

UNIVERSITY OF HAWAII
NOTICE OF AMENDMENT TO EXEMPTION FROM CHAPTER 103D, HRS

Purchase Order No. / Contract No. C210054

Name of Contractor: Hyland Software Inc

Description of goods or services:

Extension of current subscription, annual maintenance, and support for critical on-premise software (OnBase) provided by Hyland Software Inc to ensure the continued functionality, stability, and support for the institution's essential software system.

The scope of work for the purchase is revised as follows:

This is a modification to the existing contract to extend the agreement for five additional years, providing 5 years of certainty regarding the maintenance and support of our critical on-premise software. The annual maintenance fee structure will maintain the annual increase of up to 3% as allowed in the current agreement. A 4.5% tax will be added to the year-end totals.

Original Purchase Price:
\$ 1,445,648.14

Amended Purchase Price:
\$ 3,113,655.11 (est)

Direct any inquiries to:

Department: Information Technology Services, Enterprise Systems

Contact Name/Title: Cameron Ahana

Phone Number:
(808) 956-7996

Address: Information Technology Center
2520 Correa Road
Honolulu, Hawaii 96822

Fax Number:

Date Posted: 11/20/2025

Submit written objections to this notice of intent to amend a procurement exemption purchase within seven (7) calendar days from the date posted to:

Office of Procurement Management
1400 Lower Campus Road, Room 15
Honolulu, Hawaii 96822
email: OPM@hawaii.edu

UNIVERSITY OF HAWAI'I
REQUEST FOR AMENDMENT TO EXEMPTION FROM CHAPTER 103D, HRS

To: Kalbert K. Young **Date:** 11/06/2025
Chief Procurement Officer, University of Hawai'i

Via: Office of Procurement Management

From: Information Technology Services
(Campus & Department/Program)

Vendor/Contractor: Hyland Software, Inc.

Contract No./Purchase Order No.: C210054 / PO227302

Original Purchase Price: \$ 1,445,648.14 **Amended Purchase Price:** \$ 3,113,655.11 (est)

Pursuant to University Administrative Procedure AP 8.220, and consistent with HRS §103D-102(b)(4) and HAR Chapter 3-120, the department requests an amendment to a contract or purchase order issued under a previously approved procurement exemption as follows (attach additional sheets if necessary):

1. Description of the goods or services:

See attached.

2. Explain in detail what is being amended:

See attached.

3. Explanation in detail the reasons that the amendment is necessary:

See attached.

4. Direct questions to: Cameron Ahana Email Address: cahana@hawaii.edu

Certification: I certify that the information provided herein is true and correct to the best of my knowledge.

Cameron Ahana
Full Name of Principal Investigator, Department
Head, or Administrator

Cameron Ahana Digitally signed by Cameron Ahana
Date: 2025.11.06 12:38:02 -10'00'
Signature Date

Blanche Fountain
Full Name of Fiscal Administrator

Blanche Fountain Digitally signed by Blanche Fountain
Date: 2025.11.06 15:52:36
Signature Date

APPROVED:

Garret T. Yoshimi
Full Name of Vice President or Chancellor

Garret T. Yoshimi Digitally signed by Garret T. Yoshimi
Date: 2025.11.06 13:50:55 -10'00'
Signature Date

FOR OPM USE ONLY

OPM COMMENTS:

The Office of Procurement Management (OPM) approves the request to amend Contract No. C210054 with Hyland Software Inc for the continued maintenance and support of the OnBase enterprise content management (ECM) software. This approval is necessary to ensure the continuity of critical operations and support for this mission-critical platform. OnBase is deeply integrated with existing enterprise applications and is essential for daily operations, including document management and workflow automation. The current agreement expires on December 31, 2025. Pursuing a full procurement process would be costly and time-consuming, creating an unacceptable service gap and leaving systems vulnerable due to a lapse in security patches and technical support. Replacing the on-premise solution would also entail significant and unnecessary costs for new licenses, implementation, and migration, negating the university's substantial existing investment. The five-year extension is the most efficient and fiscally responsible approach, ensuring long-term operational stability and budget predictability.

XXXX APPROVED _____ DENIED

CHIEF PROCUREMENT OFFICER, UNIVERSITY OF HAWAII

DATE

**ATTACHMENT TO FORM 149 – REQUEST FOR AMENDMENT TO EXEMPTION FROM
CHAPTER 103D, HRS**

1. Description of the goods or services:

The services procured under this agreement are for the continued maintenance and support of **OnBase by Hyland**, an enterprise content management (ECM) software solution.

OnBase is a mission-critical platform that has been in use at our institution for over seven years. It serves as a centralized system for managing, storing, and retrieving the university's digital assets, including documents, records, and data.

The software's core functionality includes:

- **Document and Records Management:** Provides a secure and organized repository for institutional documents, ensuring compliance with retention policies and regulatory requirements.
- **Workflow Automation:** Enables the automation of key business processes across various departments, from admissions and enrollment management to finance and academic advising services. This has significantly improved operational efficiency and reduced manual, paper-based work.
- **Integration with Core Systems:** OnBase is deeply integrated with our existing enterprise applications, like Banner and Peoplesoft, allowing for seamless data exchange and a unified view of information across different systems.

Over the past seven years, the university has developed a comprehensive suite of customized solutions on the OnBase platform. These solutions are deeply embedded in our daily operations and are essential for maintaining institutional efficiency and service delivery.

The services under this agreement are for annual maintenance and support, which includes access to software updates, security patches, technical support from Hyland, and rights to product new releases. This support is vital for ensuring the continued security, stability, and functionality of our OnBase platform.

2. Explain in detail what is being amended:

This amendment is a strategic effort to modify the terms of the existing master agreement with Hyland, specifically concerning the annual maintenance and support fees. The primary objective is to secure a long-term, predictable pricing structure that better aligns with our institution's financial planning and operational needs.

The current agreement contains a clause that allows for an annual maintenance fee increase of up to 3%. This amendment maintains the annual maintenance fee increase of up to 3%.

These specific changes have been negotiated with Hyland.

- **Extension of Term:** The master agreement will be extended by a total of 5 years, providing 5 years of certainty regarding the maintenance and support of our critical on-premise software.

- **Annual Maintenance Fee Schedule:** The amendment will maintain the annual increase of up to 3%. 4.5% tax will be added to the year end totals.

Year 1	01/01/26	12/31/26	\$300,647.60
Year 2	01/01/27	12/31/27	\$309,667.02
Year 3	01/01/28	12/31/28	\$318,957.03
Year 4	01/01/29	12/31/29	\$328,525.75
Year 5	01/01/30	12/31/30	\$338,381.52

This amendment is crucial for achieving long-term budget predictability and reducing the institution's overall cost of ownership for this essential software, while also eliminating the need for annual contract negotiations.

3. Explanation in detail the reasons that the amendment is necessary:

The purpose of this amendment is to streamline the renewal of our annual maintenance and support agreement with Hyland for our on-premise software. This approach is necessary to ensure continuity of critical operations and support while mitigating the risks associated with a lengthy procurement process.

Executing this amendment offers the following key benefits:

- **Ensures Uninterrupted Service and Support:** Our current agreement expires on December 31, 2025. A failure to have a new agreement in place would result in a lapse of support, including access to critical security patches, technical assistance, and software updates. This would leave our systems vulnerable and could severely impact the integrity and availability of the software, which is essential to our daily operations.
- **Avoids a Costly and Time-Consuming Procurement Process:** A full procurement process to source a new vendor for a specialized, on-premise software solution would be a significant undertaking. The evaluation, RFP development, vendor selection, and contracting phases could take several months, making it highly probable that our current contract would expire before a new one is finalized. This would not only create an unacceptable service gap but also consume considerable staff time and resources.
- **Leverages Existing Infrastructure and Investment:** The university has made a substantial investment in the current on-premise software, including the necessary hardware, IT infrastructure, and staff training. Replacing this solution would entail significant and unnecessary costs for new licenses, implementation, migration, and training.
- **Maintains Long-Term Operational Stability:** The proposed amendment establishes a predictable and stable long-term agreement that aligns with our strategic use of the software. This approach is the most efficient and fiscally responsible way to continue operating the software and receive the necessary support, thereby ensuring the continuity and reliability of this critical business application.

In summary, proceeding with a contract amendment is the most effective and responsible course of action to maintain operational integrity, avoid service interruptions, and safeguard the university's existing investment.