



Office of the Administrative Director – Financial Services Department

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Date: September 19, 2025

To: All Interested Contractors

From: Terri Gearon, Financial Services Director /s/ Terri Gearon
The Judiciary, State of Hawaii

Subject: **Request for Information - Relating to Public Safety, Act 179 - To develop a statewide program that permits the posting of monetary bail seven (7) days a week online**
RFI J26190

The Judiciary will be developing a Request for Proposals (RFP) to develop a statewide program that permits the posting of monetary bail seven (7) days a week online, for calendar year January 1, 2027, through December 31, 2027.

Judiciary is issuing this Request for Information (RFI) to gather information from qualified vendors regarding the availability and capabilities of secure, user-friendly online payment platforms. The information collected will be used to better understand the current market and inform future decisions regarding the potential design and implementation of a solution to enable defendants, their families, and legal representatives to securely pay bail amounts (set by the police, other law enforcement agency, court, or are in the custody of the Department of Public Safety) via the internet during specified hours on Saturdays, Sundays, and Holidays.

Currently, the payment of bail is a manual process, primarily conducted in-person at designated courts (First, Second and Fifth Circuits) or the police department (Third Circuit) during limited hours of operation. This system creates logistical challenges for all parties involved and an online solution is necessary to streamline this critical function and provide a more accessible and efficient service to the public. As part of its planning process, the Judiciary is seeking comments and information from current and prospective vendors to ensure that the RFP will address the service needs of Act 179 while complying with program policies and procedures established pursuant to Hawai'i Revised Statutes 804.

Vendors should describe their capability to provide a complete, online payment platform that includes, but is not limited to, these features:

1. Form Wizard Module and Submission for the Hawai'i Bail/Bond Receipt/Acknowledgment and Notice to Appear (BBRA) Form
 - a. Multi-step form navigation with "Next" and "Back" buttons;
 - b. Progress indicator (e.g. progress bar);
 - c. Conditional logic to show/hide steps based on user input;
 - d. Ability to skip or revisit steps;
 - e. Final review step before submission;
 - f. Confirmation message after submission;
 - g. Submit completed form to a backend system or as PDF via e-mail to court;
 - h. Data encryption (BBRA contains PII); and
 - i. Form should be modifiable by Court Administration.
2. Payment Acceptance
 - a. Ability to securely accept payments via debit cards and electronic checks.
 - b. Ability to enter line-item information associated with the payment such as case ID, @party ID, and bail amount(s) owed.
 - i. The system should allow a user to enter details about the invoice recipient such as name and address;
 - ii. The system should be able to allow multiple line items for a payment;
 - iii. The system should be able to compute the total amount from the line items;
 - iv. The system should be able to generate an invoice of all the line items and assign an invoice ID; and
 - v. The system should be able to e-mail or text message the invoice with a payment link for credit/debit card payment.
3. User Experience:
 - a. User/Mobile-friendly interface for making payments, accepted payment should include debit cards and electronic checks;
 - b. User shall be able to get to the payment interface through a link or through a search by entering an invoice ID;
 - c. Clear confirmation screen upon successful payment; and
 - d. Automatic generation and delivery of a digital receipt via e-mail to court and payee with the associated line items entered and invoice ID.
4. Administrative and Reporting
 - a. A secure, web-based administrative portal for judiciary staff to manage and monitor payments against invoice ID:
 - i. The judiciary staff should be able to see the details of the invoice such as case ID; and
 - ii. The judiciary staff shall have the ability to cancel unpaid invoices.
 - b. Real-time reporting and reconciliation of all transactions, including daily, weekly, and monthly summaries;
 - c. Ability to export reports in common formats (e.g., PDF); and

- d. Detailed audit trails for all transactions.
5. Security and Compliance
 - a. PCI DSS Compliance: The platform must be fully compliant with all Payment Card Industry Data Security Standards (PCI DSS) and other relevant federal and state financial regulations;
 - b. FedRAMP and SOC 2 Compliance: All payment and user data shall reside within United States secure data centers, and preferably with FedRAMP and/or SOC 2 Type II certifications;
 - c. Uptime: The platform must maintain a 99.99% uptime, with redundant systems to ensure continuous availability during Judiciary-approved hours (including weekends and holidays);
 - d. Business Continuity/Disaster Recovery: Vendors shall describe their business continuity and disaster recovery plans, including recovery time objectives (RTOs) and recovery point objectives (RPOs);
 - e. Access Control: Multi-factor authentication and role-based access controls (RBAC) shall be enforced;
 - f. Encryption: All data, both in transit and at rest, must be encrypted (FIPS 140-2) compliant;
 - g. Third Parties: All subcontractors or third-party providers involved in payment processing or data handling shall be disclosed and meet the same security and compliance requirements;
 - h. Audit Logs: Audit logs must be tamper-evident, retained for a minimum of one (1) year, and available for review by Judiciary-authorized personnel; and
 - i. Breach Notification: Compliance with relevant federal and Hawai'i laws. Notify the Judiciary immediately (within 24 hours) with an e-mail going to ITSD.SOC@courts.hawaii.gov and cc: sajed.naseem@courts.hawaii.gov.

Vendors are requested to provide information about their capabilities and proposed solutions. Written comments in response to the RFI shall be emailed to: angela.k.min@courts.hawaii.gov.

The deadline for the initial receipt of comments is **12:00 p.m. HST, on October 31, 2025.** Please note that the Judiciary will continue to accept and review submissions after this date as well.

Input received in response to this RFI may be incorporated into the specifications and be used in a formal Request for Proposals, tentatively scheduled for 2026.

PLEASE NOTE:

- Participation in this RFI is optional and is not required to respond to any subsequent procurement action a purchasing agency may take. Neither the purchasing agency nor interested parties responding have any obligation under RFI.
- Neither Judiciary or any interested parties responding to the RFI has any obligations under this process.

- The purchasing agency reserves the right to adopt or not adopt any recommendation presented in response to the RFI.
- The RFI does not commit the Judiciary to solicit or award a contract or to pay any costs incurred in the preparation of the information submitted. The Judiciary reserves the right to accept, reject, or utilize without obligation, any information submitted in response to this request.