



**Access Hawaii Committee  
August 22, 2025  
Meeting Minutes**

Remote meeting held via Teams, Interactive Conference Technology

Physical location: 1151 Punchbowl Street, Room 410, Honolulu, Hawai'i 96813

Members Present

Todd Omura, IT Governance Officer, representing the Chief Information Officer, Office of Enterprise Technology Services (ETS)

Meoh-Leng Silliman, Deputy Comptroller, representing the 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)

Garret Murayama, IT Specialist, representing the Director, Department of the Attorney General (AG)

Bryan Kodama, IS Manager, representing the Director, Department of Commerce and Consumer Affairs (DCCA) (joined the meeting at 2:06 pm)

Lila Loos, IT Manager, representing the Chair, Department of Land and Natural Resources (DLNR)

Mai Nguyen Van, Acting Director of IT, representing the Administrative Director of the Courts, Judiciary

Stephen Courtney, Deputy Director, City and County of Honolulu

Members Excused

Corey Stone, Director of Hawaii

Mandi White, IT Project Leader, County of Kaua'i

Kimberly Albright, Enterprise Solution Delivery Manager, County of Maui

Representative Amy Perruso, State House

Senator Glenn Wakai, State Senate

Other Attendees

Candace Park, Deputy Attorney, AG

ETS: Catherine Arellano-Alcotas, Tom Ku, Sonny Kekipi, Lisa Huang

Tyler Hawaii: Julie Shohet, Janet Yee, Shawn Taylor, Aaliyah Ichino, Vincent Blanco, Nicolas Choy, Brad Shafer

Peter Fritz

I. Call to Order, Roll Call

Todd Omura, IT Governance Officer, presided as Acting Chair and called the meeting to order at 2:00 p.m. Roll call was taken confirming a quorum with eight members present.

II. Review and Approval of June 5, 2025 Meeting Minutes

Member Brooks made a motion to approve the minutes as presented, which was seconded by Member Kahakui. A vote was taken, and the meeting minutes have been approved unanimously.

Member Kodama joined the meeting at 2:06 pm.

### III. Public Testimony; Discussion and vote on Public Testimony Time Limit

No public testimony at this time.

Ms. Park, Deputy Attorney, Attorney General, started the discussion on the public testimony time limit. She proposed a standard time of two or three minutes per person per agenda item with the option for the Chair to alter the time limit for any particular meeting. Mr. Fritz, member of the public, raised a concern that a three-minute limit might violate the Americans with Disabilities Act (ADA) unless there are some sort of accommodations for individuals with disabilities. Ms. Park asked Mr. Fritz for elaboration on the types of circumstances where more time might be needed, and Mr. Fritz explained that individuals with disabilities might need more time to communicate their testimony. For example, switching to sign language might take longer than three minutes to express a thought and a quadriplegic client often needs more time to testify due to mobility issues. Member Brooks suggested a longer time limit of five minutes per person per item given the infrequency of public testimony. Member Murayama emphasized the need for a clause allowing extra time for individuals with disabilities. Mr. Fritz mentioned that the Disability and Communication Access Board (DCAB) agendas include language allowing additional time for individuals with disabilities. The Committee discussed the possibility of adopting the DCAB language, which sets a three-minute limit but allows for additional time for individuals with disabilities to present testimony or comments if needed. Member Brooks preferred a five-minute limit considering the low level of public interest.

Acting Chair Omura summarized the proposal. For Access Hawaii Committee meetings, a five-minute time limit for public testimony per person per item with the Chair having the discretion to alter the time limit for any particular meeting. Member Brooks made a motion to adopt the proposal, and it was seconded by Member Silliman. A vote was taken, and the motion was approved unanimously.

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

#### 1. SOW Under Review

- a. Department of Accounting and General Services - State Procurement Office - Hawaii Compliance Express - SOW Amendment 2

Nicolas Choy, Quality Assurance Manager, Tyler Hawaii, presented the Hawaii Compliance Express (HCE) SOW Amendment. The application allows users to document their compliance status from multiple agencies including the Internal Revenue Services (IRS). It was built in 2005 and redesigned in 2020. The IRS

notified the State Procurement Office (SPO) that they are changing their process and will no longer have a staff member updating the vendor compliance status within HCE. As a result, the IRS compliance workflow will be updated by removing the IRS admin access and allowing users to upload their tax compliance report directly from the IRS.

Acting Chair Omura asked if any noticeable impact arising from this change. Member Kahakui explained that from the buyer's standpoint, there should be no noticeable difference. However, vendors will now be responsible for uploading their own tax compliance reports and the system will scan that report and verify it against information that they have provided. This change is expected to be positive as it eliminates the middle person and reduces complaints about delays from the IRS. Vendors will need to ensure their compliance reports are up to date to proceed with their transactions. Mr. Fritz asked about the nature of the tax compliance report and its similarity to a certificate of good standing. Member Kahakui clarified that the report is brief and only indicates whether the vendor is compliant or not.

Member Silliman made a motion to approve the SOW Amendment 2, which was seconded by Member Courtney. A vote was taken and passed unanimously.

## 2. Signed SOW

- a. Department of Health - Office of Medical Cannabis Control and Regulation - Medical Cannabis Registration System - SOW Amendment 7

Ms. Arellano-Alcotas, AHC Portal Program Manager, presented the SOW Amendment for the Medical Cannabis Registration System. This amendment was approved on August 5, 2025, and is necessary due to new legislation, the House Bill 302, which was signed into law in June 2025. The bill expands the qualifying conditions for medical cannabis. Under the new law, a patient's treating physician or hospice medical provider can now certify conditions not listed as approved qualifying conditions.

## V. Periodic Review on Portal Service

1. Department of Accounting and General Services, State Procurement Office, Hawaii Awards and Notices Data System (HANDS) Application Review

Member Kahakui, Administrator, State Procurement Office, presented the HANDS application. HANDS combines various electronic programs and applications into one space, allowing vendors to find bidding opportunities from across jurisdictions and view contract awards. The system also includes features for submitting and displaying Chief Procurement Officer (CPO) requests like sole source, emergency procurements, and exemptions from the executive branch. It was originally designed for solicitation and awards but has been enhanced over the years to include Hawaii Compliance Express (HCE), the contract performance database, and the small business registration. The initial

challenge was migrating legacy systems and transforming a paper-based CPO request process into an online system. The goal was to create a single space for posting and searching for solicitations, posting awards, and managing procurement requests. HANDS was developed for use by the general public, vendors, and procurement staff to carry out their various tasks. The system allows vendors to search for opportunities across multiple jurisdictions and register as a small business. Procurement staff can post solicitations and awards, track procurement requests, and enable both buyers and contractors to interact through the past performance database as well as check for compliance status. The system is mobile-friendly, allowing users to access various devices. HANDS encompasses a range of programs from bidding opportunities to contract awards which can be searched using keywords. Metrics showed significant activity on HANDS, with nearly \$5 billion in contract awards and over 3,000 bidding opportunities in fiscal year 2024. Fiscal year 2023 was even higher figures, with over \$5 billion in contract awards and almost 3,000 opportunities. SPO and Tyler Hawaii team are currently working on updating HCE to accommodate IRS requirements, with the update expected to go live on September 12, 2025. Communication efforts are underway to inform vendors about the changes. Additionally, SPO team is working on integrating Aloha eBuys, the new e-procurement system, with HANDS to provide seamless experience for buyers and vendors.

Mr. Fritz asked if there is a way for users to subscribe to Really Simple Syndication (RSS) feeds that notify them of specific proposals by an agency, similar to state calendar notifications for meetings and whether people can sign up in advance to receive alerts when agency posts a particular Request for Proposal (RFP). Member Kahakui stated that vendors who have signed up for a particular commodity code are automatically notified by electronic mail when relevant solicitations are available. For vendors who have not signed up but become aware of the opportunity, the agency can add these vendors to the notice list for future notifications.

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

Vincent Blanco, Project Manager, presented Tyler Hawaii's bimonthly report covering activities and updates for May to June 2025.

##### Activity Recap:

Department of Transportation Airport Payments was launched on July 21, 2025. This update allows airport personnel to renew their badges using integrated credit card payments.

The Motor Vehicle Registration Renewals – Road Usage Charge was released on July 18, 2025. There have been updates to their systems that enable the motor vehicle registration process to handle high-volume real-time requests and allow out-of-state users to renew online. It also introduces a per-mile payment for electric vehicle owners.

Customer Service: In May and June, 10,704 inquiries were received, which is consistent with previous months. The top ten inquiries included Vital Records Ordering System, myHawaii Single Sign On, Diamond Head Park Reservations.

CX Suite Customer Experience Feedback: There were 3,097 comments and shared opinions with 75% positive and 17% negative feedback. The feedback was from learning the myHawaii single sign on features.

Financial Report: The unaudited portal revenue and portal expense numbers for May and June showed a positive trend.

Looking forward:

Tyler Hawaii is looking forward to the upcoming updates on the Department of Health Medical Cannabis Registry which will include patient increase and expansion of qualifying conditions. The State Procurement Office will also update Hawaii Compliance Express to accommodate the IRS process change.

Mr. Fritz commended Tyler Hawaii for their assistance with the state calendar and RSS feeds.

## VII. Good of the Order

### 1. Announcement

None.

### 2. Next Meeting: October 2, 2025

## 2. Adjournment

Member Kahakui moved to adjourn the meeting, which was seconded by Member Loos. With no objections the meeting was adjourned at 3:03 p.m.