

MEMORANDUM OF
UNDERSTANDING

WITH

COUNTY OF MAUI

February 24, 2022

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 continue waiving 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 prior MOU signed between COUNTY and NIC HI on December 30, 2021 modified the fees from January 8, 2022 to February 28, 2022. This MOU will extend the fee change through March 31, 2022. On April 1, 2022, 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 the Statement of Work for the online service 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: Feb 26, 2022

CP Vila

[CP Vila \(Feb 26, 2022 10:46 HST\)](#)

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

Date: Feb 25, 2022

Bertrand Ramos

[Bertrand Ramos \(Feb 25, 2022 16:30 HST\)](#)

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

REVIEWED AND APPROVED:

Date: Feb 28, 2022

ACCESS HAWAII COMMITTEE

Douglas Murdock

[Douglas Murdock \(Feb 28, 2022 09:41 HST\)](#)

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