



**Access Hawaii Committee
December 26, 2024
Meeting Minutes**

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

Members Present

Christine Sakuda, Chief Information Officer, Office of Enterprise Technology Services (ETS)
Keith Regan, Comptroller, Department of Accounting and General Services (DAGS)
Bonnie Kahakui, Administrator, State Procurement Office (SPO)
Jennifer Brooks, Attorney, representing the Director, Office of Information Practices (OIP)
Bryan Kodama, IS Manager, representing the Director, Department of Commerce and Consumer Affairs (DCCA)
Mandi White, IT Project Leader, County of Kaua'i
Kimberly Albright, Enterprise Solution Delivery Manager, County of Maui
Senator Glenn Wakai, State Senate
Representative Amy Perruso, State House

Members Excused

Lila Loos, IT Manager, representing the Chair, Department of Land and Natural Resources (DLNR)
Garret Murayama, IT Specialist, representing the Director, Department of the Attorney General (AG)
Mai Nguyen Van, Acting Director of IT, representing the Administrative Director of the Courts, Judiciary
Stephen Courtney, Deputy Director, City and County of Honolulu
Darren Wyatt, IT Systems Manager, County of Hawai'i

Other Attendees

Candace Park, Deputy Attorney, AG
ETS: Catherine Arellano-Alcotas, Kelli Wang, Joanna Lee, Tom Ku
Tyler Hawaii: Julie Shohet, Janet Yee, Megan Nichols, Aaliyah Ichino
Rosemary Neilson-Nenezich, Department of Transportation
Janine Sato, Department of Transportation
Richmond

I. Call to Order, Roll Call

Roll call was taken. With quorum established, Chair Sakuda called the meeting to order at 11:24 a.m.

II. Review and Approval of October 3, 2024, Meeting Minutes

Member Kahakui made a motion to approve the minutes as presented, which was seconded

by Member Regan. A vote was taken and passed unanimously.

III. Public Testimony

None.

IV. Approval of Statements of Work (SOW); Discussion and Appropriate Action

1. SOWs Under Review

a. **Department of Accounting and General Services – State Procurement Office (SPO) - Online Auction System – SOW Amendment 1**

This amendment is to terminate the old SPO auction site and add SPO as a new tenant on the new multi-tenant auction site launched in fall 2024.

Development fees: \$0.00

Hosting fees: \$0.00

Maintenance and Support fees: \$0.00

Transaction fees: This amendment will not alter the current transaction fees. However, the previous 3% credit card fee will be reduced to 2.5%.

For all transactions to be completed, there will be a service fee of:

i. 10% of the winning amount if the winning amount is less than or equal to \$10,000 (credit card fee included)

ii. \$1,000 for winning amount greater than \$10,000 + 2.5 % credit card fee

Member Kahakui, SPO Administrator, stated that the SPO auction site was originally launched in 2016 but does not have the updated look and feel of other SPO web services. She explained that Tyler Hawaii has recently developed a new multi-tenant auction site and adding SPO as a new tenant will provide a more modern look and feel, improved functionality and a mobile responsive design. The public will also be able to view videos as well as more photos than in the past, so they can make more informed decisions regarding their bids. This amendment is transactional based and with no cost to the state. Since this is a self-funded or special funded project, the more money that can be generated, the less general funds will be used.

Megan Nichols, Client Success Manager of Tyler Hawaii, commented that the Attorney General Auction site was launched in fall 2024 and the amendment is to retire the SPO's current auction site and add it to the multi-tenant site.

Member Wakai agreed and appreciated the idea. However, since Tyler Technologies is based out of Texas, and as more government contracts will be put together, member Wakai asked if there are parameters for Tyler Hawaii's contract and possibly contracting a local company in the future.

Member Kahakui explained that the current contract with Tyler Hawaii goes through January 5, 2027. It is possible to reach out to local companies and

find out what resources they would need, but because this service is more challenging as it is a transaction-based project, the local company would have to cover upfront the entire costs and only gain revenue from the transaction fees.

Understanding the parameters, member Wakai commented, if possible, for future contracting jobs, we look to hire local companies.

Janet Yee, Director of Operations for Tyler Hawaii, clarified that they are a local company with about 25 local staff in Hawaii, however in 2021 Tyler Technologies acquired the company and they are now part of a larger corporation.

Member Brooks made a motion to approve SOW Amendment 1, which was seconded by Member White. A vote was taken and passed unanimously.

b. Department of Transportation (DOT) - Airport Division – Online Auction System - SOW Amendment 3

This amendment is to terminate the old DOT auction site and add DOT as a new tenant on the new multi-tenant auction site launched in fall of 2024.

Development fees: \$0.00

Hosting fees: \$0.00

Maintenance and Support fees: \$0.00

Transaction fees: This amendment will not alter the current transaction fees. However, the previous 3% credit card fee will be reduced to 2.5%. For all transactions to be completed, there will be a service fee of:

- i. 10% of winning amount up to \$10,000 (credit card fee included)
- ii. \$1,000 for the winning amount equal or greater than \$10,000 plus 2.5% credit card fee.

Megan Nichols, Client Success Manger of Tyler Hawaii, gave a brief overview. In 2010, the DOT auction site was launched and is still currently being used. Similar to what is happening with the SPO site, this amendment is to retire the current DOT site and add DOT as a new tenant on the new multi-tenant auction site.

Rosemary Neilson-Nenezich, Department of Transportation, mentioned that the current auction site for the Daniel K Inouye International Airport is for lost and found items that have not been claimed. The site is over fourteen years old and needs to be revamped. Ms. Neilson-Nenezich further explained that the new site offers newer technology, better functionality as well as more modern and mobile responsive design. Between October 2010 to July 2024, there were a total of 2,189 total lots for DOT. They collected \$336,047 and the online fee was \$32,134.

Member Regan made a motion to approve SOW Amendment 3, which was

seconded by Member Kahakui. A vote was taken and passed unanimously.

c. **Department of Transportation (DOT) - Airports – Payment Processing – SOW**

This SOW will enable DOT Airports to utilize the secure eHawaii.gov payment processor for both online payments and over-the-counter payments via credit card and eCheck.

Development fees: \$0.00

Hosting fees: \$0.00

Maintenance and support fees: \$0.00

Transaction fees: For all transactions completed, there will be transaction fees as follows:

- i. 5% convenience fee plus
 - a. 2.5% credit/debit card fee
 - b. \$1.00 eCheck transaction fee

Janine Sato, Department of Transportation, stated that currently DOT Airports only accepts cash, check, ACH, and wire transfers. They are planning to integrate payments into the airport's existing system to allow them to collect credit cards and eCheck payments both online and at the DOT office locations. Revenues for 2024 were \$469,000 and roughly 16,400 transactions.

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

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

Janet Yee, Director of Operations for Tyler Hawaii, stated that no content updates were made since the last meeting, only a small typo change. Member Kahakui made a motion to approve the Annual Report draft which was seconded by Member Regan. A vote was taken and passed unanimously.

VI. Portal Program Manager's Report; Discussion and Appropriate Action

Julie Shohet, Client Access Manager, presented Tyler Hawaii's September to October report.

Highlights:

Launched the County of Hawaii Police Department website redesign, which includes an event calendar, job board, history of HPD, a feature called canines of HPD, Police memorial wall, and biographies for fallen officers.

Attended the SPO conference, where new ideas and training on the future of procurement were presented.

Sponsored and supported the Hawaii Annual Code Challenge (HACC). 2024's challenge was for participants to create an AI-powered chatbot to enable residents and visitors to obtain dynamic information about the islands.

Single Sign-On Phase 2.2 Update. Sixty services have been completed in the test environment. Development and testing for identity authentication are completed and Tyler Hawaii is working on group 5 development.

Customer Service: Received over 9,000 inquiries during the September to October period.

CX Suite Customer Experience Feedback: This is where users can send comments. Out of 4,702 feedback submissions, 84% had positive experiences, 9% had negative experiences, and over 1,800 shared comments.

Financials: Portal expenses were a little bit more than the portal revenues for this two-month period.

Looking forward: County of Hawaii Transient Accommodations Tax Payments. The Hawaii Digital Government Summit and the Kauai County Commercial Refuse Payments will be discussed at the next AHC meeting.

VII. Good of the Order

1. Announcements

None.

2. Next Meeting: February 6, 2025

VIII. Adjournment

Chair Sakuda, with no objections, adjourned the meeting at 11:51 a.m.