

MEMORANDUM OF
UNDERSTANDING

WITH

COUNTY OF MAUI

December 22, 2020

HAWAII INFORMATION CONSORTIUM

INTRODUCTION

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.

PURPOSE

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.

DURATION

The change to the fees will commence on January 1, 2021 and will cease on January 31, 2021. On February 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.

SIGN OFF

Reviewed and accepted.

Date: Dec 23, 2020

Date: Dec 23, 2020

C P Vila
C P Vila (Dec 23, 2020 10:14 HST)

Bertrand Ramos
Bertrand Ramos (Dec 23, 2020 11:49 HST)

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

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

REVIEWED AND APPROVED:

Date: Dec 23, 2020

ACCESS HAWAII COMMITTEE

D Murdock
Douglas Murdock (Dec 23, 2020 12:23 HST)

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