

HAWAII INFORMATION CONSORTIUM

AMENDMENT I
STATEMENT OF WORK

COUNTY OF HAWAII
DEPARTMENT OF PARKS AND RECREATION

ONLINE PERMITTING AND PAYMENT PROCESSING
SERVICES

Version 1.5

HAWAII-20161005-001

HAWAII INFORMATION CONSORTIUM

PURPOSE STATEMENT

This is an amendment to the Statement of Work (SOW) document entitled Online Permitting and Payment Processing Services dated on May 11, 2011 and signed by Robert Fitzgerald, Director, for the Department of Parks and Recreation (PARTNER), Burt Tsuchiya, Director, for the Department of Data Services, Nancy Crawford, Director of Finance, for the County of Hawaii, William Kenoi, Mayor, for the County of Hawaii and Russell Castagnaro, General Manager, for the Hawaii Information Consortium, LLC (HIC).

The purpose of this document is to replace the entirety of the *Register Fee, Transaction Fee, or No Fee* section of the SOW listed above with the *Portal Administration Fee, Transaction Fee, or No Fee* section below.

PORTAL ADMINISTRATION FEE, TRANSACTION FEE, OR NO FEE

For all permits there will be a non-refundable Portal Administration Fee of 10% of the total transaction or a minimum of \$2.50, whichever is greater. For all permits, the maximum Portal Administration Fee is \$10.00. If the maximum Portal Administration Fee is reached, there will be an additional 2.5% credit card processing fee added to the total price.

The PARTNER has the option to absorb or pass on the Portal Administration Fee to the fee payer per reservation site.

The proposed fees will be implemented immediately for cabin and bunkhouse permits, specifically at Mauna Kea Recreation Area. The PARTNER and HIC agree to meet and re-negotiate the current fees for all other permits no later than July 1, 2017.

HIC will attempt to collect any rejected payments directly from the customer, however in the event that HIC is not able to collect the fees, any costs incurred by HIC associated with cancelled or insufficient payments will be invoiced to the PARTNER. Returned ACH fees are \$9.00 and returned credit card fees are an additional 2.25% of the total price or a minimum of \$9.00, whichever is greater. These fees are the only costs to the PARTNER associated with this service.

The proposed fees cover the costs associated with the transaction processing, building, maintaining, and hosting of the application, and marketing and customer service support.

The Portal Administration Fee shall be deducted from the gross amount collected online before the net amount is remitted to the PARTNER on a weekly basis.

STAKEHOLDERS

County of Hawaii

Department of Parks and Recreation

25 Aupuni Street

Hilo, HI 96720

Hawaii Information Consortium, LLC

201 Merchant Street Suite 1805

Honolulu, HI 96813

CHAIN OF COMMAND

County of Hawaii

Hawaii Information Consortium, LLC

Department of Parks and Recreation

Burt Ramos, General Manager

Clayton S. Honma, Director

Teri Berschneider, Director of Portal Operations

James M. Komata, Deputy Director

Zheng Fang, Director of Development

Reid Sewake, Business Manager

Laurenz Bacungan, Partner Liaison

SIGN OFF

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. Any future changes to this Statement of Work will be made through a formal request to the HIC General Manager.

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:

Date:

Clayton S. Honma
Director
Department of Parks and Recreation
County of Hawaii

Burt Ramos
General Manager
Hawaii Information Consortium, LLC

Date:

Todd Nacapuy
Chief Information Officer
Office of Enterprise Technology Services
State of Hawaii