

HAWAII INFORMATION CONSORTIUM

AMENDMENT 4  
STATEMENT OF WORK

COUNTY OF KAUAI  
DEPARTMENT OF FINANCE

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ONLINE PROPERTY TAX PAYMENTS

Version 1.04

KAUAI-20170203-001

## HAWAII INFORMATION CONSORTIUM

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### PURPOSE STATEMENT

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This is an amendment to the following document(s):

- 1) Original Statement of Work (SOW) document entitled Online Property Tax Payments dated on June 21, 2006 and signed by Michael Tresler, Director of Finance, for the County of Kauai (PARTNER) and Dan Morrisison, General Manager, for the Hawaii Information Consortium, LLC (HIC).
- 2) Statement of Work (SOW) Addendum document entitled Online Property Tax Payments dated on November 13, 2007 and signed by Wallace G. Rezendes, Jr., Director of Finance, for the County of Kauai and Russell Castagnaro, General Manager, for the Hawaii Information Consortium, LLC (HIC).
- 3) Statement of Work (SOW) Amendment 1 document entitled Online Property Tax Payments dated on December 28, 2009 and signed by Wallace G. Rezendes, Jr., Director of Finance, for the County of Kauai and Russell Castagnaro, General Manager, for the Hawaii Information Consortium, LLC (HIC).
- 4) Statement of Work (SOW) Amendment 2 document entitled Online Property Tax Payments dated on January 28, 2015 and signed by Sally A. Motta, Acting Director of Finance, for the County of Kauai and Russell Castagnaro, General Manager, for the Hawaii Information Consortium, LLC (HIC).
- 5) Statement of Work (SOW) Amendment 3 document entitled Online Property Tax Payments dated on April 15, 2015 and signed by Ken M. Shimonishi, Director of Finance, for the County of Kauai and Russell Castagnaro, General Manager, for the Hawaii Information Consortium, LLC (HIC).

The purpose of this document is to amend the handling of ACH returns and add terms on credit card chargebacks in the *Portal Administration Fee, Transaction Fee, or No Fee* section of the Statement of Work (SOW) Amendment 3 listed above. This change is being made per request by the PARTNER to handle ACH returns themselves rather than to have HIC staff handle ACH returns.

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### PORTAL ADMINISTRATION FEE, TRANSACTION FEE, OR NO FEE

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There is no change to the convenience and transaction fees as stated in Statement of Work Amendment 3 listed above. The change is in the ACH Returns paragraph to indicate the County of Kauai will be responsible for seeking payment on any returned ACH items. HIC will also now invoice the PARTNER back the full amount of the transaction plus an additional \$10 bank return fee as the bank fees have increased since the application initially launched in 2006. The previous bank return fee was \$5.

#### **ACH Returns**

Because the national ACH network does not support real-time account verification, it is certain that some percentage of eCheck (ACH) transactions will be returned due to non-sufficient funds or because the bank account information was entered incorrectly by the customer. The County of Kauai is responsible for seeking payment on any returned ACH items. For each returned ACH item, HIC will invoice Partner for the full amount of the real property tax including all convenience and transaction fees plus an additional \$10 bank return fee.

#### **Credit Card Chargebacks**

HIC will make an initial effort to collect on credit card chargebacks. HIC's customer service staff will endeavor to satisfy merchant bank requests. In the event that HIC is unable to successfully contest a credit card chargeback, HIC will invoice PARTNER the original amount remitted plus a \$10 charge-back fee.

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**STAKEHOLDERS**

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**County of Kauai**

4444 Rice St. Suite 235  
Lihue, HI 96766

**Hawaii Information Consortium, LLC**

201 Merchant Street Suite 1805  
Honolulu, HI 96813

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**CHAIN OF COMMAND**

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**County of Kauai**

Ken M. Shimonishi, Director of Finance  
Steven A. Hunt, PR Tax Manager  
Michelle Lizama, Tax Collection Supervisor  
Del Sherman, Information Technology Manager (TA)  
David Spanski, County Treasurer

**Hawaii Information Consortium, LLC**

Burt Ramos, General Manager  
Janet Pick, Director of Portal Operations  
Zheng Fang, Director of Development  
Carrie Miyasato, Partner Liaison

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**SIGN OFF**

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I, the undersigned, have the authority to make binding decisions on behalf of my respective agency/department regarding projects in collaboration with HIC.

I also have the authority to allocate agency/department resources towards the above-described project.

I have read the above document and understand all implications thereof. This SOW may be modified, amended or extended only by mutual agreement signed by PARTNER and HIC.

By signing, I acknowledge that the project described herein has received any required legal reviews and is in compliance with current State of Hawaii statutes and administrative rules.

Date:

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Ken M. Shimonishi  
Director of Finance  
County of Kauai

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Burt Ramos  
General Manager  
Hawaii Information Consortium, LLC