



**Access Hawaii Committee
December 7, 2023
Meeting Minutes**

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

Members Present

Tom Ku, IT Services Operations Officer, Office of Enterprise Technology Services (ETS)
Keith Regan, Comptroller, Department of Accounting and General Services (DAGS)
Bonnie Kahakui, Acting Administrator, State Procurement Office (SPO)
Jennifer Brooks, Attorney, representing the Director, Office of Information Practices (OIP)
Garret Murayama, IT Specialist, representing the Director, Department of the Attorney
General (AG)
James Hogarty, ISCO Solutions Branch Supervisor, representing the Director, Department of
Commerce and Consumer Affairs (DCCA)
Lila Loos, representing the Chair, Department of Land and Natural Resources (DLNR)
Stephen Courtney, Deputy Director, City and County of Honolulu
David Duarte, Chief Technology Officer, County of Maui
Mandi White, IT Project Leader, County of Kaua'i
Representative Amy Perruso, State House

Members Excused

Mai Nguyen Van, representing the Administrative Director of the Courts, Judiciary
Director of IT Department, County of Hawai'i
Senator Glenn Wakai, State Senate

Other Attendees

Candace Park, Deputy Attorney, AG
Meoh-Leng Silliman, DAGS
Yvonne Yoro, State House
Denise Laitinen, Hawaii County Police Department
ETS: Catherine Arellano-Alcotas, Rebecca Cai, Todd Omura, Juha Kauhanen, Sheila Oliveira, Jussi
Sipola, Susan Bannister
Tyler Hawaii: Burt Ramos, Janet Yee, Julie Shohet, Tony Tran, Rosie Warfield, John O'Connor
Glen Takahashi, City and County of Honolulu
Kiyo

I. Call to Order

Tom Ku, IT Services Operations Officer, served as Acting Chair as Douglas Murdock was unavailable. Roll call was taken. With quorum established, Acting Chair Ku called the meeting to order at 1:03 p.m.

II. Review and Approval of the October 5, 2023, Meeting Minutes

Acting Chair Ku asked members if they had any questions or comments. Hearing none, the minutes were approved as presented.

III. Public Testimony

None.

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

1. SOW Under Review

a. County of Hawaii, Hawaii County Police Department (HCPD) Website Redesign – SOW

Denise Laitinen from the HCPD shared that their website needs to be updated with a more modern look and be more user friendly. New content will be added such as detailed information on recruitment, an event calendar, job board, and FAQ. Tyler HI will redesign the website. The new site URL will change from Hawaii.police.com to Hawaii.police.gov. HCPD will keep a limited version of hawaii.police.com containing only historical media release archives and the site search.

Member Courtney asked how the content will stay current. Ms. Laitinen stated that she will be responsible for the update as needed. Member Kahakui asked if users will be able to fill out a form. Rosie Warfield, Tyler HI, said yes, and explained that most of the work will be on new features such as an event calendar, promote employment and what's it's like to work there, and FAQs.

Member Courtney asked if site will be able to accept payments capabilities. Ms. Warfield responded not for this project. Member Murayama asked what is included in the maintenance and support (M&O). Ms. Warfield stated that hosting fees cover the hosting of the site, while maintenance and support fees are used to keep the site up to date and fix bugs.

Acting Chair Ku made a motion to approve the SOW, which was seconded by Member Murayama. With no objections, the motion passed unanimously.

2. Signed Project Change Requests

a. Department of Business, Economic Development and Tourism (DBEDT), Business Development and Support Division – Enterprise Zone Forms

Catherine Arellano-Alcotas, Portal Program Manager, reported that the

Enterprise Zone form was updated with minor changes—added new text fields, edited the existing text, and added text to the existing fields.

- b. Department of Land and Natural Resources, Hunter Education Program - Hunter Education and Records Management System

Ms. Arellano-Alcotas reported that the completion date on the Hunter Education certificate will reflect the most recent class completed by the hunter. The letterhead on the “Passed Letter” was updated.

V. Periodic Review on Portal Service

1. City and County of Honolulu, Records Collection Application Review

Glen Takahashi, City Clerk, gave an update on this application that was built by Tyler HI in 2019. Prior to the application, the record system was paper-based and used the Xerox Docushare repository. Staff spent hours on paper workflow and the system did not provide transparency. Those old records are still available for public access. The application was rolled out in 2019-2020 and has been successful. Paper handling and manual processing decreased, and phone calls were reduced by two-thirds from what was normally received. The site is user friendly for novice and seasoned users.

VI. Review and Approval of the Annual Report Draft on the Operation of the Internet Portal

At the AHC October 5, 2023 meeting, Burt Ramos presented a draft annual report covering July 1, 2022 to June 30, 2023. He presented the final report to the committee. Acting Chair Ku asked members if they had any questions or comments. Hearing none, Acting Chair Ku made a motion to accept the report as presented, which was seconded by Member Regan. The motion passed unanimously.

VII. Portal Program Manager’s Report

1. Tyler Hawaii Bimonthly Report – Portal Program Updates

Burt Ramos presented the report and covered Highlights, Customer Service, Financials, Looking Forward, Appendix. One of the highlights was participating once again in the Hawaii Annual Code Challenge. They enjoy working with students on technology concepts to modernize state functions and services. One of their interns is a HACC alumnus. The Customer Service Summary shows the high volume of inquiries they receive in the two-month period. Looking Forward the Department of State Parks Reservations application will be launched for the Wai’anapanapa State Park on Maui.

VIII. Consideration to Form a Permitted Interaction Group (PIG) to discuss the solicitation plan for the new Request for Proposals (RFP) for the Internet Portal Provider

Todd Omura, IT Governance Officer with ETS, explained that work on a new solicitation or Request for Proposal (RFP) for the Internet Portal contract should begin as the contract is set to expire on January 3, 2025. He asked if a Permitted Interaction Group (PIG) should be formed to discuss and work on the contract. Member Brooks stated that to form a PIG, less than a quorum of members may be appointed to the PIG. They are to keep the discussions to themselves. She asked for the scope, if the PIG would not be receiving or considering requests for proposals.

Mr. Omura stated that the PIG would be for the formation of the RFP, approach, strategy, content, etc. In the past, ETS staff supported the CIO and worked with SPO since this is a cooperative purchase type of agreement. Member Kahakui noted that in 2008, SPO was responsible for the releasing of the solicitation and doing all the contract documents. Member Kahakui would like to have a PIG so members can provide input into the new solicitation.

Member Brooks mentioned that instead of forming a PIG, the Sunshine Law allows for two members of a committee to discuss things outside a meeting if they do not make or seek a commitment to vote. If Chair Douglas Murdock and Member Kahakui are the only committee members participating in this, a PIG would not be necessary. The Sunshine Law does not limit the number of staff from ETS or SPO who are not members of the committee. Since no more than two AHC members will work with SPO and ETS, it was determined that a PIG will not be necessary.

IX. Internet Portal Manager and Services Provider Contract-New Request for Proposals (RFP) and Contract Extension for the Internet Portal Services Provider.

Member Brooks stated that the agenda does not cite the state or federal law that allows discussion on procurement to be kept confidential or a court order to enter executive session. As such, holding an executive session would violate Hawaii's Sunshine Law. It was decided that this item be deferred.

X. Good of the Order

Next Meeting: February 1, 2024

XI. Adjournment

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

Minutes taken by Susan Bannister