

Access Hawaii Committee (AHC) Meeting

March 4, 2021
1:00 p.m.
Virtual Meeting

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Agenda

- I. Call to Order
- II. Review and Approval of the December 3, 2020 Meeting Minutes
- III. Public Testimony
Any person may submit testimony on any agenda item. Due to COVID-19 precautions, members of the public may submit written testimony via the e-mail provided: ahcinfo@hawaii.gov. Oral testimony is limited to 3 minutes per person via the virtual Zoom conference room.
- IV. Approval of Statements of Work (SOW) and Service Level Agreements (SLA); Discussion and Appropriate Action
 1. SOWs/SLAs Under Review
 - a. **Department of Land and Natural Resources (DLNR) – Engineering Division - Flood Control and Dam Safety Payments – SOW Amendment 1**
This is an amendment to the original SOW executed in December 2020. The original SOW stated that users would pay the transaction fee comprised of a \$2.50 plus \$1.00 eCheck fee for eCheck transactions. This amendment is to modify this to state that DLNR will absorb the transaction fee for eCheck transactions. Credit card transactions will remain an add-on fee for users.
 - b. **Department of Education (DOE) – Waipahu Community School for Adults (WCSA) – Online Registration and Payment System - SOW**
This SOW covers the implementation of a service to intake WCSA class registration information, allows users to pay for their registration fee online via credit card or eCheck, and sends an automated email to the user on next steps in the registration process. An Admin module will allow DOE staff to view online submissions and export the submitted form data via a csv file, and they will also have access to a fiscal report for the online transactions.

Development Fees: \$14,960.00 + GET = \$15,664.92

Hosting Fees: \$0.00

Maintenance and Support Fees: \$0.00

Individuals who require special needs accommodation are invited to call (808) 586-6000 at least three (3) working days in advance of the meeting.

Transaction Fees: For all transactions completed, there will be a transaction fee due and payable to NIC HI, comprised of the following components:

- (1) Each credit/debit card transaction will incur
 - a. a fixed cost of \$1.50 plus
 - b. a transaction processing fee of 2.78%
- (2) Each eCheck transaction will incur a fixed cost of \$1.50
The transaction fee will be an add-on fee for each transaction and therefore will be paid by end users.

Other Fees: \$0.00

c. **Department of Education – Service Level Agreement**

The purpose of this agreement is to serve as a memorandum of understanding with respect to the implementation of services for the Department of Education.

d. **Department of Business, Economic Development, and Tourism – Business Development Support Division – Website Services – SOW Amendment 4**

This is an amendment to the prior SOW executed in March 2019 which set a max monthly cap of T&M work at \$4,000. This amendment is to modify the monthly cap to increase to \$8,000 due to the increased COVID-19 work. No other terms are affected.

e. **Department of Land and Natural Resources – Bureau of Conveyances (BOC) – Online Payments – SOW**

The purpose of this agreement is to continue to support online payments for the BOC as they transition to a new Land Records Management System.

Development Fees: \$0.00

Hosting Fees: \$0.00

Maintenance and Support Fees: \$0.00

Transaction Fees:

For over-the-counter transactions, each credit/debit card or eCheck transaction will incur an additional fee as described below:

- (1) A fixed fee of \$1.50; plus
- (2) Credit/debit card transactions – Transaction processing fee of 2.78%
- (3) eCheck transactions – Transaction processing fee of \$1.00

For online document search transactions, each credit/debit card transaction will incur an additional fee as described below:

- (1) Credit/debit card transaction – Transaction processing fee of 12%
- (1) Credit/debit card transactions – Transaction processing fee of 12%

For online invoice payments, each credit/debit card transaction will incur an additional fee as described below:

- (1) Credit/debit card transactions – Transaction processing fee of 2.78%
- (2) eCheck transactions – Transaction processing fee of \$1.00
- (3) Paper checks – Additional processing fee of \$5.00 per paper check

Other Fees:

For Monthly Customer Billing, fees will be invoiced as follows (BOC retains 70% of fee, NIC HI retains 30% of fees:

(1) Conveyance Image Updates (Monthly Bulk Images) \$1,000/month

(2) Conveyance Grantor/Grantee Indexed Data (Monthly Bulk Data) \$500/month

(3) Conveyance Certificates/Documents (Monthly Billing) \$50/month for access plus \$3 per image

(4) Unlimited Conveyance Certificates/Document Images (Monthly Unlimited Download) \$1,000/month

f. **County of Hawaii – Vehicle Registration and Licensing – Road Test Scheduler – SOW Amendment 1**

The purpose of this amendment is to implement a few enhancements to the existing Road Test Scheduler service. These enhancements are being implemented at no cost.

Development Fees: \$0.00

Hosting Fees: \$0.00

Maintenance and Support Fees: \$0.00

Transaction Fees: The existing transaction fee applies and will remain at \$1.50 per transaction plus 2.78% for credit card fees.

Other Fees: \$0.00

g. **County of Kauai – Department of Finance – Commercial Refuse Payments – SOW**

This SOW covers the implementation of online system to allow customers to pay their bi-monthly commercial refuse payments online via credit card or eCheck. NIC HI's centralized payment portal, Payment Platform, will be utilized.

Development Fees: \$0.00

Hosting Fees: \$0.00

Maintenance and Support Fees: \$0.00

Transaction Fees: For all transactions completed, there will be a Transaction Fee due and payable to NIC HI, comprised of the following components:

(1) A fixed cost of \$2.50; plus

(2) Each credit/debit card or eCheck transaction will incur an additional fee as described below:

- Credit/debit card transactions – Additional transaction processing fee of 2.2% per transaction; or

- eCheck transactions – Additional transaction processing fee of \$1.00 per transaction

Other Fees: \$0.00

h. **Department of the Attorney General – Civil Recoveries Division – Notary Registration System – SOW Amendment 1**

This SOW amendment covers the creation of a remote online notary

database, registration, workflow, examination, payment and renewal process.

Development Fees: \$50,000.00 + \$2,356.00 GET = \$52,356.00

Hosting Fees: \$0.00

Maintenance and Support Fees: \$0.00

Transaction Fees: The existing transaction fee of 10% with a minimum of \$2.50 per transaction will remain.

Other Fees: \$0.00

i. **Department of the Attorney General – Civil Recoveries Division – Collection Payments – SOW**

This SOW covers the implementation of an online system to allow customers to pay any past due payments online via credit card or eCheck. NIC HI's centralized payment portal, Payment Platform, will be utilized.

Development Fees: \$0.00

Hosting Fees: \$0.00

Maintenance and Support Fees: \$0.00

Transaction Fees:

For all credit card transactions completed, there will be a Transaction Fee of 5% plus a 2.78% credit card fee per transaction with a maximum transaction fee of \$150.00.

For all eCheck transactions completed, there will be a Transaction Fee of 5% fee per transaction with a maximum transaction fee of \$150.00.

Other Fees: \$0.00

j. **Department of Land and Natural Resources – Hunter Education Program – Hunter Education and Records Management System – SOW Amendment 7**

The purpose of this amendment is to add the ability for hunters to purchase hunting tags online and print purchased tags.

Development Fees: \$66,620.00 + \$3,139.13 GET = \$69,759.13

Hosting Fees: \$0.00

Maintenance and Support Fees: The existing maintenance fee will not be changed in this amendment and will remain \$2,000.00 per month.

Transaction Fees:

For all transactions completed, there will be a Transaction Fee due and payable to NIC HI, comprised of the following components:

(1) A fixed cost of \$1.00; plus

(2) Each credit/debit card transaction will incur an additional transaction processing fee of 2.78% per transaction

Other Fees: \$0.00

2. Signed/To Be Signed SOWs, Memorandums of Understanding (MOU)

a. **Maui Motor Vehicle Renewal (MVR) MOU**

The purpose of this MOU is to extend the waiving of the fees through January 31, 2021 due to COVID-19

- V. Portal Program Manager's Report; Discussion and Appropriate Action
 - 1. NIC Hawaii Report (attached)
- VI. AHC Meeting Frequency and Expedited Approval of SOW/SLAs; Discussion and Appropriate Action
- VII. Good of the Order
 - 1. Announcements
 - 2. Next Meeting: June 3, 2021
- VIII. Adjournment