

MEMORANDUM OF  
UNDERSTANDING

WITH

COUNTY OF MAUI

November 20, 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 dba NIC Hawaii (NIC HI) and the County of Maui (COUNTY) in regards to handling of the NIC HI service fees including credit card and eCheck fees for COUNTY services implemented and maintained by NIC HI.

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### PURPOSE

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Due to the COVID-19 pandemic, COUNTY is requesting to waive the NIC HI service fees and credit card / eCheck fees for the Motor Vehicle Registration Renewals service implemented and maintained by NIC HI. 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. NIC HI will make changes to the COUNTY services named above to remove the NIC HI service fee and credit card / eCheck fees. The user will only pay the COUNTY fees.
2. NIC HI will invoice the COUNTY for the NIC HI 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 December 1, 2020 and will cease on December 31, 2020. On January 1, 2021 the NIC HI 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 NIC HI.

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**SIGN OFF**

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Reviewed and accepted.

Date:

Date:

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

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Bertrand Ramos  
General Manager  
Hawaii Information Consortium, LLC  
dba NIC Hawaii

REVIEWED AND APPROVED:

Date:

ACCESS HAWAII COMMITTEE

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