

MEMORANDUM OF  
UNDERSTANDING

WITH

COUNTY OF KAUAI

June 25, 2020

## HAWAII INFORMATION CONSORTIUM

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### INTRODUCTION

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

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### PURPOSE

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

The current service fees are as follows:

- Motor Vehicle Registration Renewals
  - \$2.50 convenience fee + 2.2% credit card fee or \$1.00 eCheck fee per transaction
- Real Property Tax Payments
  - \$2.50 convenience fee per property + 2.2% credit card fee or \$1.00 eCheck fee per transaction
- Sewer Payments
  - \$2.50 convenience fee + 2.2% 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.

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**DURATION**

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The change to the fees will commence on July 7, 2020 and will cease on September 30, 2020. On October 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.

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**SIGN OFF**

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Reviewed and accepted.

Date:

Date:

  
Reiko Matsuyama (Jun 25, 2020 15:48 HST)

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Reiko Matsuyama  
Finance Director  
County of Kauai

  
Bertrand Ramos (Jun 25, 2020 18:41 HST)

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Bertrand Ramos  
General Manager  
Hawaii Information Consortium, LLC

REVIEWED AND APPROVED:

Date:

ACCESS HAWAII COMMITTEE

  
Douglas Murdock (Jun 26, 2020 15:12 HST)

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By: Douglas Murdock  
Chief Information Officer  
Office of Enterprise Technology Services  
State of Hawaii