



DEPARTMENT OF TAXATION

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State Seeks to Modernize Tax Department

HONOLULU– The Department of Taxation (DOTAX) announced the release of a Request For Proposal (RFP) for Tax System Modernization (TSM) seeking to overhaul its computer system to better manage the collection and accounting of state taxes.

This project has widespread support from the Abercrombie administration and Hawaii State Legislature, and will be a complete replacement of the state's current tax system focused on facilitating and accelerating online filing, payment, collections, status reporting, refunds, and analytics.

“The state relies on the Department of Taxation to bring in necessary revenue to support government operations. We need to bring our outdated system into the 21st century,” said **Gov. Neil Abercrombie**. “The diligent and professional employees at DOTAX have done invaluable work with an antiquated system. A modernized system will give them the resources they need to move the state forward.”

“These resources will improve efficiencies, better protect confidential taxpayer information, increase collections and voluntary compliance, reduce instances of fraud, and create a smarter, leaner, more effective system for taxpayers,” explained **State Chief Information Officer Keone Kali**.

The RFP is the result of collaboration between DOTAX, the Office of Information Management and Technology (OIMT), the State Procurement Office (SPO), and the Department of the Attorney General (AG).

State Tax Director Fred Pablo added: “Better management of our tax collections will transform how we work and enhance services we provide to the community. A new computer system is just the technological component of Tax System Modernization. Revisiting our business processes and the needs of our taxpayer community completes the full Tax System Modernization transformation.”

Improved business processes and modern technology will have far-reaching benefits, including increased system reliability and integrity, greater collaboration between state agencies, and added accountability and transparency.

The RFP outlines the state-of-the-art technology and functionality sought by DOTAX for its new computer system, including the desire to increase customer-friendly services such as electronic filing and payment capabilities, improve manual processes, and simplify its procedures.

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