

**Access Hawai'i Committee (AHC)
February 2, 2023 Meeting Minutes**

Remote meeting held via Zoom, Interactive Conference Technology
Physical location: 1151 Punchbowl Street, #410, Honolulu, Hawaii 96813

Members Present

Douglas Murdock, CIO, Office of Enterprise Technology Services (ETS)
Keith Regan, Comptroller, Department of Accounting and General Services (DAGS)
Bonnie Kahakui, Acting Administrator, State Procurement Office (SPO)
Garret Murayama, Department of the Attorney General (AG)
Jennifer Brooks, Attorney, Office of Information Practices (OIP)
Robert Hiltner, IS Manager, representing the Director, Department of Commerce and Consumer Affairs (DCCA)
Stephen Courtney, City and County of Honolulu
Scott Uehara, Director, County of Hawaii
David Duarte, County of Maui
Mandi White, County of Kaua'i

Members Excused

Senator Glenn Wakai, State Senate
Representative Amy Perruso, State House
Vacant, representing the Administrative Director of the Courts, Judiciary

Other Attendees

Candace Park, Deputy Attorney, AG
Meoh-Leng Silliman, DAGS
ETS: Tom Ku, Todd Omura, Catherine Arellano-Alcotas, Bryce Fujii, James Gonser, Jussi Sipola, Sal Nicosia, Susan Bannister
NIC Hawaii (HI): Burt Ramos, Janet Yee, Julie Shohet, Shawn Taylor, Tony Tran
Kiyo Noguchi
Mai Nguyen Van
Zhe Wen, City & County of Honolulu
Kelly Knudsen
Brian B.
Elliot Flautt

I. Call to Order

With quorum established, Chair Murdock called the meeting to order at 1:01 p.m.

II. Review and Approval of the AHC December 1, 2022, Meeting Minutes

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

III. Public Testimony

None.

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

1. SOWs/SLAs Under Review

- a. City and County of Honolulu Division of Treasury, Real Property Tax Payments - SOW, Exhibit A, and Project Summary

NIC HI will provide the COUNTY with access to a payment platform (the “Payment Platform”) that has some administrative features and allows public users to make online property tax payments. For all transactions completed, there will be a fixed cost of \$2.50 per property/TMK (tax map key) plus 2.25% credit/debit card fee per transaction.

Zhe Wen of the City & County of Honolulu, Treasury Division, stated that the current Real Property tax payment system is not operational 24/7. This new platform will allow 24/7 service, will increase their internal efficiencies by having real time payment updates to its real property tax system, and will provide customer service based on Hawaii Standard Time.

Member Kahakui asked if this is a new SOW. Burt Ramos, NIC HI General Manager, stated it is a new SOW for the City & County of Honolulu. NIC HI has been doing property tax payments for the other Hawaii counties and will provide the City & County of Honolulu with the same service and fee levels. The \$32,000 development fee is not passed on to the agency or user and is a transaction-funded initiative.

Member Brooks asked if this also covers e-checks for the \$2.50 fee without the additional percentage. She also inquired about the adoption rate. Mr. Ramos confirmed that her statement regarding e-checks is correct. The adoption rate is low at the moment but the plan is to increase online services.

Member Courtney asked if the application will be performed by NIC HI and the length of the contract. Mr. Wen stated that the current system is unable to communicate in real time so staff would need to import/export data files then send the billing amounts to the system. The new platform with NIC Hawaii will allow 24/7 real time balances and payments. Mr. Ramos stated that the current NIC HI portal contract expires on January 3, 2025.

Member Hiltner asked if the 2.25% fee is inclusive of any bank charges and how many does this per tax season translate to in calendar years. Mr. Ramos stated the credit card fee for the other counties is 2.25% so kept it the same here and it does include all bank fees. The tax season consists of two large

installments annually, the first runs around July to August and the second one is in January to February with smaller installment cycles in between.

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

- b. Office of Enterprise Technology Services - Single Sign-On (SSO) Azure Active Directory Business-to-Consumer (AD B2C) Support – SOW Amendment 2, Exhibit A, and Project Summary

This amendment clarifies the terms and fees for customer support of the Single Sign-On (SSO) service. There is a fixed fee in the amount of \$2,000.00 + General Excise Tax (GET) per month for up to 1,000 inquiries. Thereafter, Government Partner shall pay NIC HI \$2.00 per inquiry + General Excise Tax.

Janet Yee, NIC HI Director of Operations, stated that NIC HI has been providing support by allowing DCCA access to the eHawaii.gov Single Sign-on (SSO) service and provides customer support without any compensation.

Sal Nicosia of ETS stated that this amendment would remedy this situation. The amendment will provide a pricing structure and level of service that is expected for these types of services. The \$2,000 fixed fee per month for up to 1,000 inquiries is reasonable. Currently, they receive 150-200 inquiries a month.

Member Hiltner asked about the long-term plans regarding support from ETS and/or NIC HI. Mr. Nicosia stated that the plan is to have one support contract structure for the state and they are currently working on a transition plan.

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

V. Tyler Technologies Introduction

Burt Ramos reported that Tyler Technologies acquired NIC Hawaii in April 2021. He introduced Elliot Flautt who shared about some solutions that are currently used/installed in Hawaii. The platform formally known as Socrata is installed with the Department of Transportation and the Campaign Spending Commission. It provides various data that can be examined by the public and also provide the agencies a tool to share data across state and federal government.

VI. Periodic Review on Portal Service - Hawaii State Calendar Application Review Report

Member Brooks presented a brief history of the State calendar which is the official online calendar for public meetings, sunshine law meetings and other public meetings, hearings, and events. The purpose of the calendar is to provide 24/7 online access to the public. This is an online application for state agencies, boards, and commissions to display the details of their upcoming meeting. The application is set up to adhere to the Sunshine Law notice deadline of six calendar days before a meeting. She shared the various features of the application. Julie Shohet from NIC HI reported that the application has helped agencies be more efficient. The adoption rate increased and customer service inquiries decreased. The modernized calendar is more accessible and user friendly.

VII. Portal Program Manager's Report – NIC Hawaii Bimonthly Report

Burt Ramos presented their report. Highlights included the launching of the Diamond Head Reservations System, Aloha Stadium Store, HIOSH Payments, Kauai County Liquor Licenses and Permits. NIC HI won an award for the Honolulu City Council Records Collection. He reported on the Low Cost & No Cost Services stating that in 2022, 26 of the 153 services were no cost to the state or counties. Member Kahakui asked if the 26 no-cost services are no cost at all to the state and no transactional fees or just no cost with transaction fees. Mr. Ramos stated that there was no cost at all. Mr. Ramos reported on Customer Service. Chair Murdock asked how many employees work in Hawaii and elsewhere. Mr. Ramos stated around 26-30 employees.

Member Kahakui asked if the revenue on the financial report captures work done within the Internet Portal contract. Mr. Ramos stated that the financial report includes some of the external contracts. Chair Murdock would like this item on the next meeting's agenda to allow further discussion.

VIII. Good of the Order

1. Announcements

Chair Murdock introduced Tom Ku, ETS IT Services Operations Officer.

2. Next meeting: April 6, 2023, 1:00 p.m.

IX. Adjournment

Member Brooks made a motion to adjourn, which was seconded by Member Kahakui. With no objections, the meeting adjourned at 1:36 p.m.

Minutes taken by Susan Bannister.

Minutes were approved at the AHC 4/6/23 Meeting.