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STATE OF HAWAI'I | KA MOKU'ĀINA O HAWAI'I
STATE PROCUREMENT OFFICE

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July 9, 2026

TO: Executive Departments/Agencies
Department of Education
Hawaii Health Systems Corporation
Office of Hawaiian Affairs
University of Hawaii
Public Charter School Commission and Schools
House of Representatives
Senate
Judiciary

City and County of Honolulu
Honolulu City Council
Honolulu Board of Water Supply
Honolulu Authority for Rapid Transportation
County of Hawaii
Hawaii County Council
County of Hawaii-Department of Water Supply
County of Maui
Maui County Council
County of Maui-Department of Water Supply
County of Kauai
Kauai County Council
County of Kauai – Department of Water

FROM: Bonnie Kahakui, Administrator 

SUBJECT: **Change No. 13**
SPO Vendor List Contract No. 08-13
Internet Portal Manager and Services Provider
RFP -08-011-SW
Expires: January 3, 2028

The following changes have been made to the vendor list contract:

1. The contract for Hawaii Information Consortium dba Tyler Hawaii has been extended to January 3, 2028.
2. The points of contact for the Office of Hawaiian Affairs, University of Hawaii, and County of Maui – Department of Water Supply have been updated.

The current vendor list contract incorporating Change No. 13 is available on the SPO website: <http://spo.hawaii.gov>. Click on Price & Vendor List Contracts on the home page

If you have any questions, please contact Bonnie Kahakui at (808) 587-4702 or bonnie.a.kahakui@hawaii.gov.

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**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

SPO Vendor List Contract No. 08-13

Includes Change No. 13

Effective: 07/10/2026

THIS SPO PRICE/VENDOR LIST CONTRACT IS FOR AUTHORIZED BUSINESS ONLY

Internet Portal Manager and Services Provider

(RFP-08-011-SW)

January 4, 2008 to January 3, 2028

PARTICIPATING JURISDICTIONS listed below have signed a cooperative agreement with the SPO and are authorized to utilize this vendor list contract.

Executive Departments/Agencies
Department of Education (DOE)
Hawaii Health Systems Corporation (HHSC)
Office of Hawaiian Affairs (OHA)
University of Hawaii (UH)
Public Charter School Commission and Schools
House of Representatives (House)
Senate
Judiciary

City and County of Honolulu (C&C Honolulu)
Honolulu City Council
Honolulu Board of Water Supply
Honolulu Authority for Rapid Transportation (HART)
County of Hawaii
Hawaii County Council
County of Hawaii – Department of Water Supply
County of Maui
Maui County Council
County of Maui – Department of Water Supply
County of Kauai
Kauai County Council
County of Kauai – Department of Water

The participating jurisdictions are not required but may purchase from this vendor list contract, and requests for exception from the contract are not required. Participating jurisdictions are allowed to purchase from other contractors; however, HRS chapter 103D, and the procurement rules apply to purchases by using the applicable method of procurement and its procedures, such as small purchases or competitive sealed bidding. The decision to use this contract or to solicit pricing from other sources is at the discretion of the participating jurisdiction.

POINTS OF CONTACT. Questions regarding the services listed shall be directed to Catherine Arellano-Alcotas, Portal Manager, at (808) 587-9826, or catherine.arellano-alcotas@hawaii.gov.

Procurement questions or concerns may be directed as follows

Jurisdiction	Name	Phone	FAX	E-mail
Executive	Bonnie Kahakui	(808) 587-4702	(808) 586-0570	bonnie.a.kahakui@hawaii.gov
DOE	Procurement Staff	(808) 675-0130	(808)675-0133	G-OFS-DOE-Procurement@k12.hi.us
School Facilities Authority	Gaudencia "Cindy" Watarida	(808) 430-5531	N/A	Cindy.watarida@k12.hi.us
Public Charter School Commission and Schools	Danny Vasconcellos	(808) 586-3775	(808)586-3776	danny.vasconcellos@spcsc.hawaii.gov
HHSC	Nancy Delima	(808) 359-0994	N/A	ndelima@hhsc.org
OHA	Christopher Stanley Gary Garo	(808) 594-1833 (808) 582-0526	(808)594-1865	travelservices@oha.org psp@oha.org
UH	Karlee Hisashima	(808) 956-8687	N/A	opm@hawaii.edu
House	Brian Takeshita	(808) 586-6423	(808)586-6401	takeshita@capitol.hawaii.gov
Senate	Carol Taniguchi	(808) 586-6720	(808)586-6719	c.taniguchi@capitol.hawaii.gov
Judiciary	Tritia Cruz	(808) 538-5805	(808)538-5802	tritia.l.cruz@courts.hawaii.gov
C&C of Honolulu	Procurement Specialist	(808) 768-5535	(808)768-3299	bfs purchasing@honolulu.gov
Honolulu City Council	Kendall Amazaki, Jr. Nanette Saito	(808) 768-5084 (808) 768-5085	(808) 768-5011	kamazaki@honolulu.gov nsaito@honolulu.gov
Honolulu Board of Water Supply	Procurement Office	(808)748-5071	N/A	fn_procurement@hbws.org
HART	Dean Matro	(808)768-6246	N/A	dean.matro@honolulu.gov
County of Hawaii	Diane Nakagawa	(808)961-8440	N/A	diane.nakagawa@hawaiiicounty.gov
Hawaii County Council	Diane Nakagawa	(808)961-8440	N/A	diane.nakagawa@hawaiiicounty.gov
County of Hawaii- Department of Water Supply	Ka'iulani Matsumoto	(808)961-8050 ext. 224	(808)961-8657	kmatsumoto@hawaiidws.org
County of Maui	Jared Masuda	(808)463-3816	N/A	jared.masuda@co.maui.hi.us
Maui County Council	Marlene Rebugio	(808)270-7838	N/A	marlene.rebugio@mauicounty.us
County of Maui- Department of Water Supply	Ashley Decastro	(808)270-7838	N/A	ashley.decastro@co.maui.hi.us
County of Kauai	Ernest Barreira	(808)241-4295	(808)241-6297	ebarreira@kauai.gov
Kauai County Council	Codie Tabalba	(808)241-4193	(808)241-6349	ctabalba@kauai.gov
County of Kauai- Department of Water	Christine Erorita	(808)245-5409	(808)245-5813	cerorita@kauaiwater.org

USE OF PRICE & VENDOR LIST CONTRACTS BY NONPROFIT ORGANIZATIONS. Pursuant to HRS §103D-804, nonprofit organizations with current purchase of service contracts (HRS chapter 103F) have been invited to participate in the SPO price & vendor lists contracts.

A listing of these nonprofit organizations is available at the SPO website: <http://spo.hawaii.gov>. Click on For Vendors > Non-Profits > Cooperative Purchasing Program > View the list of qualifying nonprofits eligible to participate in cooperative purchasing.

If a nonprofit wishes to purchase from a SPO price or vendor list contract, the nonprofit must obtain approval from each Contractor, i.e., participation must be mutually agreed upon. A Contractor may choose to deny participation by a nonprofit. Provided, however, if a nonprofit and Contractor mutually agree to this arrangement, it is understood that the nonprofit will retain its right to purchase from other than a SPO price or vendor list Contractor(s).

CONTRACTORS. The authorized contractor is listed in this vendor list contract. They have signed a contract with the Hawaii State Procurement Office.

- Hawaii Information Consortium, LLC dba Tyler Hawaii

VENDOR CODES for annotation on purchase orders are obtainable from the Alphabetical Vendor Edit Table available at your department's fiscal office. Agencies are cautioned that the remittance address on an invoice may be different from the address of the vendor code annotated on the purchase order.

COMPLIANCE PURSUANT TO HRS §103D-310(c). Prior to awarding this contract, the SPO verified compliance of the Contractor(s) named in the SPO Vendor List Contract No. 08-13 No further compliance verification is required prior to issuing a contract, purchase order, or pCard payment when utilizing this contract.

PURCHASING CARD (pCard). The State of Hawaii Purchasing Card (pCard) is required to be used by the Executive department/agencies, excluding the DOE, SFA, HHSC, OHA, and UH, for orders totaling less than \$2,500. For purchases of \$2,500 or more, agencies may use the pCard, subject to its credit limit, or issue a purchase order.

Note: Vendors may impose a transaction fee, not to exceed 4%, for pCard transactions.

PURCHASE ORDERS may be issued for purchases \$2,500 or more, and for Vendors who either do not accept the pCard, set minimum order requirements before accepting the pCard for payment, or charge its customers a transaction fee for the usage.

SPO VL CONTRACT NO. 08-13 MASTER AGREEMENT NUMBER shall be typed on purchase orders and pCard transaction document, as applicable.

PAYMENTS are to be made to the Contractor(s) remittance address. HRS §103-10 provides that the State shall have thirty (30) calendar days after receipt of invoice or satisfactory completion of contract to make payment. Payments may also be made via pCard.

STATE GENERAL EXCISE TAX (GET) AND COUNTY SURCHARGE shall not exceed the following rates if seller elects to pass on the charges to its customers.

COUNTY	COUNTY SURCHARGE TAX RATE	STATE GET	MAX PASS-ON TAX RATE	EXPIRATION DATE OF SURCHARGE TAX RATE
C&C OF HONOLULU	0.50%	4.0%	4.7120%	12/31/2030
HAWAII	0.50%	4.0%	4.7120%	12/31/2030
COUNTY OF MAUI (including Molokai and Lanai)	0.50%	4.0%	4.7120%	12/31/2030
KAUAI	0.50%	4.0%	4.7120%	12/31/2030

The GET or use tax and county surcharge may be added to the invoice as a separate line item and shall not exceed the current max pass-on tax rate(s) for each island.

County surcharges on state general excise (GE) tax or Use tax may be visibly passed on but is not required. For more information on county surcharges and the max pass-on tax rate, please visit the Department of Taxation's website at <http://tax.hawaii.gov/geninfo/countysurcharge>.

COMPLIANCE PURSUANT TO HRS §103-53. All state and county contracting officers or agents shall withhold final payment of a contract until the receipt of tax clearances from the director of taxation and the Internal Revenue Service. This section does not apply to contracts of less than \$25,000.

VENDOR AND PRODUCT EVALUATION form, SPO-012, for the purpose of addressing concerns on this vendor list contract, is available to agencies at the SPO website: <http://spo.hawaii.gov>. Click on Forms on the home page.

PRICE OR VENDOR LIST CONTRACT AVAILABLE ON THE INTERNET at the SPO website: <http://spo.hawaii.gov>. Click on Price & Vendor List Contracts on the home page.

CONTRACT INFORMATION

Internet Portal Services is a self-supporting and cost-effective Internet Portal that provides enhanced access to public information and services. The key components of the Portal system are a “home page” that is designed from a customer or citizen point of view, applications that support on-line processing of licenses, filings, permits, applications, renewals, and database searches, and presentation of information to citizens and businesses. It has been developed and operated without that direct appropriation of any tax dollars. Many services and information are provided to the public at no charge.

Primary funding for the portal comes from transaction costs or additional portal fees for enhanced or value-added services. Under the self-supporting model, multiple revenue sources are identified and established by the Access Hawaii Committee (AHC) to fund the enterprise portal initiative.

This contract is for front-end Web applications to deliver information and services, including;

- Web site and application development;
- Web site and application maintenance;
- Web site and application hosting;
- Marketing;
- Customer service;
- Payment portal and account management;
- Portal development and maintenance; and
- Mobile web applications

To facilitate the integration of application development with State and County systems, the Contractor will provide the following at no additional expense;

- Data conversion to port data from the existing band-end systems or other data sources to the Portal at the Contractor's expense; and
- Development, maintenance, and troubleshooting interfaces to transfer information bi-directionally between the Portal Partner's system and the Portal. Unless separately negotiated between the Portal Manager and the Portal Partner, any computer and/or communications hardware, software, or service required to implement these interfaces shall be at Contractor's expense, inclusive of all one-time and recurring costs.

Services include expanding portal services by developing new and enhancing existing portal services. Work includes project management, design, programming, testing, deployment, documenting, and marketing. All work on Portal services shall be done with the approval and input of the portal partners and oversight of the AHC.

The Contractor shall negotiate individual Service Level Agreements (SLA) with each agency that needs portal services. All SLAs are subject to the prior approval of the AHC and work shall not commence under any SLA without AHC prior approval.

For each project undertaken, agencies shall work with the Contractor to develop a Statement of Work (SOW) to be developed by the Contractor.

This contract does not include development or maintenance work on back-end applications, hosting back-end applications, storage of partner data, or processing of partner data and internal-only systems, such as:

- Acting as the sole or primary repository of partner-owned data;
- Processing of partner-owned data for internal-only purposes;
- Primary archive, data or image storage, or data or imaging systems containing partner-owned data to be used for internal partner-government purposes; and
- Direct, live access to a Partner's back-end existing system require approval of the Partner(s), the Access Hawaii Committee, and the Information and Communication Services Division (ICSD) of DAGS.

Agencies needing services not covered under this contract shall use the applicable procurement method and its procedures, including seeking Chief Procurement Officer (CPO) approval for an exemption, if applicable.

Portal Services

The contract allows for the development of new Portal Services to include project management, design, programming, testing, deployment, documenting and marketing. The Contractor will provide Internet application development services and consulting to include: needs analysis research, user testing and research, database development, graphics/web site design, web site maintenance and development of web applications such as database searches, dynamic web sites and other non-transaction based services. The SOW will be developed between the Contractor and the Portal Partner, and approved by the AHC.

The contract allows for management and administrative services to include web site and application development, web site and application maintenance, web site and application hosting, marketing, customer service, payment portal and account management, and portal development and maintenance.

Expedited Portal Related Services

The Contractor may subcontract work when an agency needs a portal service under the contract immediately that cannot be completed in a time-frame that the Contractor's staff can meet due to workload being performed under this contract. The Contractor shall be paid for such expedited services on a time and materials basis at an hourly rate listed below and cannot be used for non-contract portal services. All time and materials work for expedited portal services shall be approved by the AHC.

Labor Rates Effective May 1, 2022

Consulting and Development Services	Hourly Rate
Solution Architect	\$170.00
Project Manager	\$150.00
Business Analyst	\$90.00
Senior Software Developer	\$140.00
Software Developer	\$125.00
Designer	\$100.00
Support Staff	\$80.00
Database Administrator	\$130.00
Systems/Security Administrator	\$130.00
Quality Assurance	\$100.00

HAWAII INFORMATION CONSORTIUM, LLC DBA TYLER HAWAII

P.O. Box 31000
Honolulu, HI 96849-5704
Vendor Code: 269592-01*

CONTRACTOR'S PRIMARY REPRESENTATIVE(S):

Burt Ramos, General Manager

burt.ramos@tylertech.com

Main (808) 695-4620

Direct (808) 695-4616

Janet Yee, Director of Portal Operations

janet.yee@tylertech.com

Main (808) 695-4620

Direct (808) 695-4625

*Executive Branch Jurisdiction Vendor Code. For other jurisdictions, see Vendor Codes section above.