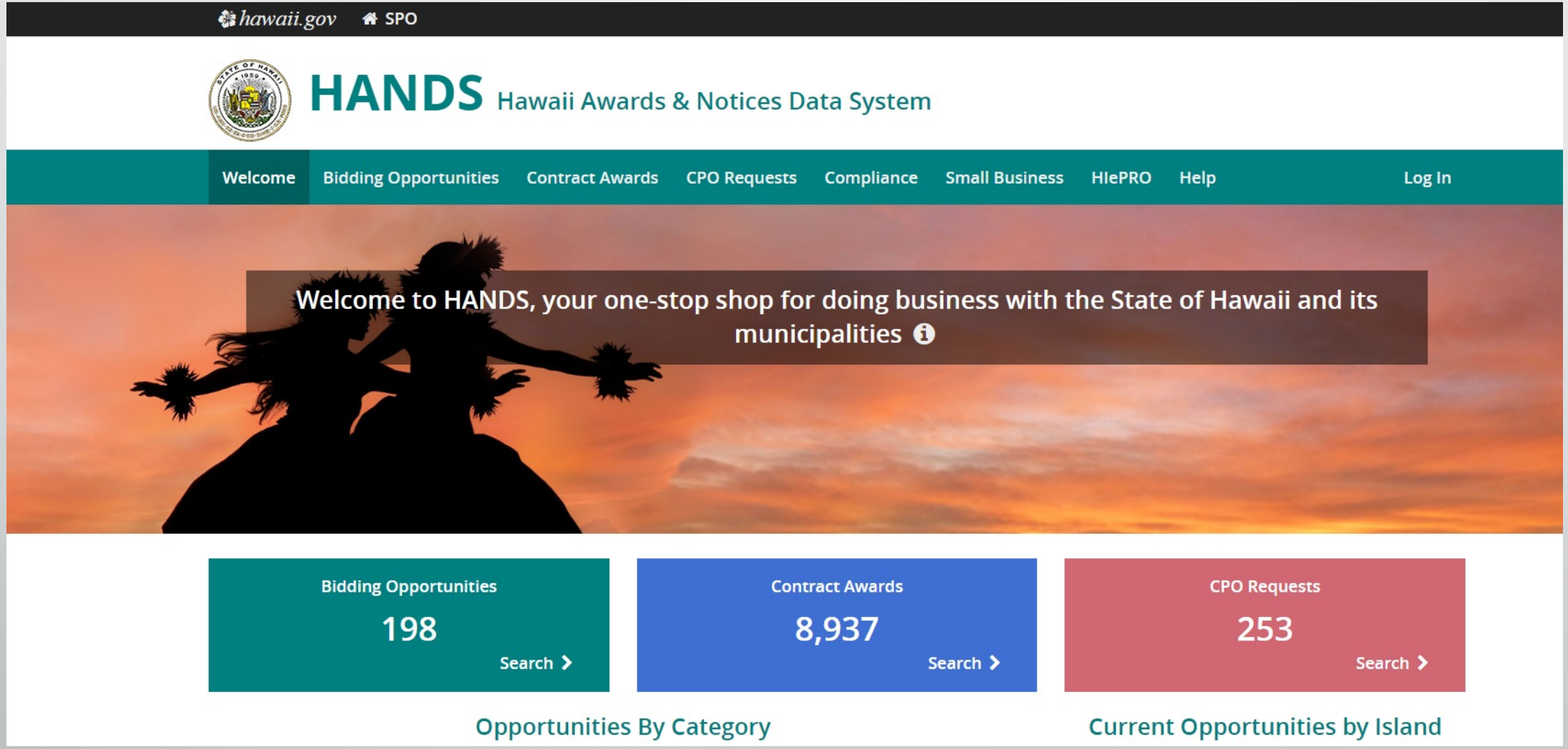
619 Feedback Submissions

- 70.76% Positive Feedback
- 22.46% Negative Feedback

IMPROVEMENTS

- August 2020 – HCE Redesign (mobile friendly, match other SPO applications HANDS & HIePRO)




hawaii.gov
SPO
HANDS Hawaii Awards & Notices Data System
Welcome
Bidding Opportunities
Contract Awards
CPO Requests
Compliance
Small Business
HIePRO
Help
Log In
Welcome to HANDS, your one-stop shop for doing business with the State of Hawaii and its municipalities
Bidding Opportunities
198
Search
Contract Awards
8,937
Search
CPO Requests
253
Search
Opportunities By Category
Current Opportunities by Island

IMPROVEMENTS continued…

- February 2021 – updated DLIR Workflow
- February/March 2021 – Updated IRS Workflow
- March 2021 – Implement digital signatures to IRS Form 8821 (no longer mailing hard copies)
- April 2021 – Display to the vendor the reasons for "not compliant" status by IRS and DLIR
- 2022- Changed font to allow for Hawaiian characters

Future Enhancements – automate manual work by DoTAX, DLIR, DCCA & IRS

MAHALO