



**Access Hawaii Committee
April 4, 2024
Meeting Minutes**

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

Members Present

Douglas Murdock, Chief Information Officer, Office of Enterprise Technology Services (ETS)
Bonnie Kahakui, Acting Administrator, State Procurement Office (SPO)
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, IT Manager, representing the Chair, Department of Land and Natural Resources (DLNR)
Mai Nguyen Van, representing the Administrative Director of the Courts, Judiciary
Stephen Courtney, Deputy Director, City and County of Honolulu
Robert Ewbank, Director of IT Department, County of Hawai'i
Mandi White, IT Project Leader, County of Kaua'i

Members Excused

Keith Regan, Comptroller, Department of Accounting and General Services (DAGS)
Garret Murayama, IT Specialist, representing the Director, Department of the Attorney General (AG)
David Duarte, Chief Technology Officer, County of Maui
Senator Glenn Wakai, State Senate
Representative Amy Perruso, State House

Other Attendees

Candace Park, Deputy Attorney, AG
Yvonne Yoro, State House
ETS: Todd Omura, Juha Kauhanen, Joseph Lee, Sheila Oliveira, Jussi Sipola, Susan Bannister
Tyler Hawaii: Burt Ramos, Janet Yee, Julie Shohet, Tony Tran, Rosie Warfield
Sunshine Choe
Deborah Yuan
Kiyō

I. Call to Order, Roll Call

Chair Murdock called the meeting to order at 1:00 p.m. Roll call was taken.

II. Review and Approval of February 1, 2024, Meeting Minutes

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

III. Public Testimony

None.

IV. Approval of Statements of Work (SOW)

1. SOW Under Review: Department of Health, Alcohol and Drug Abuse Division – Opioid Settlement Project

No presentation.

2. Signed SOW: City and County of Honolulu, Division of Treasury, Real Property Tax Payments – SOW Amendment 1

Janet Yee, Director of Operations at Tyler Hawaii, stated that the amendment modifies the terms regarding credit card chargebacks and ACH returns under the transaction fees section of the original SOW. Tyler Hawaii automatically deducts the fees prior to remitting the funds back to the partner. It was signed on March 28, 2024.

V. Periodic Review on Portal Service: eHawaii.gov Portal Website

Rosie Warfield, Website Services Manager with Tyler Hawaii, gave a short presentation. Tyler Hawaii built and maintained the website as part of the portal contract. There is no cost to the state for the development, maintenance, hosting, and monitoring of the website. The site was redesigned in 2020 and given a fresh look. All information is taken from or linked to official government sources. It meets accessibility requirements and promotes all online services available statewide. All pages are inventoried to ensure information is accurate and current. Emergency alerts are displayed and pushed across to all the state websites. It was used during the COVID-19 pandemic and Maui Fires. ETS controls what is shown.

Member Loos asked if the emergency alert banner is posted only on the home page. Ms. Warfield stated that it is on every web page. Member Courtney suggested a chatbot to help navigate the website. Chair Murdock would like to have a universal chatbot that can run on various state websites.

VI. Portal Program Manager's Report – Tyler Hawaii Bimonthly Report

Burt Ramos, General Manager of Tyler Hawaii, presented its January to February report comprised of Highlights, Customer Service, Financials, Digital Government Trends, Looking Forward, Appendix. One of the highlights includes CXSuite's Customer Satisfaction Tracking. Tyler Technologies is focused on customer satisfaction and this tool can provide a satisfaction feedback index and track word frequency from the comments section from data gathered from voicemails. The dashboard is in real-time with a satisfaction index.

Mr. Ramos also touched on the digital government trends PCI DSS, payment card industry data security standards. Version 4.0 was activated on April 2, 2024. It applies to the entire payment life cycle. They are currently working on a guidance document for their partners.

Member Hiltner asked about the overarching security on this website. Mr. Ramos stated that they have their own cybersecurity group and communicate with the Chief Information Security Officer.

VII. Internet Portal Manager Procurement Request for Proposal (RFP) Timeline

Todd Omura, ETS IT Governance Office, reported that ETS Staff have been reviewing some of the fundamentals of the Internet Portal Manager contract.

- Will the Access Hawaii Committee still be necessary--are there other governance processes to provide oversight of the State's Internet Portal Manager. Identify potential changes to legislation, particularly Hawaii Revised Statutes 27G.
- The price list should support/encourage/take advantage of technology trends and innovation, data governance and sharing, AI, industry evolution, cost effectiveness, and ample opportunities for vendor ecosystem.
- Develop portal architecture concept, contract strategy-- single award vs. multiple award; State vs. vendor responsibilities. Examine funding models.
- Confirm inventory of applications; identify existing customers and their portal applications, documentation, code (and use rights), host Amazon Web Services infrastructure. Various pieces of technology stack—payment processing identity, access management, single sign-on. Get a handle on the proprietary third-party pieces, port applications, and service desk operations.

Tentative Timeline

June-July 2024:	Develop and release a Request for Information.
August 2024:	Establish the evaluation team; develop procurement plan with the State Procurement Office; develop the RFP.
April 2025:	Advertise the RFP; conduct solicitation; evaluate offerors.
January 3, 2026:	Contract award notification (new SPO Vendor List contract) Have a one-year transition period for existing portal customers; possible overlap period to be determined.
January 3, 2027:	End of current portal contract, SPO Vendor List Contract No. 08-13; start of new contract.

ETS has been working with Bonnie Kahakui, State Procurement Office, and keep the Committee updated.

VIII. Good of the Order – Next scheduled meeting on June 6, 2024

IX. Adjournment

Member Hiltner moved to adjourn the meeting, which was seconded by Member Van. With no objections the meeting was adjourned at 1:45 p.m.