

Project Summary

City and County of Honolulu – Division of Treasury



Project Name: REAL PROPERTY TAX PAYMENTS

Business Model: TRANSACTION-FUNDED

Project Overview

Problem – The City's current online Real Property Tax Payment system is not operational 24/7. There is a need to expand support level and increase processing efficiency without incurring additional costs or hiring staff.

Solution – Utilize NIC Hawaii's payment platform to allow users to pay for their real property tax online 24/7/365 via credit/debit card or eCheck.

Additional Benefits –

1. Real time payment updates to the Tyler lasWorld system to eliminate the need for data import/exports.
2. NIC Hawaii Customer Support via phone, online chat, and email based on Hawaii Standard Time, not Central Time.

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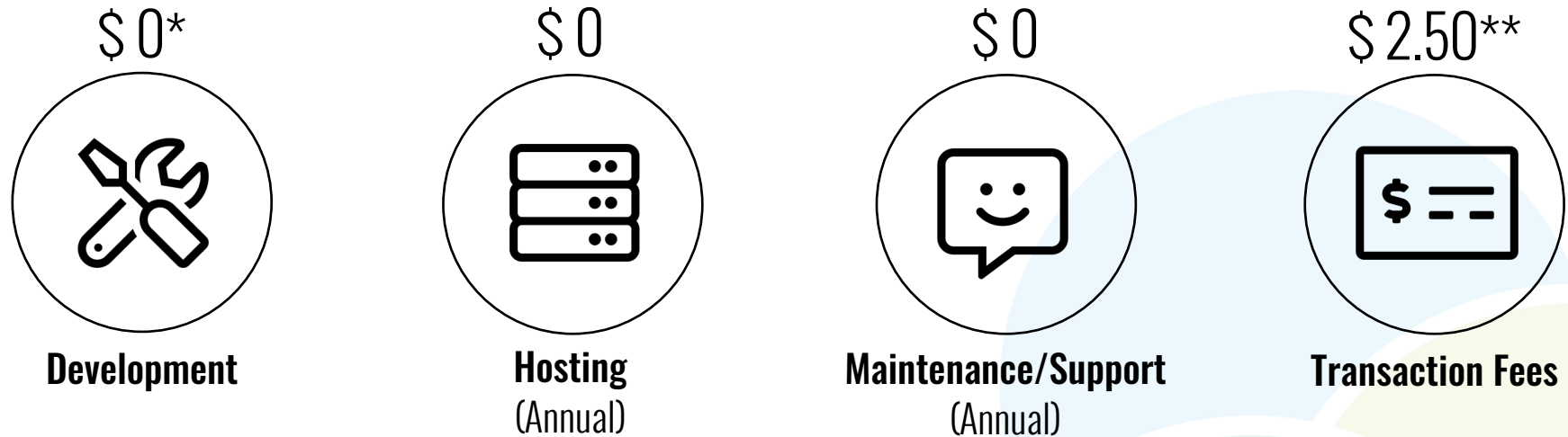
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Fees & Cost Structure



* Estimated cost to NIC Hawaii: \$32,650 development fee.

** For all transactions completed, there will be a Transaction Fee of \$2.50 per property plus additional fee for credit/debit card payments. Details on the following page.

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Transaction Fees Breakdown

- Transaction fee of \$2.50 per property plus
- 2.25% credit/debit card

Statutory Fee(s)

- Varies per property

Revenue

- Current transactions per property tax season: 16,071
- Projected NIC revenue: $16,071 \times \$2.50 = \$40,177.50$ /property tax season