

## Access Hawaii Committee (AHC) Meeting

June 6, 2024, 01:00 p.m.

1151 Punchbowl Street, Conference Room 410, Honolulu, Hawaii 96813

This meeting will be conducted remotely. Members of the public may participate via interactive conference technology (ICT) or in person at the physical meeting location indicated above.

### Join on your computer, mobile app, or room device:

- [Click here to join the meeting](#)
- Or call in (audio only): [+1 808-829-4853, 694871277#](tel:+18088294853)

### Agenda

- I. Call to Order, Roll Call
- II. Review and Approval of April 4, 2024 Meeting Minutes
- III. Public Testimony

Individuals who are unable to provide testimony at this time will be allowed an opportunity to testify when specific agenda items are called.

Individuals may provide oral testimony at the meeting or may submit written testimony in advance of the meeting via email [ahcinfo@hawaii.gov](mailto:ahcinfo@hawaii.gov) or via mail addressed to 1151 Punchbowl Street B10, Honolulu, Hawaii 96813, Subject: *AHC Testimony*. Oral testimony is limited to 3 minutes per person per agenda item via the virtual Teams conference room or in person at the physical meeting location indicated above.

- IV. Approval of Statements of Work (SOW) and Service Level Agreements (SLA); Discussion and Appropriate Action
  1. SOWs/SLAs Under Review
    - a. **Department of Land and Natural Resources - Bureau of Conveyances - Online Payments: SOW Amendment 2 and Project Summary**

This SOW amendment modifies the fee structure defined in the original SOW and Amendment 1. The credit card processing fee will be modified from 2.78% to 2.5%. For online document search transactions, the transaction processing fee will be modified from 12% (2.78% credit card fee + 9.22% convenience fee) to 7.5% (2.5% credit card fee + 5% convenience fee). For online invoice payments, paper checks will not be accepted. Fee sharing of monthly billing to customers will be modified from \$5,000/month to \$4,500/month.
    - b. **Department of Labor and Industrial Relations - Unemployment Insurance (UI) – UI Overpayment Collections: SOW, Exhibit A and Project Summary**

This SOW will enable the Unemployment Insurance division to securely connect and pass an individual's balance due within their existing UI system to the secure eHawaii.gov payment processor for online credit card and echeck payments. This engagement also includes the establishment of transaction reporting, refund disbursement and financial reporting processes for all related transactions.

**Development fees:** \$6,282.72

**Hosting fees:** \$0.00

**Maintenance and Support fees:** \$12,565.44 annually

**Transaction fees:** For all transactions completed, there will be a transaction fee due and payable to Tyler Hawaii as follows:

- a. Credit/debit card transactions – 2.5% transaction processing fee
- b. eCheck transactions - \$1.00 transaction processing fee

c. **County of Kauai Board of Water Supply - Department of Water – Website Redesign: SLA, SOW, Exhibit A and Project Summary**

The purpose of Service Level Agreement (SLA) is to serve as a memorandum of understanding with respect to the implementation of portal services for the Board of Water Supply, County of Kauai, Department of Water.

The SOW is to redesign the existing website located at:

[www.kauaiwater.org](http://www.kauaiwater.org). The redesign will be mobile friendly, responsive, and include an easy-to-use form tool.

**Development fees:** \$46,581.13

**Hosting fees:** \$1,361.26 with an annual increase of 5%

**Maintenance and Support fees:** \$5,654.45 annually

**Transaction fees:** \$0.00 There are no transaction fees.

d. **Office of Enterprise Technology Services – Single Sign-On (SSO) Support: SOW Amendment 4 and Project Summary**

This SOW Amendment addresses a change in scope and timeline for the SSO project. This amendment is to change the integration with Microsoft Azure Active Directory Business-to-Consumer (AD B2C) and user migration to ForgeRock Ping Identity. Additional development work and testing will be needed to integrate with ForgeRock Ping Identity. The user base will also need to be re-migrated.

**Development fees:** \$24,188.47

**Hosting fees:** \$0.00

**Maintenance and Support fees:** \$10,471.20 annually (existing maintenance and support fee)

**Transaction fees:** \$0.00 There are no transaction fees.

**Other Fees:** Customer service support fees of \$2,000.00 + GET per month for up to 1,000 inquiries plus \$2.00 per inquiry + GET thereafter (existing Customer Support Terms and Fees)

2. Signed Project Change Request

a. **Department of Land and Natural Resources - Division of Forestry and Wildlife – Hunter Education and Records Management System**

This change request was to have the system display the hunts in two tables:

1. Hunts still accepting applications and 2. Hunts that are already in progress and are no longer accepting applications.

**Development Fees:** \$2,869.11

- V. Periodic Review on Portal Service
  - 1. Department of Land and Natural Resources Civil Resource Violation System Application Review (Attached)
  
- VI. Portal Program Manager's Report; Discussion and Appropriate Action
  - 1. Tyler Hawaii Bimonthly Report – Portal Program Updates (Attached)
  
- VII. Good of the Order
  - 1. Announcements
  - 2. Next Meeting: August 1, 2024
  
- VIII. Adjournment

*This ICT meeting will allow closed caption transcription to be activated by participants.*

*AHC meeting packet can be downloaded from <https://ahc.ehawaii.gov/meetings/packets/>*

*Auxiliary Aid or Accommodation Due to a Disability*

*If you require an auxiliary aid/service or other accommodation due to a disability, contact Catherine Arellano-Alcotas at (808) 587-9826 or email [ahcinfo@hawaii.gov](mailto:ahcinfo@hawaii.gov) as soon as possible. Requests made as early as possible have a greater likelihood of being fulfilled. Upon request, this notice is available in alternate/accessible formats.*