

STATEMENT OF WORK AMENDMENT 2

COUNTY OF HAWAII
DEPARTMENT OF FINANCE

Online and Payment Processing Services

Version 1.00

Document Number – HAWAII.FY2024.005.A2

OVERVIEW

This Statement of Work (“SOW”) document identifies the responsibilities between the County of Hawaii, Department of Finance (“COUNTY”) and the Hawaii Information Consortium, LLC dba Tyler Hawaii (“TYLER”), the Internet Portal provider for the State of Hawaii. This document is subordinate to the requirements stated in RFP-08-11-SW, Internet Portal Manager and Service Provider, TYLER’s Proposal and the contract between the State of Hawaii and TYLER dated December 3, 2007 (collectively referred to as the “CONTRACT”).

The SOW is subordinate to the Service Level Agreement (“SLA”) between the COUNTY and TYLER signed and dated on June 15, 2015. This SOW is subject to all terms and conditions thereof unless specifically designated as exceptions in this document.

This SOW is an amendment to the following documents:

1. Original SOW titled “Online and Payment Processing Services” executed between TYLER and COUNTY on August 27, 2009.
2. SOW Amendment 1 titled “Online and Payment Processing Services” executed between TYLER and COUNTY on July 1, 2010.

PURPOSE STATEMENT

The COUNTY would like to increase the number of online motor vehicle registration renewals, and therefore will be absorbing the TYLER convenience fees.

This SOW Amendment 2 is to update the \$2.50 per renewal TYLER convenience fee to be absorbed by the COUNTY rather than passed on to the citizens and businesses using the online Motor Vehicle Registration Renewal service. This change will be effective August 1, 2023. The 2.25% credit card fee and \$1.00 eCheck fee will remain as an add-on fee to the customers.

SOW Amendment 1 fee terms

The HIC add-on fees will be passed on to the citizens and businesses using the online service. For each transaction completed online there will be a convenience fee and a transaction-processing fee. The proposed fees are presented below. The proposed fees cover the costs associated with the transaction processing and building, maintaining, and hosting of the application.

- 1) For credit cards – A \$2.50 convenience fee will be charged plus a transaction processing fee of 2.25% for each motor vehicle registration renewal processed online.
- 2) For eChecks – A \$2.50 convenience fee plus a \$1.00 transaction processing fee for each motor vehicle registration renewal processed online.
- 3) Any costs incurred by HIC associated with cancelled or insufficient payments will be invoiced to the COUNTY.

The COUNTY must determine whether credit cards, eChecks, or both modes of payment will be utilized for this application.

HIC will pay the COUNTY on a weekly basis via an ACH transfer directly into the COUNTY's bank account. The amount will include the renewal fee and donation, if applicable. The HIC add-on fees will be deducted from the total before remittance to the COUNTY.

HIC will invoice the COUNTY monthly for the costs associated with printing and mailing of the motor vehicle registration renewal certificate and emblem to the user. The amount on the invoice will match the amount invoiced to HIC by our vendor, ITI (Intellectual Technology, Inc.).

Automated Clearing House ("ACH") Returns (consolidated ACH via HIC only):

Because the national ACH network does not support real-time account verification, it is certain that some percentage of eChecks (ACH) transactions will be returned due to non-sufficient funds or because the bank account information was entered incorrectly by the customer. The COUNTY is responsible for seeking payment on any returned ACH items utilizing their existing procedures for handling returned checks.

HIC will make initial attempts to collect any returned payments. If HIC successfully collects, an additional fee of \$25 will be added to the customer's payment. Collected payments are completely transparent to COUNTY and cost nothing. If HIC is unable to collect a returned payment the full amount of the transaction will be invoiced to COUNTY and a \$5.00 handling fee will be added. All COUNTY-absorbed convenience fees and transaction fees, and returned items will be billed by HIC to the COUNTY on a monthly basis.

Fees may be negotiated at any time subject to mutual agreement between the COUNTY and HIC. Any fee change agreement must be in writing and will become effective the quarter following execution, in order to allow HIC to make necessary application changes that may be required.

New fee terms for this SOW Amendment 2

The COUNTY will absorb a \$2.50 convenience fee per online motor vehicle registration renewal. This fee covers the costs associated with the transaction processing and building, maintaining, and hosting of the application.

In addition, for each transaction completed online, there will be a transaction processing fee passed on to the citizens and businesses using the online service. The transaction processing fees are presented below.

- 1) For credit cards – a transaction processing fee of 2.25% for each motor vehicle registration renewal processed online.
- 2) For eChecks – a \$1.00 transaction processing fee for each motor vehicle registration renewal processed online.
- 3) Any costs incurred by TYLER associated with cancelled or insufficient payments will be invoiced to the COUNTY.

The COUNTY must determine whether credit cards, eChecks, or both modes of payment will be utilized for this application.

TYLER will pay the COUNTY on a daily basis with a 3-day lag via an ACH transfer directly into the COUNTY's bank account. The amount will include the renewal fee and donation, if applicable. The TYLER transaction processing fees will be deducted from the total before remittance to the COUNTY.

TYLER will invoice the COUNTY monthly for the \$2.50 convenience fee for each motor vehicle registration renewed online.

Automated Clearing House (“ACH”) Returns: Because the national ACH network does not support real-time account verification, it is certain that some percentage of eChecks (ACH) transactions will be returned due to non-sufficient funds or because the bank account information was entered incorrectly by the customer. The COUNTY is responsible for seeking payment on any returned ACH items utilizing their existing procedures for handling returned checks. For any ACH returns, TYLER will invoice COUNTY the original transaction amount plus a \$5.00 return fee on a monthly basis.

Credit Card Chargebacks: TYLER will notify COUNTY of any credit card chargebacks. For credit card chargebacks, TYLER will invoice COUNTY the original transaction amount plus a \$5.00 chargeback fee on a monthly basis. COUNTY will be responsible for collections on credit card chargebacks.

Refunds: COUNTY is responsible for issuing any refunds. TYLER will not invoice the COUNTY for any refunds.

Fees may be negotiated at any time subject to mutual agreement between the COUNTY and TYLER. Any fee change agreement must be in writing and will become effective on a mutually agreed upon date.

STAKEHOLDERS

The County of Hawaii
Department of Finance
25 Aupuni Street
Hilo, HI 96720

Hawaii Information Consortium, LLC dba Tyler Hawaii
201 Merchant Street Suite 1805
Honolulu, HI 96813

CHAIN OF COMMAND

COUNTY

Deanna Sako, Director of Finance

Lee Lord, Managing Director

TYLER

Bertrand Ramos, General Manager

Janet Yee, Director of Operations

Zheng Fang, Director of Development

Laurenz Bacungan, Partner Liaison

SIGN OFF

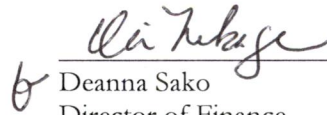
I, the undersigned, have the authority to make binding decisions and have the authority to sign on behalf of my respective agency/department regarding projects in collaboration with TYLER.

Date:



Lee Lord
Managing Director
County of Hawaii

Date:



Deanna Sako
Director of Finance
County of Hawaii

APPROVED AS TO FORM AND LEGALITY:

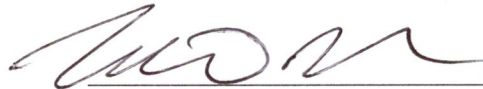
Date:



07/26/2023

County Attorney

Date:

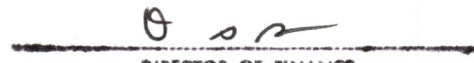


Mitch Roth
Mayor
County of Hawaii

Date: Aug 25, 2023

Bertrand Ramos
Bertrand Ramos (Aug 25, 2023 10:56 HST)
Bertrand Ramos
General Manager
Hawaii Information Consortium, LLC
dba Tyler Hawaii

Approved as to Availability of Funds
for the amounts and for the purposes
set forth herein.


DIRECTOR OF FINANCE
JUL 18 2023

REVIEWED AND APPROVED:

Date: Aug 25, 2023

ACCESS HAWAII COMMITTEE

Douglas Murdock
Douglas Murdock (Aug 25, 2023 11:01 HST)
By: Douglas Murdock
Chief Information Officer
Office of Enterprise Technology Services
State of Hawaii

caa
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