



**Access Hawaii Committee  
April 6, 2023  
Meeting Minutes**

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

Members Present

Douglas Murdock, CIO, Office of Enterprise Technology Services (ETS)  
Bonnie Kahakui, Acting Administrator, State Procurement Office (SPO)  
Derek Miyasato, IT Specialist, representing the Director, Department of the Attorney General (AG)  
Jennifer Brooks, Attorney, representing the Director, Office of Information Practices (OIP)  
Robert Hiltner, IS Manager, representing the Director, Department of Commerce and Consumer Affairs (DCCA)  
Lila Loos, representing the Chair, Department of Land and Natural Resources (DLNR)  
Mai Nguyen Van, Acting Director of IT Department, representing the Administrative Director of the Courts, Judiciary  
Stephen Courtney, Deputy Director, City and County of Honolulu  
Scott Uehara, Director of IT Department, County of Hawai'i  
David Duarte, Chief Technology Director, County of Maui  
Mandi White, IT Project Leader, County of Kaua'i

Members Excused

Keith Regan, Comptroller, Department of Accounting and General Services (DAGS)  
Senator Glenn Wakai, State Senate  
Representative Amy Perruso, State House

Other Attendees

Candace Park, Deputy Attorney, AG  
ETS: Tom Ku, Todd Omura, Catherine Arellano-Alcotas, James Gonser, Jussi Sipola, Susan Bannister  
Tyler Hawaii: Burt Ramos, Janet Yee, John O'Connor, Julie Shoheit, Tony Tran  
Kaleohone Roback, DLNR  
Kern Nishioka, AG  
Jim Hogarty, DCCA  
Darren Cantrill, Department of Transportation

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 February 2, 2023, Meeting Minutes

Member Kahakui made a motion to approve the minutes as presented, which was seconded by Member Hiltner. Vote was taken, 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. Department of Land and Natural Resources, Division of Forestry and Wildlife – Tree Seedling Online Payments SOW

The SOW covers the implementation of an online system to allow customers to pay their seedling orders online via credit card or eCheck (electronic debit from a bank account). Tyler Hawaii's centralized payment portal, Payment Platform, will be utilized. Development fees \$24,785.33. For all credit card transactions completed, there will be a transaction fee of \$2.50 plus a 2.5% credit card fee per transaction payable to Tyler Hawaii. For all eCheck transactions completed, there will be a transaction fee of \$2.50 plus a \$1.00 eCheck fee per transaction payable to Tyler Hawaii.

Tony Tran, Project Management Office Manager with Tyler Hawaii, introduced Kaleohone Roback, Interim Coordinator with the DLNR Forestry and Wildlife. He reviewed the scope and summary of the SOW. Member Kahakui asked if Tyler Hawaii had similar programs on the other islands and if an online ordering system will be implemented. Mr. Roback stated that this program is currently designed for the Hawai'i Island as it has a high volume of transactions. The online payment will make it easier for customers who currently pay in person. They are not doing an online ordering system currently due to its complexity. Member Hiltner asked if other agencies could use this program. Mr. Tran stated that the same platform could be used depending on the agency's current payment process. Member Brooks asked the cost of a typical order and the distribution of trees. Mr. Roback stated that seedlings cost between \$2 to \$6 with a minimum order of \$30. A typical order is around \$60. They have offices located in Kona and Hilo. Member Hiltner noted that if a minimum order is \$30, the \$39,000 in revenue in the summary should be considerably higher. Mr. Roback explained that their prices changed in 2020 and are \$2 to \$6 per seedling so the summary may not reflect that. Chair Murdock asked Tyler Hawaii to explain the \$25,000 development fee if they are using an existing payment system. Mr. Tran stated that this is their typical stand-up fee. They will not recoup expenses with the current transactions. Burt Ramos, General Manager of Tyler Hawaii, stated that there is a potential for more, as well as

less revenue based on the adoption level. Mr. Ramos stated that the program includes security, uptime, interactions between staff. They try to allocate for a few years where there will be potentially minimal revenue. Janet Yee, Director of Portal Operations, Tyler Hawaii, clarified that the \$39,000 is DLNR's revenue.

With no further discussion a vote was taken. Members Kahakui, Brooks, Duarte voted yes with reservations; Members Loos, Nguyen Van, Courtney, Uehara, Miyasato, Hiltner, White voted yes; Chair Murdock voted no due to concerns with the set-up fee. The motion passed with ten members in favor.

b. Department of Attorney General (AG), Civil Recoveries Division – Online Auction SOW

The SOW covers the design, development, testing and launch of a web based online auction system for the AG. For all transactions completed, there will be a 10% transaction fee due and payable to Tyler Hawaii, inclusive of credit/debit card and eCheck fees.

Tony Tran introduced Kern Nishioka, Asset Forfeiture Program Manager, AG. With the lifting of Covid-19 restrictions, the department is planning to move auctions from in-person to online. This will allow more items to be displayed for a longer period and eliminate the need to find space to hold auctions. Two to four auctions were held a year. Mr. Tran reviewed the transaction fees. If an auction item sold for \$200 plus tax, the total cost would be \$209.42. Tyler Hawaii would receive 10% of that or \$20.94. AG's revenue would be \$188.48. Member Hiltner asked for clarification on the transaction fee breakdown on the Project Summary and if a cap on revenues a possibility. Mr. Tran explained the 10% to Tyler Hawaii includes the credit card fee; the department is not passing the fee on to the user. Mr. Nishioka stated a cap on revenues is not needed. Member Nguyen Van suggested a tiered percentage as the amount goes up. Member Kahakui asked Tyler Hawaii if rolling out to other auction sites would offset part of the \$134,000 development fee. Mr. Ramos stated they expect to have the AG auction site up then meet with State Procurement Office (SPO) and Department of Transportation (DOT) when ready to migrate the entire operation. Member Brooks asked about in-person to online auction models. Mr. Nishioka found that vehicle sales did very well on the online auction sites and look forward to larger gains. Chair Murdock recommended that the committee review this next year.

Member Kahakui made a motion to approve the SOW as presented, which was seconded by Member Nguyen Van. Vote was taken, motion passed unanimously.

c. Department of Commerce and Consumer Affairs, Business Registration Division (BREG) – Transition Support SOW

This SOW covers the general agreement that would allow Tyler Hawaii to provide ad-hoc support necessary for the transition of Tyler Hawaii services to the new platform. Development fees shall not exceed \$100,000.00 + General Excise Tax based on BREG-approved work requests using the standard Tyler Hawaii Rate Chart. A separate amendment is required for any budget increase.

Julie Shohet, Partner Liaison with Tyler Hawaii, introduced Jim Hogarty of DCCA. Mr. Hogarty explained that the DCCA is modernizing their BREG system which Tyler Hawaii has supported for 20 years. As DCCA rolls out this new system, DCCA anticipates needing help from Tyler Hawaii to transfer several services. This SOW is in place as services become necessary. Chair Murdock asked who will handle the identity management and help desk services once they stop using Tyler Hawaii. Mr. Hogarty responded they will work with ETS. Chair Murdock stated further discussion will be needed as ETS does not have the help desk functionality like Tyler Hawaii.

Member Brooks made a motion to approve the SOW as presented, which was seconded by Member Nguyen Van. Vote was taken, motion passed unanimously.

V. Periodic Review on Portal Service – Judiciary eTraffic Payments Application Review Report

Mr. Ramos presented the report. The original service was built by another vendor but was rebuilt by Tyler Hawaii at no charge. When Tyler Hawaii took over the application, it provided reliable 24/7 access with improved payment processing and searching capabilities. In 2023, a FAQ was implemented in the Chatbot, which had led to a decrease in customer service requests.

VI. Tyler Hawaii’s Financial Reporting Requirements

Chair Murdock stated whether Tyler Hawaii’s financial reports should only reflect items that pass through the AHC or also income from other state projects. Mr. Ramos stated that they will remove external project revenues and expenses. Member Kahakui asked how will expenses such as overhead used for portal and not non-portal contracts be handled. She would also like the report to reflect portal revenues/expenses and non-portal revenues/expenses to get a perspective of how much business Tyler Hawaii gets from the portal contract versus non-portal projects. Mr. Ramos will work on a model with Portal Program Manager, Ms. Arellano-Alcotas, and report at the next meeting.

VII. Portal Program Manager's Report

1. Tyler Hawaii Bimonthly Report – Portal Program Updates

Mr. Ramos reviewed the report. Regarding the Financial page, Member Kahakui asked how much of the revenue/expenses were portal and non-portal projects. Mr. Ramos declined to provide an estimate without being certain.

VIII. Good of the Order

Next Meeting: June 1, 2023

IX. Adjournment

Member Kahakui made a motion to adjourn, which was seconded by Member Nguyen Van. With no objections, the meeting adjourned at 2:15 p.m.

Minutes taken by Susan Bannister.

*Minutes were approved at the AHC June 1, 2023 meeting.*