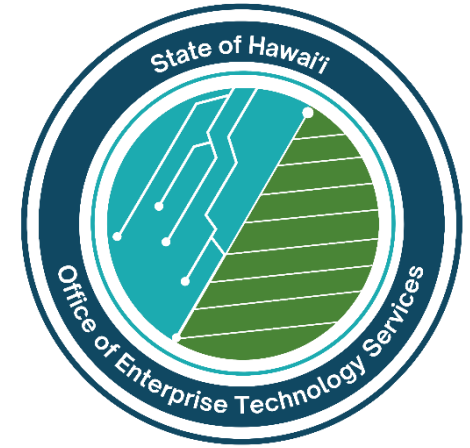




Hawai'i Internet Portal Contract Recommendations - DRAFT

**Summary for the Access Hawaii
Committee
October 1, 2026**

A quarter-century of digital government that worked

Hawai'i put government online early and built 300+ public facing digital services: ~160 under SPO V.L. 08-13, 140+ beyond it.

WHAT RESIDENTS HAVE TODAY

Most State business can be done online: renew a license, file a return, register a business, pay a fee, pull a record.

Act 292 (2000): one of the first self-funded state web services programs.

25 years, 20+ departments, four counties, built by many hands.

“PORTAL” PROGRAM AND THE TYLER PARTNERSHIP

~160 services, fee-funded, built one by one, no general-fund dollar in 25 years.

~\$722M/yr (FY25) through one payment path, disbursed to departments and counties.~60,000 customer contacts/yr (FY25) answered by a local staffed desk.

One local team through three names: HIC, NIC Hawai'i, Tyler Hawai'i.

AHC: 25 years of oversight on fees, SLAs and performance, with the counties and Judiciary at the table.

WHERE THE STATE IS ALREADY HEADING

IT Strategic Plan (2025) and IT Consolidation Plan (Act 179/173): federated shared services, adopted by readiness.

Already in production: myHawai'i identity, Government Private Cloud, State security edge, Kukui.

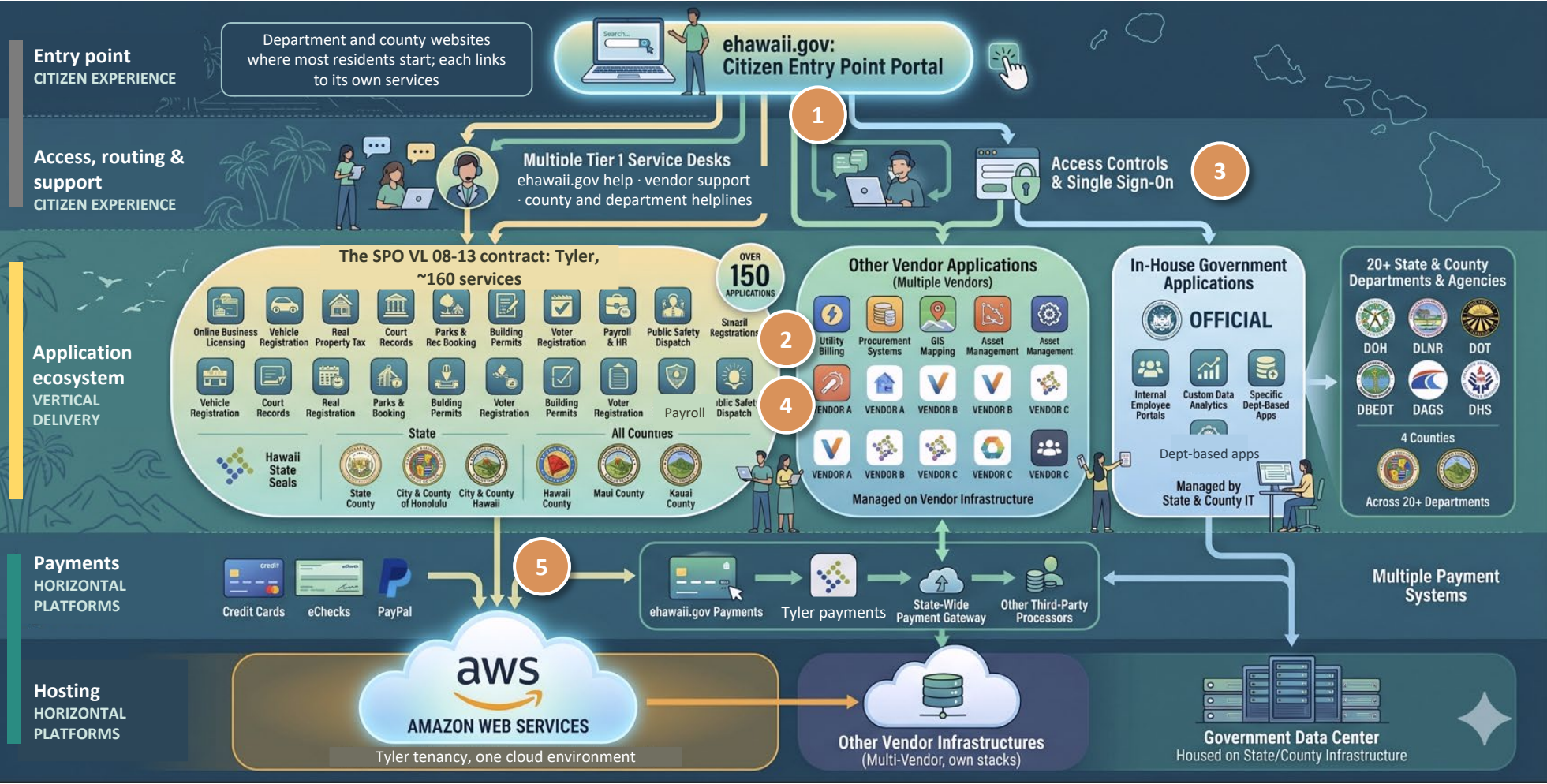
This strategy is the resident-facing arm of that direction.

These recommendations builds on all of this.
What it looks to end are the legacy constructs that no longer fit.

Today: ecosystem of sites

WHY
TODAY

Illustrative overview



THE CHALLENGES

- 1 March toward a unified resident experience**
Minimize separate logins, desks, payments, data
- 2 Enhance whole-of-State governance**
AHC only sees the ~160 on SPO VL 08-13; 140+ on other contracts vary
- 3 More consistent security and accessibility**
vendor by vendor; little reuse
- 4 Evolution of application design**
Legacy definition of front-end web vs back-end services; modern architectures
- 5 Cost transparency**
Ensure sustainability; fair and reasonable user fees

■ citizen experience ■ vertical delivery ■ horizontal platforms

Tomorrow: supporting a unified Public Facing Digital Services strategy

SO WHAT
OUTCOMES

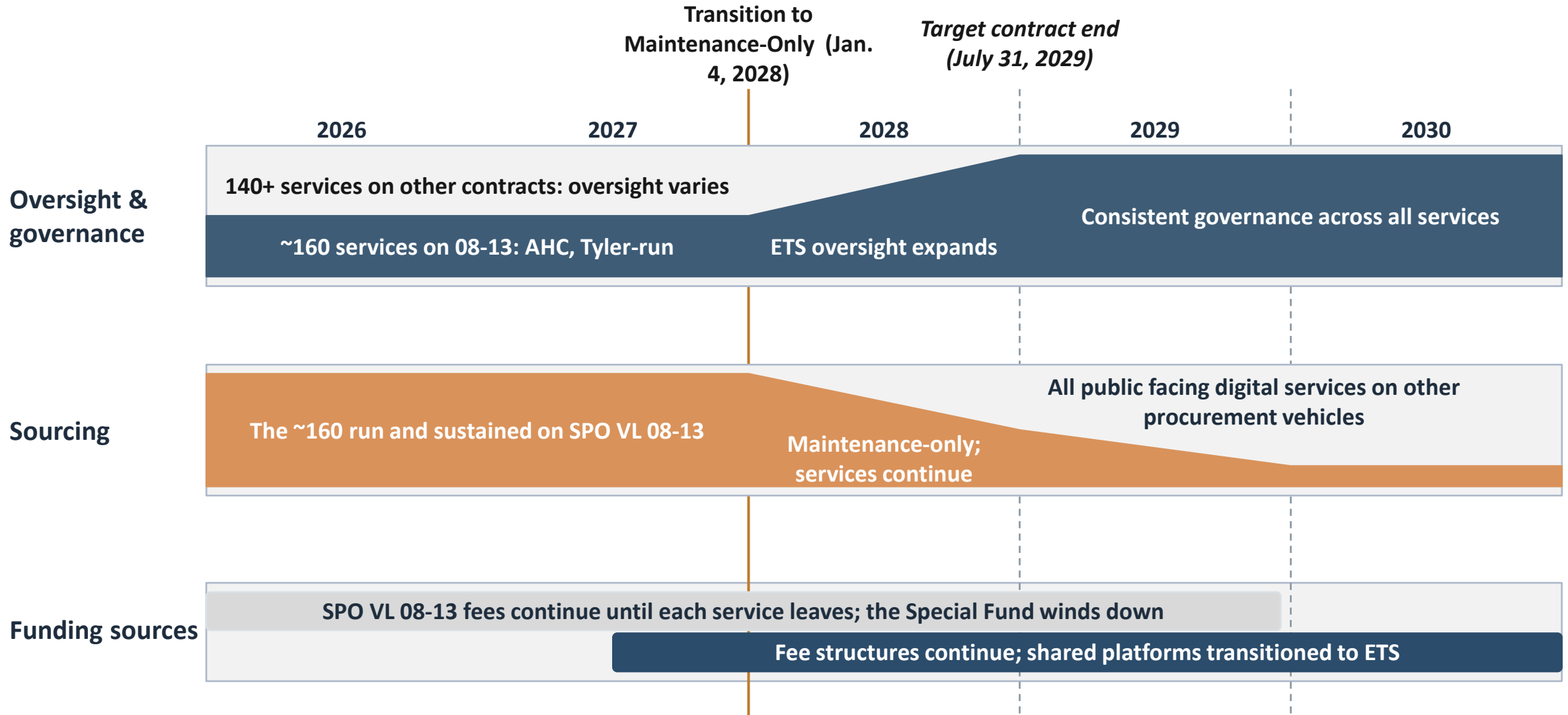
 RESIDENTS	 DEPARTMENTS	 VENDORS	 THE STATE
■ One account for every service ■ One place to ask, one desk that sees your status ■ Status and notices that come to you ■ Connected citizen data; efficient, quality services	■ Continue to choose how to provide online services ■ Ensure continuity of service ■ Fee model flexibility continues ■ Leverage SPO cooperative purchasing vehicles (i.e., price and vendor lists) for streamlined procurement	■ Vendor agnostic; encourages competition ■ Embraces innovation, modern technologies ■ A clear way in for many, local firms included ■ Deliver the whole service, end to end	■ Consistent governance across all 300+ services ■ Cost sustainability, transparency ■ Ensures fairness and reasonableness fees for departments and users ■ Shared foundation from ETS

Recommendation: Transition Approach to Ending SPO VL 18-13 Portal Contract vehicle

- Extending the current expiration date of January 3, 2028 by 18 months to **July 31, 2029**
- Change scope of contract to allow “**maintenance-only**” work during this 18-month period, starting January 4, 2028
 - Defined as changes to existing portal functionality in response to changing regulatory or required operational needs
 - Net new requirements (i.e., new entire applications) not allowed – must be procured outside of portal contract
- Transition approach allows for departments to prepare
 - Cost-subsidized services provided by Tyler
 - New procurement method or price/vendor list vehicles
- Ensures continuity of services
- State retains nonexclusive and perpetual license to application source code, documentation, and files

Contract wind-down: transition

WHAT NEXT
CONTRACT



MAHALO!

