

MEMORANDUM OF  
UNDERSTANDING

WITH

COUNTY OF MAUI

June 30, 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 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.

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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 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.

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### DURATION

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The change to the fees will commence on July 1, 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:

*C Vila*

C Vila (Jul 1, 2020 08:30 HST)

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

*Bertrand Ramos*

Bertrand Ramos (Jul 1, 2020 08:33 HST)

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Bertrand Ramos  
General Manager  
Hawaii Information Consortium, LLC

REVIEWED AND APPROVED:

Date:

ACCESS HAWAII COMMITTEE

*Douglas Murdock*

Douglas Murdock (Jul 1, 2020 08:34 HST)

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