

MEMORANDUM OF
UNDERSTANDING

WITH

COUNTY OF MAUI

March 19, 2020

HAWAII INFORMATION CONSORTIUM

INTRODUCTION

This Memorandum of Understanding (MOU) sets forth terms and understanding between Hawaii Information Consortium, LLC (HIC) and the County of Maui (COUNTY) in regards to handling of the HIC service fees including credit card and eCheck fees for COUNTY services implemented and maintained by HIC.

PURPOSE

Due to the COVID-19 pandemic, COUNTY is requesting to waive the HIC service fees and credit card / eCheck fees for the Motor Vehicle Registration Renewals service implemented and maintained by HIC. This will help to reduce foot traffic in the COUNTY offices and incentivize citizens to use the online service.

The current service fees are as follows:

- Motor Vehicle Registration Renewals
 - \$2.50 convenience fee + 2.25% credit card fee or \$1.00 eCheck fee per transaction

The above goal will be accomplished by undertaking the following activities:

1. HIC will make changes to the COUNTY services named above to remove the HIC service fee and credit card / eCheck fees. The user will only pay the COUNTY fees.
2. HIC will invoice the COUNTY for the HIC transaction fee and credit card / eCheck fees on a monthly basis. The COUNTY has 30-days to pay from the receipt of a valid invoice.

DURATION

The change to the fees will commence on March 19, 2020 and will cease on June 30, 2020. On July 1, 2020, the HIC service fee and credit card / eCheck fees will be an add-on fee paid by the online user. The disbursement / invoicing methods previously established with the COUNTY via Statement of Works for these online services will resume at that time.

The above fee and payment policies may be altered by mutual agreement in writing between COUNTY and HIC.

SIGN OFF

Reviewed and accepted.

Date:

Date:

Lito Vila
Motor Vehicle Licensing Administrator
Department of Finance, County of Maui

Bertrand Ramos
General Manager
Hawaii Information Consortium, LLC