

**NEBRASKA STATE RECORDS BOARD  
MEETING: May 7, 2014**

Nebraska State Capitol  
Room 1507  
Lincoln, NE  
May 7, 2014  
9:00 A.M.

# AFFIDAVIT OF PUBLICATION

*State of Nebraska* } ss.  
LANCASTER COUNTY,

The undersigned, being first duly sworn, deposes and says that she/he is a Clerk of the Lincoln Journal Star, legal newspaper printed, published and having a general circulation in the County of Lancaster and State of Nebraska, and that the attached printed notice was published in said newspaper one successive time(s) the first insertion having been on April 7, 2014 and thereafter on \_\_\_\_\_, 20\_\_\_\_

and that said newspaper is the legal newspaper under the statutes of the State of Nebraska.

The above facts are within my personal knowledge and are further verified by my personal inspection of each notice in each of said issues.

**NOTICE OF PUBLIC MEETING:**  
Notice is hereby given of a public meeting of the Nebraska State Records Board on Wednesday, May 7, 2014 at 9:00 A.M., NE State Capitol, Room 1507, Lincoln, NE. The agenda, which is kept continually current, is available at the Office of the Secretary of State, Suite 2300, State Capitol, Lincoln, NE for public inspection during regular business hours.  
#7629595 11 Apr 7 9128677

Barbara Chesnut  
Subscribed in my presence and sworn to before me on April 7, 2014  
UVA K BOONE Notary Public

GENERAL NOTARY - State of Nebraska  
UVA K BOONE  
My Comm. Exp. Jan. 31, 2017

7629595

Organization Nebraska State Records Board  
Activity Public Hearing  
Date of Activity Wednesday, 05/07/2014  
Time of Activity Meeting starts at 9:00 AM Central  
Last Updated Tuesday, 11/19/2013  
Location State Capitol Room 1507 Lincoln, NE 68508  
Details NSRB Quarterly Meeting  
Meeting Agenda <http://>  
Meeting Materials <http://>

Person to Contact for Additional Information:

Name Cathy Danahy  
Title Executive Director  
Address 440 South 8th Street  
Suite 210  
Lincoln, NE 68508  
Telephone (402) 471-2745  
Fax (402) 471-2406  
E-Mail [cathy.danahy@nebraska.gov](mailto:cathy.danahy@nebraska.gov)  
Agency Homepage <http://>

# NEBRASKA STATE RECORDS BOARD AGENDA

Nebraska State Capitol

Room 1507

Lincoln, NE

May 7, 2014

9:00 A.M.

1. CALL TO ORDER, ROLL CALL
2. ANNOUNCEMENT OF NEBRASKA OPEN MEETING ACT  
The Act and reproducible written materials to be discussed at the open meeting are located in the back of the meeting room. A copy of the Open Meetings Act is posted in the back of the meeting room.
3. NOTICE OF HEARING
4. ADOPTION OF AGENDA
  - a) **Action Item:** Approval of Agenda
5. APPROVAL OF MINUTES
  - a) **Action Item:** Approval of February 5, 2014 meeting minutes
6. PUBLIC COMMENT
7. CHAIRMAN'S REPORT
  - a) OCIO Contract for Network Manager Request for Proposal (RFP)
  - b) **Action Item:** Contract with OCIO for Portal Management
  - c) AGREEMENTS & ADDENDA
    - 1) **Non-action item:** Electronic Government Service Level Agreements between Nebraska Interactive, LLC, the NE State Records Board and the City of Albion, Village of Adams, Village of Dalton, Village of Dorchester, City of Franklin, Village of Kenesaw, City of Milford, Scottsbluff County and the NE Board of Barber Examiners. Signed by Chairman Gale pursuant to Board authority.
    - 2) **Non-action item:** Addenda (PayPort) to the Electronic Government Service Level Agreements between Nebraska Interactive, LLC, the NE State Records Board and the City of Albion (Addendum 1), Village of Adams (Addendum 1), Village of Dalton (Addendum 1), Village of Dorchester (Addendum 1), City of Franklin (Addendum 1), Village of Kenesaw (Addendum 1), City of Milford (Addendum 1), Scottsbluff County (Addendum 1). Signed by Chairman Gale pursuant to Board authority.
    - 3) **Non-action item:** Addenda (Real Estate Property Tax) to the Electronic Government Service Level Agreements between Nebraska Interactive, LLC, the NE State Records Board and the Keya Paha County Treasurer (Addendum 2). Signed by Chairman Gale pursuant to Board authority.
    - 4) **Non-action Item:** Web/Online PayPort for State Agencies. Addenda to the Electronic Government Service Level Agreement between Nebraska Interactive, LLC, the NE State Records Board and the Nebraska Board of Barber Examiners (Addendum 1) and the Nebraska State Patrol (Addendum 3). Signed by Chairman Gale pursuant to Board Authority.

5) **Action Item:** Addendum 3 to the Electronic Government Service Level Agreement between Nebraska Interactive, LLC, the NE State Records Board and the Nebraska Board of Public Accountancy. NBPA Firm and Individual Accountant License Renewals.

8. EXECUTIVE DIRECTOR'S REPORT

- a) **Action Item:** NSRB Cash Fund Balance Report
- b) NSRB Grant Status Report

9. ORIENTATION AND POLICIES/GUIDELINES SUBCOMMITTEE (Julie Beno, Chair)

- a) Grant Program

10. NEBRASKA.GOV REPORTS

- a) New VISA Transparency Rule – update
- b) General Manager's Report
- c) **Action Item:** Project Priority Report

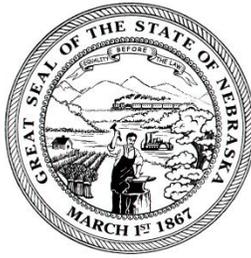
11. DATE FOR NEXT MEETING

9:00 A.M.  
Wednesday, August 6, 2014  
Room 1507  
State Capitol  
Lincoln, NE

12. ADJOURNMENT

**Action Item:** Move to adjourn

Updated 04/21 /2014



## NEBRASKA STATE RECORDS BOARD

### MINUTES

Meeting of February 5, 2014

#### **Agenda Item 1. CALL TO ORDER, ROLL CALL**

The meeting of the Nebraska State Records Board was called to order by Chairman John A. Gale at 9:00 A.M. on February 5, 2014 in Room 1507 of the State Capitol, Lincoln, Nebraska.

A Roll Call was taken. The following Board members were present:

John A. Gale, Secretary of State, State Records Administrator and Chairman;  
Michael D. Foley, Auditor of Public Accounts;  
Don Stenberg, State Treasurer;  
Scott Keene, representing the Insurance Industry;  
Gerry Oligmueller, Acting Director of Administrative Services;  
Julie A. Beno, representing Libraries;  
Brian Buescher, representing the Legal Profession;  
Leslie S. Donley, representing the Attorney General;  
Brenda L. Decker, representing the Governor;  
Ryne D. Seaman, representing the Banking Industry

Absent:

Greg Osborn, representing the General Public;  
Mike Konz, representing the Media

Staff in attendance:

Cathy Danahy, Executive Director;  
Colleen Byelick, Legal Counsel;  
Tracy Marshall, Recording Clerk

#### **Agenda Item 2. ANNOUNCEMENT OF NEBRASKA OPEN MEETINGS ACT**

Chairman Gale announced that in accordance with the Nebraska Open Meetings Act, reproducible written materials to be discussed at the open meeting and a copy of the Nebraska Open Meetings Act are located to the left of the public seating area.

#### **Agenda Item 3. NOTICE OF HEARING**

Chairman Gale announced public notice of the meeting was duly published in the Lincoln Journal Star on January 3, 2014 and on the state's website Public Meeting Calendar. The public notice and proof of publication relating to the meeting will be attached to and made a part of the meeting minutes.

#### **Agenda Item 4. ADOPTION OF AGENDA**

Ms. Danahy, Executive Director, NE State Records board announced the location of today's meeting was changed from the NE State Education Association, 605 S. 14<sup>th</sup> street, Lincoln, NE to Room 1507. Ms. Decker moved to adopt the agenda as presented; seconded by Ms. Beno.

Voting For:	Beno Gale	Buescher Keene	Decker Oligmueller	Donley Seaman	Foley Stenberg
Voting Against:	None				
Absent:	Konz	Osborn			

The motion carried.

**Agenda Item 5. APPROVAL OF MINUTES**

Chairman Gale asked for a motion to approve the minutes of the November 6, 2013 meeting. Ms. Donley moved to approve the minutes; seconded by Mr. Seaman.

Voting For:	Beno Gale	Buescher Keene	Decker Oligmueller	Donley Seaman	Foley Stenberg
Voting Against:	None				
Absent:	Konz	Osborn			

The motion carried.

**Agenda Item 6. PUBLIC COMMENT**

Chairman Gale asked the members of the audience if anyone wished to come forward to provide public comment on any of the agenda items. No audience member indicated a desire to provide public comment.

**Agenda Item 7. CHAIRMAN'S REPORT**

**Agenda Item 7.a. Agreements & Addenda**

Brent Hoffman, General Manager, Nebraska Interactive, LLC introduced the following addenda:

**Agenda Item 7.a.1.** Electronic Government Service Level Agreements between Nebraska Interactive, LLC, the NE State Records Board and the City of Clay Center, Clay County, the City of Lyons, the City of Neligh and the Nebraska Department of Motor Vehicles. Signed by Chairman Gale pursuant to Board authority.

**Agenda Item 7.a.2.** Addenda (PayPort) to the Electronic Government Service Level Agreements between Nebraska Interactive, LLC, the NE State Records Board and the City of Clay Center (Addendum 1), Clay County (Addendum 1), the City of Lyons (Addendum 1), the City of Neligh (Addendum 1) and Red Willow County (Revised - Addendum 1). Signed by Chairman Gale pursuant to Board authority.

**Agenda Item 7.a.3** Addenda (Real Estate Property Tax) to the Electronic Government Service Level Agreement between Nebraska Interactive, LLC, the NE State Records Board and Dawson County Treasurer (Addendum 2). Signed by Chairman Gale pursuant to Board authority.

**Agenda Item 7.a.4.** Web/Online PayPort for State Agencies. Addenda to the Electronic Government Service Level Agreement between Nebraska Interactive, LLC, the NE State Records Board and the Nebraska Department of Agriculture (Addendum 8), the Nebraska Fire Marshal (Addendum 4) and the Liquor Control Commission (Addendum 7). Signed by Chairman Gale pursuant to Board Authority.

Brent Hoffman, General Manager, Nebraska Interactive, LLC and Ms. Rhonda Lamb, Director, NE Department of Motor Vehicles introduced the following addenda:

**Agenda Item 7.a.5** Addendum One to the Electronic Government Service Level Agreement between Nebraska Interactive, LLC, the NE State Records Board, and the Department of Motor Vehicles – Portal Fees for Driver and Vehicle Records. Mr. Oligmueller moved to approve Addendum One; seconded by Mr. Keene.

Voting For:	Beno Gale	Buescher Keene	Decker Oligmueller	Donley Seaman	Foley Stenberg
Voting Against:	None				
Absent:	Konz	Osborn			

The motion carried.

**Agenda Item 7.a.6.** Addendum Two to the Electronic Government Service Level Agreement between Nebraska Interactive, LLC, the NE State Records Board and the Department of Motor Vehicles – Portal Fees for Driver Licensing Services. Ms. Decker moved to approve Addendum Two; seconded by Ms. Beno.

Voting For:	Beno Gale	Buescher Keene	Decker Oligmueller	Donley Seaman	Foley Stenberg
Voting Against:	None				
Absent:	Konz	Osborn			

The motion carried.

**Agenda Item 7.a.7.** Addendum Three to the Electronic Government Service Level Agreement between Nebraska Interactive, LLC, the NE State Records Board and the Department of Motor Vehicles – Portal Fees for Financial Responsibility Division. Ms. Donley moved to approve Addendum Three; seconded by Ms. Decker.

Voting For:	Beno Gale	Buescher Keene	Decker Oligmueller	Donley Seaman	Foley Stenberg
Voting Against:	None				
Absent:	Konz	Osborn			

The motion carried.

**Agenda Item 7.a.8.** Addendum Four to the Electronic Government Service Level Agreement between, Nebraska Interactive, LLC, the NE State Records Board and the Department of Motor Vehicles – Portal Fees for Motor Carrier Services Division. Mr. Seaman moved to approve Addendum Four; seconded by Mr. Keene.

Voting For:	Beno Gale	Buescher Keene	Decker Oligmueller	Donley Seaman	Foley Stenberg
Voting Against:	None				

Absent: Konz Osborn

The motion carried.

**Agenda Item 7.b. OCIO Contract for Network Manager Request for Proposal (RFP)**

Ms. Colleen Byelick, Legal Counsel, introduced the Contract prepared by the OCIO and the Secretary of State staff. Mr. Foley requested Ms. Decker include information on how other states have structured their contracts both within the NIC family and states that have gone in other directions. Ms. Decker said that state CIOs across the country are having discussions about portal contracts. There is a group meeting on this subject and they will go out to all fifty states and ask them how they are doing portal management whether it is in-house, using another contractor other than NIC or if using NIC, asking for copies of the contracts. An agenda item will be added regarding a report on this information. Mr. Stenberg moved to approve the contract; seconded by Ms. Donley.

Voting For: Beno Buescher Donley Foley Gale  
Keene Oligmueller Seaman Stenberg

Voting Against: None

Not Voting: Decker

Absent: Konz Osborn

The motion carried.

**Agenda Item 8. PRICEWATERHOUSECOOPERS ANNUAL AUDIT OF NEBRASKA INTERACTIVE, LLC DECEMBER 31, 2012 AND 2011.**

Mr. Foley, Chairman of the Finances Review Subcommittee, reported the subcommittee (Mr. Foley, Mr. Keene and Mr. Seaman) met this morning to review the audit report. He said it was the subcommittee's unanimous recommendation that the full board accept the audit. He reported there was a \$1.3 million dividend from Nebraska Interactive to the parent corporation during the calendar year 2012 as stated on page 11, paragraph 2 of the audit which states: *On June 1, 2012 and 2011, the Company declared noncash dividends to NICUSA totaling \$1,329,840 and \$1,330,492, respectively. As a result of these dividends, the Company relieved NICUSA of \$1,329,840 and \$1,330,492 in amounts due from affiliated companies during 2012 and 2011, respectively, and treated these items as dividend distributions.* Mr. Foley moved to receive the audit report for calendar year 2012; seconded by Mr. Buescher.

Voting For: Beno Buescher Decker Donley Foley  
Gale Keene Oligmueller Seaman Stenberg

Voting Against: None

Absent: Konz Osborn

The motion carried.

**Agenda Item 9. EXECUTIVE DIRECTOR'S REPORT**

**Agenda Item 9.a. NSRB Cash Fund Balance Report (September, 2013 – Corrected)**

Ms. Danahy presented the corrected September, 2013 Cash Fund Balance report. The Prior Year September, 2012 Grant Encumbrances and Prior Year Unencumbered Funds were corrected to \$268,109.44 and \$459,589.82 respectively. Mr. Keene moved to approve the corrected report; seconded by Ms. Decker.

Voting For:	Beno Gale	Buescher Keene	Decker Oligmueller	Donley Seaman	Foley Stenberg
Voting Against:	None				
Absent:	Konz	Osborn			

The motion carried.

**Agenda Item 9.c. NSRB Cash Fund Balance Report**

Ms. Danahy presented December, 2013 Cash Fund Balance Report. Mr. Oligmueller moved to accept the cash fund balance report; seconded by Ms. Beno.

Voting For:	Beno Gale	Buescher Keene	Decker Oligmueller	Donley Seaman	Foley Stenberg
Voting Against:	None				
Absent:	Konz	Osborn			

The motion carried.

**Agenda Item 9.c. NSRB State/Local Grant Project Status Report**

Ms. Danahy presented December, 2013 State/Local Grant Project Status Report.

**Agenda Item 9.d. Final Grant Reports**

Ms. Danahy presented the following final grant reports for Dixon County, the City of Lexington, Nance County and York County.

Mr. Foley left the meeting at 10:14 A.M.

Mr. Foley returned to the meeting at 10:20 A.M.

**Agenda Item 10. ORIENTATION AND POLICIES/GUIDELINES  
SUBCOMMITTEE**

Ms. Beno reported the Grant Review Subcommittee (Ms. Beno, Mr. Keene and Mr. Osborn) recommends suspending the grant awards so the Grant Review Committee can meet to clarify award criteria. Ms. Beno moved NE State Records Board postpone the grant program cycle for no more than one year to give the Grant Review Committee of the Orientation and Policies/Guidelines Subcommittee time to clarify what the NSRB will fund or not fund; seconded by Ms. Decker.

Voting For:	Beno Gale	Buescher Keene	Decker Oligmueller	Donley Seaman	Foley Stenberg
Voting Against:	None				
Absent:	Konz	Osborn			

The motion carried.

Chairman Gale declared a recess at 10:25 A.M.

Chairman Gale reconvened the meeting at 10:40 A.M.

**Agenda Item 11. NEBRASKA.GOV REPORTS****Agenda item 11.a. New VISA Transparency Rule – Update**

Meetings have taken place regarding security and cost impact of separating transactions. VISA has not yet finalized their rules.

**Agenda Item 11.b. General Manager’s Report**

Mr. Brent Hoffman, General Manager, Nebraska.gov presented the 4th Quarter 2013 General Manager’s Report. Ms. Carmen Easley, Director of Portal Operations, Nebraska.gov, reported on project & services subsidizing by the portal.

Mr. Foley left the meeting at 11:20 A.M.

**Agenda Item 11.c. Project Priority Report**

Mr. Hoffman presented the Project Priority Report. Mr. Buescher moved to approve the Project Priority Report; seconded by Ms. Beno.

Voting For:	Beno Keene	Buescher Oligmueller	Decker Seaman	Donley Stenberg	Gale
Voting Against:	None				
Absent:	Foley	Konz	Osborn		

The motion carried.

Mr. Buescher left the meeting at 11:27 A.M.

Mr. Buescher returned to the meeting at 11:40 A.M.

**Agenda Item 11.d. Disaster Recovery Upgrade – (Final Report)**

Mr. Jeff Shaw, Vice President of Technology, NIC, Inc. gave an update on the NIC upgrade investment plan. He reported the investment plan was completed before the end of 2013. NIC has hired a new director of infrastructure. Regarding processes, they enhanced a lot of their methodologies around incident management and notification regarding outages. In technology, Nebraska.gov has been moved to Vblock which includes network, compute and storage all in one. A Vblock has been installed in each datacenter (Virginia and Texas) which has increased transaction speed. Failover tests have been executed to confirm Nebraska may be switched between datacenters to run on the most effective location at the time. Nebraska now has its own virtual firewall. Government distributed denial of service attacks by other organizations occur continuously. NIC has contracted with AT&T for defense (D-DoS) protection service to monitor these attacks. NIC is moving to the future to speed transactions and replicate Nebraska.gov data in both datacenters. Mr. Stenberg asked if anything would change on a state agency website if NIC were to change from one credit card processor to another. Mr. Shaw said he did not believe it would, but will find out the answer and get back to Mr. Stenberg.

Mr. Seaman left the meeting at 11:43 A.M.

**Agenda Item 11.e. 2014 Business Plan**

Mr. Hoffman presented the 2014 Business Plan. Mr. Keene moved to approve the 2014 Business Plan; seconded by Ms. Beno.

Voting For:	Beno Keene	Buescher Oligmueller	Decker Stenberg	Donley	Gale
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Voting Against:	None
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Absent:	Foley	Konz	Osborn	Seaman
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The motion carried.

**Agenda Item 12. DATE FOR NEXT MEETING**

Chairman Gale announced the next NE State Records Board meeting will be held on Wednesday, May 7, 2014 at 9:00 A.M., Room 1507, NE State Capitol, Lincoln, NE.

**Agenda Item 13. ADJOURNMENT**

Ms. Decker moved to adjourn the meeting; seconded by Mr. Oligmueller. All members present signified agreement by saying "aye". Chairman Gale declared the meeting adjourned at 11:55 A.M.

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John A. Gale  
Secretary of State  
State Records Administrator  
Chairman, State Records Board

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Date

## SERVICE AGREEMENT

THIS SERVICE AGREEMENT (“Agreement”) is by and between the Office of the Chief Information Officer, an agency the State of Nebraska (the “Office of the CIO”), and the Nebraska State Records Board (the “Board”) for assistance with the management and oversight of the state portal network manager and assistance with the administration of certain grant programs.

WHEREAS, the Office of CIO is responsible for providing information technology services and support to Nebraska state government agencies and other entities; and

WHEREAS, the Board was established by the Nebraska Records Management Act (the “Act”) to advise and assist the State Records Administrator, designated by statute as the Secretary of State, in the performance of his or her duties, and to perform such other duties set forth in the Act; and

WHEREAS, the Act authorizes the Board to employ or contract with a network manager who shall provide the infrastructure and services needed to implement and operate the portal (defined as the state's centralized electronic information system by which public records or electronic information and services are provided using electronic access) and shall direct and supervise the day-to-day operations and expansion of the portal; and

WHEREAS, the Board, by way of RFP 2784Z1 and the resulting Contract Number 40626 O4, has contacted with Nebraska Interactive, LLC, to be the network manager (the “Network Manager”) for the state portal; and

WHEREAS, the Board is responsible for providing appropriate oversight of the Network Manager; and

WHEREAS, the Board has authority to grant funds to a state or local agency for the development of programs and technology to improve electronic access to public records or electronic information and services consistent with the Act; and

WHEREAS, the Board has established certain grant programs (“Grant Programs”) for distributing grant funds as authorized by the Act; and

WHEREAS, the Board wishes to procure the services of the Office of the CIO for the purpose of assisting in the oversight of the Network Manager and assisting in the administration of the Grant Programs.

NOW, THEREFORE, in consideration of the mutual covenants contained herein, the parties agree as follows:

1. SERVICE DESCRIPTION. The Office of the CIO will provide the Board with support services and assistance with the management and oversight of the Network Manager and administration of the Grant Programs. The services include the following activities:

- Conduct regular status meetings with the Network Manager, to include:
  - Monitor the status of current projects;
  - Review and coordinate pending/requested projects;
  - Review and coordinate project prioritization;
  - Review general portal operations; and

DRAFT

- Review business plan status.
- Provide recommendations to the Network Manager and the Board on matters relating to portal operations and projects.
- Review, coordinate, and provide recommendations on the Grant Programs.

2. TERM. This Agreement is effective as of the date executed by both parties and will continue in effect until January 31, 2016, unless terminated earlier as provided herein.

3. TERMINATION. Either party may terminate this Agreement for any reason on 30 days' advance written notice.

4. FEES FOR SERVICES. The Office of the CIO will provide the services listed in Section 1 at no charge to the Board.

5. COMPLETE AGREEMENT. This Agreement constitutes the entire agreement between the parties regarding the subject matter hereof. It may only be modified by an agreement in writing signed by both parties.

6. COUNTERPARTS. This Agreement may be executed originally or by facsimile, and in counterparts, each of which shall be deemed an original, and such counterparts together shall constitute one and the same instrument.

#### APPROVAL

IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed by their authorized representatives as indicated below.

#### Office of the CIO

#### Nebraska State Records Board

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Brenda L. Decker  
Chief Information Officer  
501 S 14<sup>th</sup> Street  
Lincoln, Nebraska 68509-5045

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John A. Gale, Secretary of State, as  
State Records Administrator  
State Capitol Building, Suite 2300  
Lincoln, Nebraska 68509-4608

Date: \_\_\_\_\_

Date: \_\_\_\_\_

## Summary List Electronic Government Service Level Agreements

Nebraska.gov submits these signed Electronic Government Service Level Agreements to the Board. The agreements use the approved template, and replace the original Interagency Agreements signed between these agencies and the Nebraska State Records Board. No action necessary.

	NSRB Chairman <u>Signature</u>
Adams, Village of	04/21/2014
Albion, City of	03/04/2014
Barbers Examination Board	02/12/2014
Dalton, Village of	03/04/2014
Dorchester, Village of	02/12/2014
Franklin, City of	04/08/2014
Kenesaw, Village of	03/04/2014
Milford, City of	03/04/2014
Nebraska Children's Commission	04/14/2014
Scottsbluff County	02/12/2014

**Electronic Government Service Level Agreement  
with  
<Partner Name>**

This Agreement is made by and among Nebraska Interactive, LLC, a Nebraska Limited Liability Company (Manager), the Nebraska State Records Board (the "NSRB"), and <Partner Name>, (a state, county or local government agency of Nebraska) ("Partner").

This Agreement is subordinate to the State of Nebraska Contract between NSRB and Manager to operate and manage the Nebraska.gov Network ("the Master Contract") and is subject to all terms and conditions therein.

WHEREAS, Partner is a data providing/collecting entity with which electronic communication is desired; and

WHEREAS, Manager desires to access and/or electronically collect such data in order to develop, maintain, and enhance electronic services to Partner.

NOW, THEREFORE, in consideration of the mutual conditions, covenants, and premises contained in this Agreement, the parties agree as follows:

- 1) **PURPOSE** – The purpose of this Agreement is to grant Manager the access and authority to electronically collect data for the purpose of providing electronic services which may include interface and database development, application development and support, and payment processing hardware and support, and to set forth conditions and responsibilities associated with said electronic services. Any desired services and associated charges or fees will be set forth in an addendum to this Agreement.
- 2) **INTERFACE AND DATABASE DEVELOPMENT** – Manager will provide a customer friendly interface to successfully update application data and/or accept and complete user Electronic Payments. Manager will establish a database to properly store the payment information and provide appropriate reporting to the Partner offices. Manager will provide online access to the Partner to view transactions for any particular day or cumulative timeframe and their subsequent status via the Internet.
- 3) **APPLICATION SUPPORT**
  - a) Manager agrees to provide support to users who require access to an online service set forth in an addendum to this Agreement. Such support shall include answering user questions and addressing problems related to screen or report formats, codes, abbreviations, billing policy, error messages, problems and other access concerns.
  - b) It is agreed that the Partner will be responsible for answering all user questions related to the Partner's business processes, as well as the Partner's rules and regulations, policies and procedures applicable to an addendum to this Agreement.
  - c) Manager agrees to participate in any and all meetings that the Partner identifies as necessary in order for Manager to provide a high level of customer support. The Partner agrees to supply Manager with all information necessary so that Manager can assist user as indicated above.

- d) The Partner agrees to grant access to information necessary for Manager to perform updates or maintenance for electronic access to public records for services set forth in addendums related to this Agreement.
  - e) The Partner agrees to update and keep Manager informed on substantive changes in the law relating to electronic services provided by Manager.
- 4) SERVICE HARDWARE SUPPORT (if applicable)
- a) Manager shall provide hardware support for payment processing service cards and/or swipe hardware, if such hardware is used by Partner and if it has been obtained through Manager. Such support shall be directed to answering Partner questions and resolving problems related to installation, use of the check/card swipe hardware, codes, abbreviations, and error messages.
  - b) Manager shall repair or replace any defective card swipe hardware furnished through Manager to Partner. If required, replacement card swipe hardware will be shipped to arrive within two business days.
  - c) Manager agrees to participate in all meetings that the Partner identifies as necessary in order for Manager to provide hardware Service support. Partner agrees to supply Manager with all information necessary (within Partner's control) to aid Manager to assist Partner staff users at the Service hardware support level agreed above.
- 5) HARDWARE OWNER – Partner agrees that the card and/or check swipe hardware and all related equipment, supplies, or materials supplied to the Partner under this Agreement are owned by Manager.
- 6) CHANGES IN NETWORK - Both parties will provide thirty (30) days written notice of any planned, material changes in Network operations affecting the Partner's online service, unless otherwise agreed to by both parties. A "material change" is defined as a change that adds to the complexity of an Application or diminishes the services provided. These changes will include, but are not limited to file format changes, changes in data transfer and retrieval procedures, Application coding changes, URL migrations and interface content changes.
- 7) PARTNER FEES – Partner is responsible for correctly calculating any Partner fees and providing those fee calculations to Manager. Manager will not assume liability for Partner Application fee miscalculations that have been approved by the Partner as functionally correct. Also, Manager will not assume liability for Partner fee miscalculations due to system errors not caused by any act or omission on the part of Manager.
- 8) COSTS AND COMPUTER SYSTEMS FOR ELECTRONIC PAYMENT – Manager shall be responsible for all costs in supplying electronic payment reports and payment transaction confirmation numbers to the user. This includes the cost for Manager's interface with the Partner's system in order to provide such electronic payment reports and user payment transaction confirmation number. Such system shall:
- a) Supply the payment confirmation number to the user in an understandable and logical format acceptable to the Partner;
  - b) Supply reports to the Partner in an understandable and logical format; and

- c) Be tested, reviewed, and approved by the Partner before it is offered to the user.
- 9) ONLINE CARD SECURITY – Manager is responsible for online security consistent with online payment card industry standards, specifically, The Payment Card Industry’s Data Security Standards (“PCI DSS”).
- 10) TECHNOLOGY STANDARD –Manager agrees to comply with all published Nebraska Information Technology Commission (NITC) standards. NITC standards are available at <http://nitc.ne.gov/standards/>
- 11) CONFIDENTIALITY All materials and information provided by the Partner or acquired by the Manager on behalf of the Partner shall be regarded as confidential information. All materials and information provided by the Partner or acquired by the Manager on behalf of the Partner shall be handled in accordance with Federal and State Law, and ethical standards. The Manager shall treat, and shall require that its agents, employees, affiliates, parent company, and subcontractors treat such materials or information as confidential, as required by Federal and State Law. The Manager shall not be responsible for treatment contrary to State and Federal Law by the State, any agency, members of the public, or others not under the control of Manager.
- 12) AGREEMENT REPRESENTATIVES AND NOTICES - All matters relating to this Agreement shall be directed to the following persons. These designations may be changed following written notice from each party to the other party to this Agreement.

Mailing address: <Partner Name>  
<Partner Address>  
<Partner City, State, Zip Code>  
Phone: <Contact Phone>  
Fax: <Contact Fax>  
Email: <Contact Email>

Mailing Address: General Manager/Network Manager  
301 S 13, Suite 301  
Lincoln, NE 68508  
Phone: 402 471 7810  
Fax: 402-471-7817  
Email: [ne-general-manager@nicusa.com](mailto:ne-general-manager@nicusa.com)

Mailing Address: Secretary of State  
1445 K Street, Suite 2300  
Lincoln, NE 68509  
Phone: 402-471-1572  
Fax: 402-471-3237

13) TERMINATION OF CONTRACT -

- a) Either Partner or the Manager shall have the right to terminate this Agreement or any addendum, for cause, subject to cure, by providing written notice of termination, to the other parties. Such notice shall specify the “for cause” reason, including citation to any specific provision of this Agreement, which gives rise to the notice and shall specify

action that can be taken by the other party to avoid termination of the Agreement or any addendum. A reasonable period of time of not less than sixty (60) days shall be given to cure, unless as otherwise agreed to by the parties.

For purposes of this Agreement, the phrase “for cause” shall mean any material breach by any party to this Agreement of the terms or conditions of this Agreement and any addendum.

In any instance of material breach by any party to this Agreement, the rights to pursue any and all remedies are available to the parties under the State Contract Claims Act.

b) At the option of the Manager and with thirty (30) days advance written notice to the Partner and NSRB, the Manager may terminate an addendum to this Agreement for a particular service if:

- i) There is insufficient interest in such service as demonstrated by low use and inadequate funding; or
- ii) There is a continuing failure by the Partner to update and make necessary information available to Manager as required by this agreement.

14) **TERM OF AGREEMENT** - This Agreement shall commence on the date of execution by all parties and shall be co-terminal with the Master Contract and any extensions or renewals thereof, unless earlier terminated in accordance with the terms of this Agreement.

15) **RELATIONSHIP OF PARTIES** - Notwithstanding any other provisions contained herein, it is expressly agreed that Manager is an Independent Contractor in the performance of each and every part of this Agreement and not an agent or employee of the NSRB or the Partner.

16) **CHANGES, MODIFICATIONS OR AMENDMENTS** - This Agreement may be changed, modified or amended at any time by an instrument in writing signed by the NSRB, Manager and the Partner.

17) **MARKETING** - Partner may provide reasonable marketing space in its publications (if and/or when such exists) at no charge, to allow promotion of Manager or its services.

18) **EXHIBIT SPACE** - The Partner may provide NSRB or Manager complimentary exhibit space and/or speaker time at any appropriate conventions and/or seminars, which Partner may host (if and/or when such exist).

19) **PAYMENT OF FEES** – Users of payment services set forth in an addendum to this Agreement will have several payment methods provided by Manager. The following outlines the Agreement for these payment methods.

- a) **Electronic Check Payments**—When Manager is providing payment processing services, Manager will split the fee collected from the user into two transactions: 1. the portal fee and 2. the Partner fee. Manager will send the Partner fee collected from the user to the designated Partner bank account. Manager will send the portal fee amount to an account designated by Manager. The portal fee payable to Manager is outlined in any addendum to this Agreement. Funds will be disbursed to the appropriate Partner bank account within three (3) business days of Manager receiving such funds. Manager shall provide

Partner a detailed accounting report (with sensitive identifying information removed) showing all receipts and disbursements described in this section.

- b) Credit Card Payments - When Manager is providing payment processing services, Manager will split the fee collected from the user into two transactions: 1. the portal fee and 2. the Partner amount due. Manager will send the Partner fee collected from the user to the designated Partner bank account. Manager will send the portal fee amount to an account designated by Manager. The portal fee payable to Manager is outlined in any addendum to this Agreement. Funds will be disbursed to the appropriate Partner bank account within three (3) business days of Manager receiving such funds. Manager shall provide Partner a detailed accounting report (with sensitive identifying information removed) showing all receipts and disbursements described in this section.
- c) Return/Chargeback - In the event a return/chargeback is received, user may incur an additional \$15.00 charge by Manager for the recovery of the handling and processing of these returns/chargebacks. The amount charged by Manager for the recovery of the handling and processing of these returns/chargebacks is subject to change without notification to the Partner. Manager will provide online access to a report to the Partner detailing all returns/chargebacks and reasons for the returns/chargebacks on each business day.
- d) Refunds --Refunds (funds credited back to the customer) will be initiated by the Partner based on the method provided to the Partner by the Manager. Refunds will be deducted from future Partner disbursements based on the transaction date of the refund.
- e) Credit Card Chargebacks--Manager will be responsible for the initial handling and recovery of all monies associated with chargebacks. In the event the Manager is unable to collect funds within sixty (60) days from receipt of notice, Manager will deduct chargeback from a future Partner disbursement. Partner will then be responsible for any business process needed to recover funds for chargebacks.
- f) Check Returns--Returned checks will be deducted from Partner Disbursement at the time the return is processed. The Partner will be responsible for collection of any returned checks due to insufficient funds, closed accounts, etc.
- g) Fees -Manager will be responsible for all electronic check processing fees, all credit card merchant account fees and chargeback account fees for the Manager merchant ID and for the Partner merchant ID unless otherwise set forth in an addendum to this Agreement.
- h) Subscription Services – When Manager is providing subscriber services, such services will be provided in accordance with terms and conditions set forth in the Master Contract Section III, FF –PAYMENT, and any amendments.

20) RECORDS AND FINANCES – All Manager’s documents and records relating to Electronic Payment transactions made via the Manager payment processing service shall be available for inspection and auditing in accordance with the Audit Requirements section of the Master Contract.

21) EXISTING SERVICES –All addendums for existing services between Manager and Partner in full force and effect as of one day prior to the date of this Agreement shall remain in full force



## **Summary List PayPort Payments Addenda**

Nebraska.gov submits these signed Addenda to the Electronic Government Service Level Agreements to the Board. The agreements are for the PayPort Payment online application provided by Nebraska.gov, and use the approved template. No action necessary.

### **New PayPort Addenda**

### **NSRB Chairman Signature**

Adams, Village of	(Addendum One)	04/21/2014
Ainsworth, City of	(Addendum One)	03/20/2014
Albion, City of	(Addendum One)	03/04/2014
Dalton, Village of	(Addendum One)	03/04/2014
Dorchester, Village of	(Addendum One)	02/12/2014
Franklin, City of	(Addendum One)	04/08/2014
Kenesaw, Village of	(Addendum One)	03/04/2014
Milford, City of	(Addendum One)	03/04/2014
Scotts Bluff County	(Addendum One)	02/12/2014

**Addendum (Number)  
to the  
Electronic Government Service Level Agreement Between  
Nebraska Interactive, LLC,  
Nebraska State Records Board,  
and  
(Partner – a state, county or local government of Nebraska)**

This Addendum (Number) to the Electronic Government Service Level Agreement made by and among Nebraska Interactive, LLC (hereinafter referred to as Nebraska.gov), the Nebraska State Records Board (NSRB), and (Partner – a state, county or local government of Nebraska) sets forth certain services to be provided by Nebraska.gov (operated under the auspices and authority of the Nebraska State Records Board), prices to be charged for such Nebraska.gov services, and terms of payment for such Nebraska.gov services. The (Partner) has authority to assess and collect the fees described herein.

**Project:** PayPort for (Partner – a state, county or local government of NE)

**Revenue Type:** Instant Access

**Implementation:** 2014

**Price Structure is subject to a 10% share of portal revenues.**

Service	(Partner) Fee	Nebraska.gov Portal Fee	NSRB Share
<b>PayPort Credit Card</b>	Full statutory/assessed fee charged by Partner	2.49%	10% of Nebraska.gov Portal Fee
<b>PayPort Electronic Check</b>	Full statutory/assessed fee charged by Partner	\$1.75	10% of Nebraska.gov Portal Fee

**Terms:** Nebraska.gov will process the total of all transactions through the Nebraska Interactive merchant account. The shared revenue received pursuant to this addendum shall be deposited by Nebraska.gov in the accounts designated by (Partner) and the NSRB.

**Security:** A list of Nebraska.gov security provisions may be found at <http://www.nebraska.gov/securitypolicy.html>

By: \_\_\_\_\_ Date: \_\_\_\_\_  
Authorized Officer  
Nebraska Interactive, LLC

By: \_\_\_\_\_ Date: \_\_\_\_\_  
Authorized Officer  
Nebraska State Records Board

By: \_\_\_\_\_ Date: \_\_\_\_\_  
Authorized Officer  
(Partner – a state, county, or local govt. of NE)

(OTC Payments adopted 5/5/2010; rebranded to PayPort 10/26/2011)

## Summary

### Nebraska City and County Government

#### Blanket Addendum

**Project:** PayPort

This addendum covers all fees related to the collection of fees for PayPort.

**Current Process:**

PayPort is a service that was developed and has been in use by city and county government offices. Since this service was built so additional offices can be added at any time, a blanket addendum was approved by the Nebraska State Records Board.

**Project Overview/Proposal:**

New users since the last meeting include:

- Village of Dorchester
- Scotts Bluff County
- City of Albion
- Village of Dalton
- Village of Kenesaw
- City of Milford
- City of Franklin
- City of Ainsworth
- Village of Adams

**Market Potential/Target Audience:**

The market potential for this service is anyone that needs to pay fees owed to local government. PayPort offers the option for people to use a credit card when making a payment.

**Information on what the fee presented is based upon:**

This is a service that is unique, in that other vendors are offering ways to collect online payments. In order to be competitive, we set the rates of 2.49% for credit cards and \$1.75 for ACH. A blanket addendum was approved by the Nebraska State Records Board.

**Anticipated volume of users of the application and what percentage of the total potential users is the anticipated volume:**

The anticipated volume is not easily predicted. This is not a mandatory service. There are other payment options available to the customer.

Services that can be paid using this system may include licenses, swimming pool passes, hall rental fees, utilities, and motor vehicle titles.

**Expected rate of return over a period of time:**

The service continues to expand and offer new options. This involves continued development, testing and training. Customer service is always provided to the users.

The expected rate is not able to be estimated at this time. There are always fees that will be incurred with operating the online service.

**NI's investment in this application (any costs incurred):**

There was an initial investment to get the service ready to use. There is time spent to set up the service for new offices, including testing and training. There are additional, ongoing fees for running online applications such as customer service, security, back up servers, etc.

**NI's risk in providing this application:**

Anytime a transaction is completed online, there is a certain element of risk. NI provides the money to the partner, at times prior to receipt of that money. If there are any returns, NI has to research and gain those funds back from the partner.

**Summary List**  
**Real Estate Property Tax Addenda**

Nebraska.gov submits these signed Addenda to the Electronic Government Service Level Agreements to the Board. The agreements are for the Real Estate Property Tax online application provided by Nebraska.gov, and use the approved template. No action necessary.

**New Real Estate Property Tax Addenda**

**NSRB Chairman  
Signature**

Keya Paha County Treasurer

(Addendum 2)

04/08/2014

**Addendum (Number)  
to the  
Electronic Government Service Level Agreement Between  
Nebraska Interactive, LLC,  
Nebraska State Records Board,  
and  
(Partner – a state, county or local government of Nebraska)**

This Addendum (Number) to the Electronic Government Service Level Agreement made by and among Nebraska Interactive, LLC (hereinafter referred to as Nebraska.gov), the Nebraska State Records Board (NSRB), and (Partner – a state, county or local government of Nebraska) sets forth certain services to be provided by Nebraska.gov (operated under the auspices and authority of the Nebraska State Records Board), prices to be charged for such Nebraska.gov services, and terms of payment for such Nebraska.gov services. (Partner) has authority to assess and collect the fees described herein.

**Project:** Real Estate Tax Payments for (Partner)  
**Revenue Type:** Instant Access  
**Implementation:** 2014

**Price Structure is subject to a 10% share of portal revenues.**

Service	(Partner) Fee	Nebraska.gov Portal Fee	NSRB Share
<b>Real Estate Tax Payments Credit Card</b>	Full statutory/assessed fee charged by Partner	2.49%	10% of Nebraska.gov Portal Fee
<b>Real Estate Tax Payments Electronic Check</b>	Full statutory/assessed fee charged by Partner	\$3.00	10% of Nebraska.gov Portal Fee

**Terms:** Nebraska.gov will process the total of all transactions through the Nebraska Interactive merchant account. The shared revenue received pursuant to this addendum shall be deposited by Nebraska.gov in the accounts designated by (Partner) and the NSRB.

**Security:** A list of Nebraska.gov security provisions may be found at <http://www.nebraska.gov/securitypolicy.html>

By: \_\_\_\_\_ Date: \_\_\_\_\_  
General Manager – Brent Hoffman  
Nebraska Interactive, LLC

By: \_\_\_\_\_ Date: \_\_\_\_\_  
Chairman – Secretary of State John Gale  
Nebraska State Records Board

By: \_\_\_\_\_ Date: \_\_\_\_\_  
Authorized Officer  
(Partner – a state, county, or local govt. of NE)

## Summary

### Nebraska City and County Government

#### Blanket Addendum

**Project:** Real Estate Tax Payments

This addendum covers all fees related to the collection of fees for Real Estate Tax Payments.

**Current Process:**

Real Estate Tax Payments is a service that was developed and has been in use by city and county government offices. Since this service was built so additional offices can be added at any time, a blanket addendum was approved by the Nebraska State Records Board.

**Project Overview/Proposal:**

New users since the last meeting include:

- Keya Paha County Treasurer

**Market Potential/Target Audience:**

All counties in Nebraska make up the market potential for this service. We welcome all Counties to use our payment processing system.

**Information on what the fee presented is based upon:**

The rates of 2.49% for credit cards and \$3.00 for ACH were determined after extensive research. A blanket addendum was approved by the Nebraska State Records Board.

**Anticipated volume of users of the application and what percentage of the total potential users is the anticipated volume:**

The anticipated volume is not easily predicted. There are other payment options available to the customer. A majority of the population has a mortgage, which includes the payment of taxes. Only a small amount of people are responsible for paying the taxes, and there are many options in which to pay.

**Expected rate of return over a period of time:**

Potential for 2014

County	Potential	at 6% adoption	20%
Keya Paha	2,475	148	495

**NI's investment in this application (any costs incurred):**

There was an initial investment to get the service ready to use. There is time spent to set up the service for new offices, including testing and training. There are additional, ongoing fees for running online applications such as customer service, security, back up servers, etc.

This fee does not include the merchant fees involved with processing the transaction.

**NI's risk in providing this application:**

Anytime a transaction is completed online, there is a certain element of risk. NI provides the money to the partner, at times prior to receipt of that money. If there are any returns, NI has to research and gain those funds back from the partner.

# **Summary List**

## **State PayPort Payments Addenda**

Nebraska.gov submits these signed Addenda to the Electronic Government Service Level Agreements to the Board. The agreements are for the PayPort Payment online application, for State Agencies/Commissions provided by Nebraska.gov, and use the approved template. No action necessary.

### **New PayPort Addenda**

### **NSRB Chairman Signature**

Nebraska Board of Barber Examiners	(Addendum One)	02/12/2014
Nebraska State Patrol	(Addendum Three)	03/05/2014

**Addendum (Number)  
to the  
Electronic Government Service Level Agreement Between  
Nebraska Interactive, LLC,  
Nebraska State Records Board,  
and  
(Partner – a state government of Nebraska)**

This Addendum (Number) to the Electronic Government Service Level Agreement made by and among Nebraska Interactive, LLC (hereinafter referred to as Nebraska.gov), the Nebraska State Records Board (NSRB), and (Partner – a state government of Nebraska) sets forth certain services to be provided by Nebraska.gov (operated under the auspices and authority of the Nebraska State Records Board), prices to be charged for such Nebraska.gov services, and terms of payment for such Nebraska.gov services. The (Partner) has authority to assess and collect the fees described herein.

**Project:** PayPort for (Partner – a state government of NE), web/online only  
**Revenue Type:** Instant Access  
**Implementation:** 2014

**Price Structure is subject to a 10% share of portal revenues.**

Service	(Partner) Fee	Nebraska.gov Portal Fee	NSRB Share
<b>PayPort Credit Card</b>	Full statutory/assessed fee charged by Partner	2.49%	10% of Nebraska.gov Portal Fee
<b>PayPort Electronic Check</b>	Full statutory/assessed fee charged by Partner	\$1.75	10% of Nebraska.gov Portal Fee

**Terms:** Nebraska.gov will process the total of all transactions through the Nebraska Interactive merchant account. The shared revenue received pursuant to this addendum shall be deposited by Nebraska.gov in the accounts designated by (Partner) and the NSRB.

**Security:** A list of Nebraska.gov security provisions may be found at <http://www.nebraska.gov/securitypolicy.html>

By: \_\_\_\_\_ Date: \_\_\_\_\_  
 Authorized Officer  
 Nebraska Interactive, LLC

By: \_\_\_\_\_ Date: \_\_\_\_\_  
 Authorized Officer  
 Nebraska State Records Board

By: \_\_\_\_\_ Date: \_\_\_\_\_  
 Authorized Officer  
 (Partner – a state govt. of NE)

## Summary

### Nebraska State Government

#### Blanket Addendum for PayPort for State Agencies Web/Online functionality only

**Project:** PayPort for State Agencies, with web/online functionality only

This addendum covers all fees related to the collection of fees for Nebraska State government offices, using the PayPort payment processing system.

**Current Process:**

PayPort is a service that was developed and has been in use by city and county government offices, and now Nebraska State government offices. Since this service was built so additional offices can be added at any time, a blanket addendum was approved by the Nebraska State Records Board.

**Project Overview/Proposal:**

New users since the last meeting include:

- Nebraska Board of Barber Examiners
- Nebraska State Patrol

**Market Potential/Target Audience:**

This service would be available to any State agency that wants to collect data and fees using the PayPort payment processing system.

The market potential for this service varies, depending on the agency and the services available for payments.

**Information on what the fee presented is based upon:**

The Nebraska State Records Board has already approved this pricing model for local agencies. A blanket addendum was approved by the Nebraska State Records Board on November 6, 2013.

**Anticipated volume of users of the application and what percentage of the total potential users is the anticipated volume:**

The user will have multiple payment options. It is difficult to estimate how many people will use the PayPort option.

**Expected rate of return over a period of time:**

Estimates for the rate of return cannot be estimated at this time, for this service. There will always be costs associated with the service for NI, which includes enhancements, testing, training, hosting, security, and customer support.

**NI's investment in this application (any costs incurred):**

NI has invested time and resources to prepare the service for use at the State level of government. For any service that NI provides, there are investments made in providing security, back up servers, customer service and more. PayPort has costs associated with it, for each agency using PayPort, which includes set up, training and on-going support, in addition to hosting, security and enhancements to the service.

**NI's risk in providing this application:**

There is a risk with any online transaction. NI disburses the funds to the agency, prior to receipt of the money. If NI is notified of a return, then research must be completed and the partner contacted.

NI takes on the risk that there are no guaranteed transactions for the service.

# NSRB - CASH FUND BALANCE

## State Records Board - Revenues & Expenditures

FY 13-14

	<u>Jan, 2014</u>	<u>Prior Year Jan, 2013</u>	<u>Feb, 2014</u>	<u>Prior Year Feb, 2013</u>	<u>Mar, 2014</u>	<u>Prior Year Mar, 2013</u>
<b><u>Revenues:</u></b>						
Sale of Service	\$598,556.11	\$486,543.08	\$650,117.16	\$616,988.33	\$583,739.31	\$541,269.90
General Business Fees	\$118.57	\$997.05	\$72.79	\$86.16	\$91.83	\$65.60
Driver Records	\$858.00	\$805.00	\$503.00	\$686.00	\$691.00	\$828.00
Investment Income	\$1,534.36	\$2,536.60	\$1,285.03	\$1,266.17	\$1,208.82	\$1,349.23
<b>Total</b>	<b>\$601,067.04</b>	<b>\$490,881.73</b>	<b>\$651,977.98</b>	<b>\$619,026.66</b>	<b>\$585,730.96</b>	<b>\$543,512.73</b>
<b><u>Expenditures:</u></b>						
State Agency Payment	\$375,634.88	\$314,655.19	\$413,007.56	\$398,172.68	\$369,674.98	\$346,806.05
NIC	\$192,672.81	\$149,572.33	\$204,523.06	\$193,994.44	\$180,909.82	\$170,062.34
Other Contractual Services	\$40,040.00		\$0.00	\$18,874.24	\$15,000.00	
Personal Services	\$4,623.06	\$4,424.64	\$4,622.88	\$4,424.20	\$4,623.24	\$4,424.56
Operating Transfer Out						
Misc. Expense	\$180.28	\$287.16	\$249.33	\$466.34	\$147.00	\$496.00
<b>Total</b>	<b>\$613,151.03</b>	<b>\$468,939.32</b>	<b>\$622,402.83</b>	<b>\$615,931.90</b>	<b>\$570,355.04</b>	<b>\$521,788.95</b>
<b><u>Profit (Loss)</u></b>	<b>(\$12,083.99)</b>	<b>\$21,942.41</b>	<b>\$29,575.15</b>	<b>\$3,094.76</b>	<b>\$15,375.92</b>	<b>\$21,723.78</b>
<b><u>Fund Balance:</u></b>	<b>\$709,708.15</b>	<b>\$711,833.84</b>	<b>\$739,283.30</b>	<b>\$714,928.60</b>	<b>\$754,659.22</b>	<b>\$736,652.38</b>
<b>Grant Encumbrances</b>					<b>\$127,145.00</b>	<b>\$150,086.64</b>
<b>Unencumbered Funds</b>					<b>\$627,514.22</b>	<b>\$586,565.74</b>

# State/Local Grant Project Status Report - 3/31/2014

Agency Name	Project Description	Date Grant Awarded	Original Grant Amount	Grant Balance Remaining	Stated Completion Date	Date of Last Payment
Banner County	WebGIS	7/31/2013	\$6,720	\$0	December 31, 2013	Completed October, 2013
Blair, City of	GIS-Based Electronic Records Management	7/31/2013	\$10,080	\$10,080	Extended to June, 2014	
Boone County	Assessor GIS & County WebGIS	7/31/2013	\$19,913	\$19,913	June 30, 2014	
Dakota County	WebGIS	7/31/2013	\$19,913	\$19,913	June 30, 2014	
Deuel County	County WebGIS	7/31/2013	\$11,620	\$0	December 31, 2013	Completed January, 2014
Dixon County	County WebGIS	7/31/2013	\$11,620	\$0	December 31, 2013	Completed January, 2014
Franklin County	WebGIS	7/31/2013	\$6,720	\$0	December 31, 2013	Completed November, 2013
Garden County	County WebGIS	7/31/2013	\$6,720	\$0	December 31, 2013	Completed October, 2013
Gosper County	Assessor GIS & County WebGIS	7/31/2013	\$19,913	\$19,913	June 30, 2014	
Johnson County	WebGIS	7/31/2013	\$4,900	Not used	December 31, 2013	Withdrawn
Lexington, City of	GIS-Based Electronic Records Management	7/31/2013	\$16,800	\$0	December 31, 2013	Completed January, 2014
Nance County	County WebGIS	7/31/2013	\$10,220	\$0	December 31, 2013	Completed November, 2013
Scotts Bluff County Mapping	County WebGIS	7/31/2013	\$17,500	\$17,500	June 30, 2014	
Sherman County	Assessor GIS	7/31/2013	\$19,913	\$19,913	June 30, 2014	
Webster County	Assessor GIS	7/31/2013	\$19,913	\$19,913	June 30, 2014	
York County	WebGIS	7/31/2013	\$17,500	\$0	December 31, 2013	Completed December, 2013
Agriculture, Department of	Online Licensing & Fee Application Payment System	7/31/2013	\$15,000	\$0	June 30, 2014	Completed March, 2014
Real Estate Commission	Online Continuing Education Attendance Submission	7/31/2013	\$15,000	\$0	September 1, 2013	Completed November, 2013
<b>TOTALS</b>			<b>\$249,965</b>	<b>\$127,145</b>		

## Nebraska.gov Project Priority Report – Open and upcoming projects

Title	Revenue Type	Project Start	Target Launch	Work Scope	Partner
2014 Accountant License Renewals	Self-funded	1/29/2014	4/14/2014	Application Enhancement	Public Accountancy, Board of
Title Inquiry - Retemplate	Non-revenue	4/1/2014	4/28/2014	Application Enhancement	Motor Vehicles, Department of
Criminal History Records - Retemplate	Self-funded	1/16/2014	4/28/2014	Application Enhancement	Patrol, Nebraska State
Driver License Practice Test - Retemplate	Non-revenue	3/19/2014	4/30/2014	Application Enhancement	Motor Vehicles, Department of
Proof of Publication Filings for Inactive Entities	Self-funded	2/10/2014	5/1/2014	Application Enhancement	Secretary of State
Juror Qualification Form	Non-revenue	11/8/2012	5/1/2014	New Application	Court Administrator, State
Commercial Driver License System - Rewrite	Non-revenue	7/15/2013	5/5/2014	New Application	Motor Vehicles, Department of
Point-to-Point FED/MED Changes	Self-funded	1/1/2014	5/5/2014	Application Enhancement	Motor Vehicles, Department of
AG_Dairy Reports	Revenue	3/3/2014	5/15/2014	New Application	Agriculture, Department of
Auditor File Upload ReTemplate	Non-revenue	4/2/2014	5/16/2014	Application Enhancement	Auditor of Public Accounts
Ignition Interlock Installation Reporting	Non-revenue	8/21/2013	5/19/2014	New Application	Motor Vehicles, Department of
SFM Firework Suite ReTemplate	Self-funded	3/26/2014	6/1/2014	Application Enhancement	Fire Marshal, State
Subscriber Signup Application	Non-revenue	11/8/2010	6/2/2014	New Application	Nebraska.Gov Internal
Ag Device Registration Rewrite	Self-funded	4/8/2014	6/15/2014	Application Enhancement	Agriculture, Department of
Electrician Exam Applications	Revenue	7/11/2013	6/16/2014	New Application	Electrical Division, State
Driver License Services - 2014 Updates for approved bills	Self-funded	4/1/2014	7/1/2014	Application Enhancement	Motor Vehicles, Department of
Appeals Court and Supreme Court case searches	Revenue	1/15/2014	7/1/2014	New Application	Court Administrator, State
Corp Searches-Online Cert of Good Standing w/ Validation & Retemplate	Self-funded	7/8/2013	7/1/2014	Application Enhancement	Secretary of State
Veterans Designation on Driver License Renewals	Revenue	4/1/2014	7/1/2014	Application Enhancement	Motor Vehicles, Department of
Veterans Designation on Driver License Records	Self-funded	5/1/2014	7/1/2014	Application Enhancement	Motor Vehicles, Department of
DLR Admin - Phase II (Monitoring)	Self-funded	5/5/2014	7/7/2014	Application Enhancement	Motor Vehicles, Department of
Vehicle Tax Estimator - Retemplate	Non-revenue	5/1/2014	7/7/2014	Application Enhancement	Motor Vehicles, Department of
AG_Dairy Renewals	Revenue	5/1/2014	7/15/2014	New Application	Agriculture, Department of
Courts_ReTemplate_Parenting Act Mediator Portal	Non-revenue	9/24/2013	7/31/2014	Application Enhancement	Court Administrator, State
Attorney Portal ReDesign	Non-revenue	6/1/2014	8/1/2014	N/A- Website	Court Administrator, State
Driver License Services - Change of Address Online	Self-funded	4/28/2014	8/1/2014	New Application	Motor Vehicles, Department of
Auditor - Budget Search Retemplate	Non-revenue	4/1/2014	8/15/2014	Application Enhancement	Auditor of Public Accounts
Court Bulk eGarnishment ePayments	Revenue	7/1/2013	8/31/2014	New Application	Court Administrator, State
Licensing Rules & Regulations Workflow	Non-revenue	10/31/2013	9/1/2014	Application Enhancement	Secretary of State
Motor Vehicle Registration Renewal e-mail Notification	Non-revenue	1/13/2014	9/1/2014	New Application	Motor Vehicles, Department of
AG_Auction Market Reports	Revenue	6/1/2014	9/15/2014	New Application	Agriculture, Department of
UCC Searches-Rules & Regs Updates & Retemplate	Self-funded	7/16/2013	10/1/2014	Application Enhancement	Secretary of State
UCC Batch Filing	Self-funded	8/19/2013	11/1/2014	New Application	Secretary of State
Courts_Reporter of Decisions Opinions_Website	Non-revenue	9/9/2013	11/1/2014	N/A- Website	Court Administrator, State
Criminal History Records - Subscriber & Batch Upload	Self-funded	1/6/2014	11/3/2014	Application Enhancement	Patrol, Nebraska State
Motor Vehicle Registration – Proof of Insurance	Self-funded	1/6/2014	11/17/2014	Application Enhancement	Motor Vehicles, Department of
Notary Applications, Renewals, & Testing	Revenue	2/28/2014	12/31/2014	New Application	Secretary of State
Redaction for UCC & EFS Filings	Self-funded	1/1/2014	12/31/2014	Application Enhancement	Secretary of State
Workers Compensation Court - eFiling	Revenue	1/6/2014	6/15/2015	New Application	Workers Compensation Court
Commercial Driver License Database - Federal Reg Changes	Non-revenue	5/19/2014	7/1/2015	Application Enhancement	Motor Vehicles, Department of
Farmers' Market Online Database	Grant/Time and Materials	10/1/2013	9/30/2016	New Application	Agriculture, Department of

Self-funded = Enhancement or new application tied to an existing revenue generating application

Revenue = New application that generates revenue

Non-revenue = New application or enhancement that has no associated revenue

Grant/T&M = New application or enhancement funded by a grant or the partner

# General Manager's Report 1st Quarter Business Plan Update

January 2014 – March 2014

Nebraska.gov  
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## Executive Summary

2014 is a new year that brings new opportunities for the portal. As General Manager, I have identified five key objectives for 2014 that we will strive to reach. I am excited for the possibilities that the new year is bringing to everyone involved; from the portal staff, to agencies, and the people using the services that are developed.

- 1. Grow and diversify the portal revenue:** One of the major objectives for the portal has been to expand the agencies we work with and the applications that are developed. Over the past 5 years, there has been a 20% shift in revenue that was generated from DMV revenue to non-DMV revenue. This shift shows that we are continuing to expand our services across other agencies. It is essential for the growth and stability of the portal.
- 2. Provide value reporting to partners:** A goal for 2014 is to continue to provide a high level of service to our partners. One of the ways we do this is by identifying to each agency, the cost avoidance for each project. Agencies do not have the immediate expenses of working with a third party vendor by working with Nebraska.gov. This information is reported to each partner on the project status reports. In addition, the Nebraska State Records Board is benefitting by agencies working with Nebraska.gov, as the Board receives 10% of the portal fees collected, off the top, prior to any expenses being realized.
- 3. Gain national recognition:** Nebraska is leading the way for new technology and continuing to expand how people interact with government offices. One of the ways to make people aware of these services is the use of social media. It has become clear social media is for the young at heart. The highest demographic of Nebraska social media users is 35-44, however we want to reach out to as many people as possible, without age limit.
- 4. New services and major enhancements:** The new design for the portal is an example of how we are using the latest in technology. With more people using devices to access the internet, rather than standard computers, we are developing the updated portal to be responsive to the method that is being used. All of our services are being developed into a responsive design, so the user can access government services no matter how they are accessing the site. We continue to adapt and update the design as new technology advances are discovered.
- 5. Optimize reliability and response of portal technology:** The portal is constantly striving for consistent availability. By driving people to interact with government online, then the service must be reliable or people will not return. We are able to leverage our relationship with NIC to provide the most current technology and security measures.

1. Grow and diversify the portal revenue
2. Provide value reporting to our partners
3. Gain national recognition
4. New services and major enhancements
5. Optimize reliability and response of portal technology

**Objective 1. Grow and diversify the portal revenue**

	2014	2013	2014	2013
	March	March	YTD	YTD
Total Gross Revenue	\$ 795,202.10	\$ 710,834.19	\$ 2,395,496.48	\$ 2,100,648.42
10% NSRB Partner Share	\$ 32,578.02	\$ 25,964.16	\$ 97,268.92	\$ 72,505.87
Agency Share	\$ 323,814.08	\$ 332,426.44	\$ 1,015,080.72	\$ 1,014,405.16
COR Other (Communication, Data Processing and Other Costs)	\$ 77,593.82	\$ 66,844.70	\$ 241,514.22	\$ 175,376.27
Total Cost of Revenue	\$ 433,985.92	\$ 425,235.30	\$ 1,353,863.86	\$ 1,262,287.30
Nebraska Interactive Gross Revenue	\$ 361,216.18	\$ 285,598.89	\$ 1,041,632.62	\$ 838,361.12
Operating Expenses	\$ 240,849.71	\$ 201,779.50	\$ 679,713.31	\$ 614,500.99
Nebraska Interactive Operating Income (Loss)	\$ 120,366.47	\$ 83,819.39	\$ 361,919.31	\$ 223,860.13
Nebraska Interactive Pre-Tax Income (Loss)	\$ 120,366.47	\$ 83,819.39	\$ 361,919.31	\$ 223,860.13
Nebraska Interactive Provision for Income Tax Expense (Benefit)	\$ 48,238.66	\$ 33,586.00	\$ 145,044.59	\$ 89,707.00
Nebraska Interactive Net After-Tax Income (Loss)	\$ 72,127.81	\$ 50,233.39	\$ 216,874.72	\$ 134,153.13
Nebraska Interactive Share	\$ 438,818.68	\$ 352,546.95	\$ 1,283,169.18	\$ 1,013,485.37

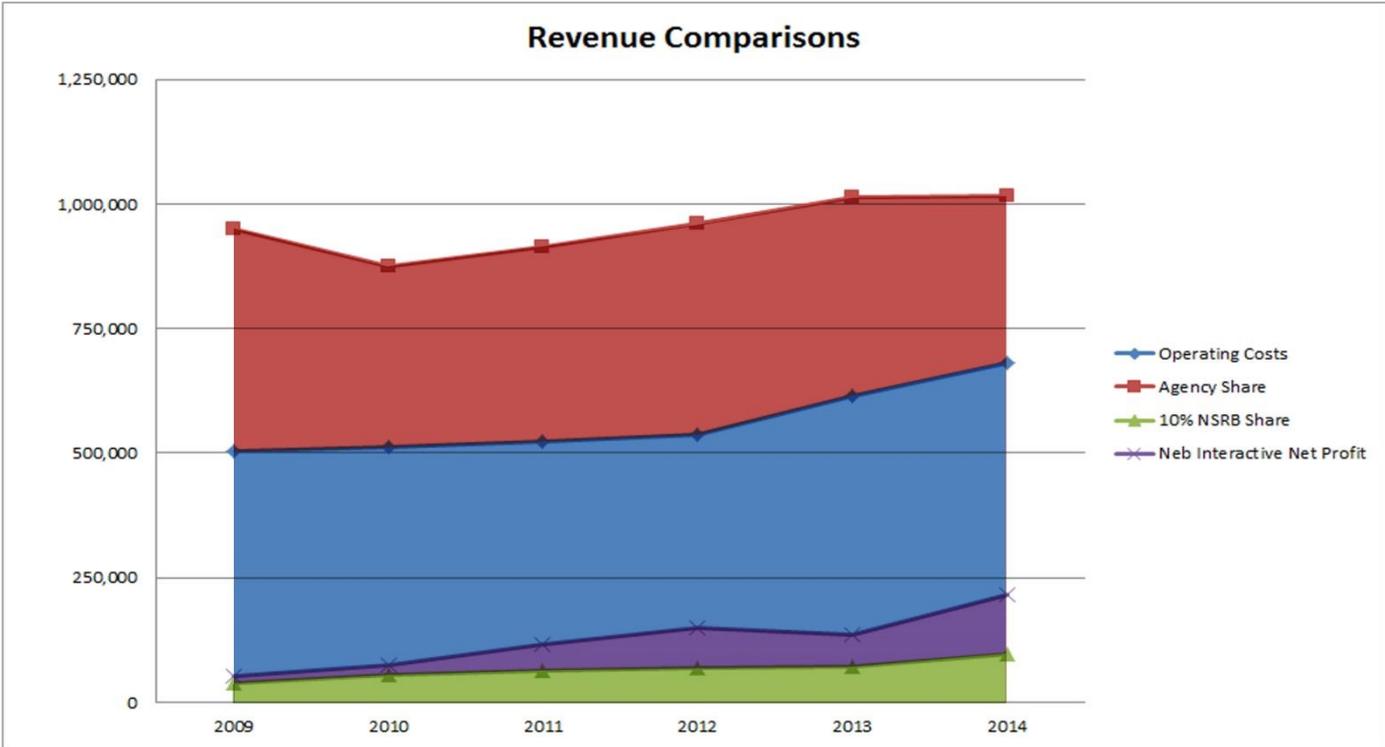
2013 Margin Comparison

	NE Interactive, LLC	NIC Inc.	Oracle	Microsoft	Google	eBay	Average
Operating income margin %	22%	21%	39%	34%	23%	21%	30%
Net after-tax income margin %	13%	13%	29%	28%	22%	18%	24%
EBITDA %	23%	24%	55%	39%	30%	30%	39%

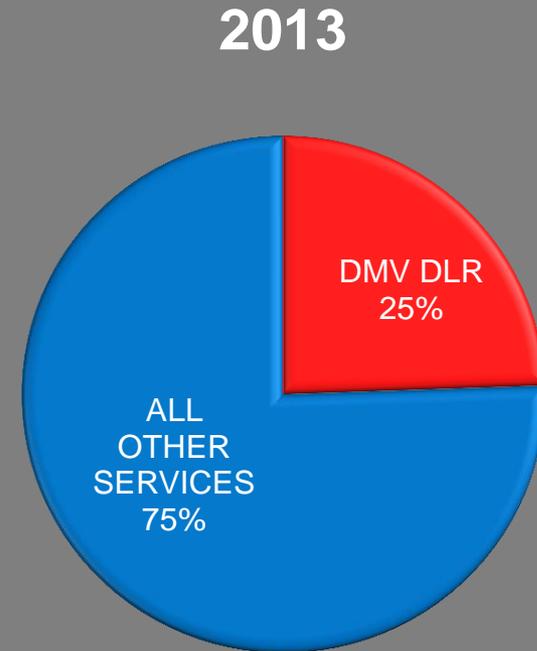
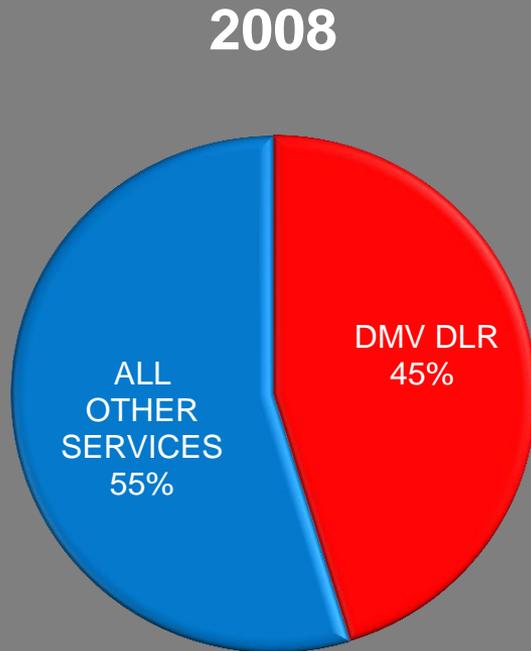
Objective 1. (continued)

1: NSRB Share ➔ 2: Agency Share ➔ 3: Operating expenses ➔ 4: Neb Interactive Share  
 (Cost Avoidance = Money you do not have in your budget and did not have to spend)

	10% NSRB Share	Agency Share	Operating Expenses	Neb Interactive Net Profit	NSRB % of Neb Int. Net Profit
2009	\$39,209	\$950,363	503,854	\$53,197	74%
2010	\$55,770	\$875,698	\$513,410	\$73,984	75%
2011	\$63,210	\$915,003	\$522,725	\$115,164	55%
2012	\$69,537	\$961,933	\$537,854	\$148,558	47%
2013	\$72,506	\$1,014,405	\$614,501	\$134,153	54%
2014	\$97,269	\$1,015,081	\$679,713	\$216,875	45%

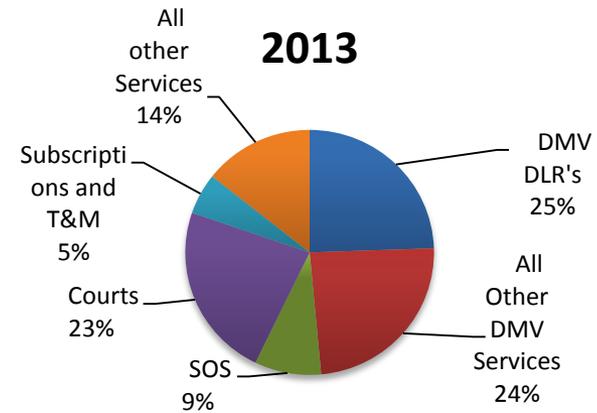
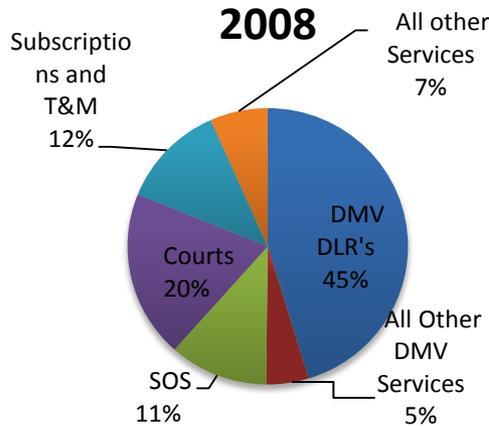


## Grow and diversify the portal revenue – Then and Now



The dependence on revenue from the DMV has changed in the past five years. This was a goal to diversify the sources of revenue. We are successfully moving from our dependence on DMV revenue. In the past 5 years, we have greatly expanded our non-DMV services.

## Grow and diversify the portal revenue – Then and Now



We have developed over **75 new Online Services**, in the past 5 years, for 14 different agencies. Highlights include:

**Department of Motor Vehicles:** Motor Vehicle Registration Renewals, Driver License Renewals, Handicap permits (**non-revenue**), Certified Driver's Record, Ignition Interlock

**Secretary of State:** Biennial Filings, Special Requests (UCC, EFS), Document eDelivery system, Student Vote (**non-revenue**)

**Courts:** Court Document eFiling, Citation Payments, ePayments, Mediator Services (**non-revenue**)

**Department of Agriculture:** Pesticide Licenses, Commodity reports (10 different ones)

**State Electrical Division:** Inspector request

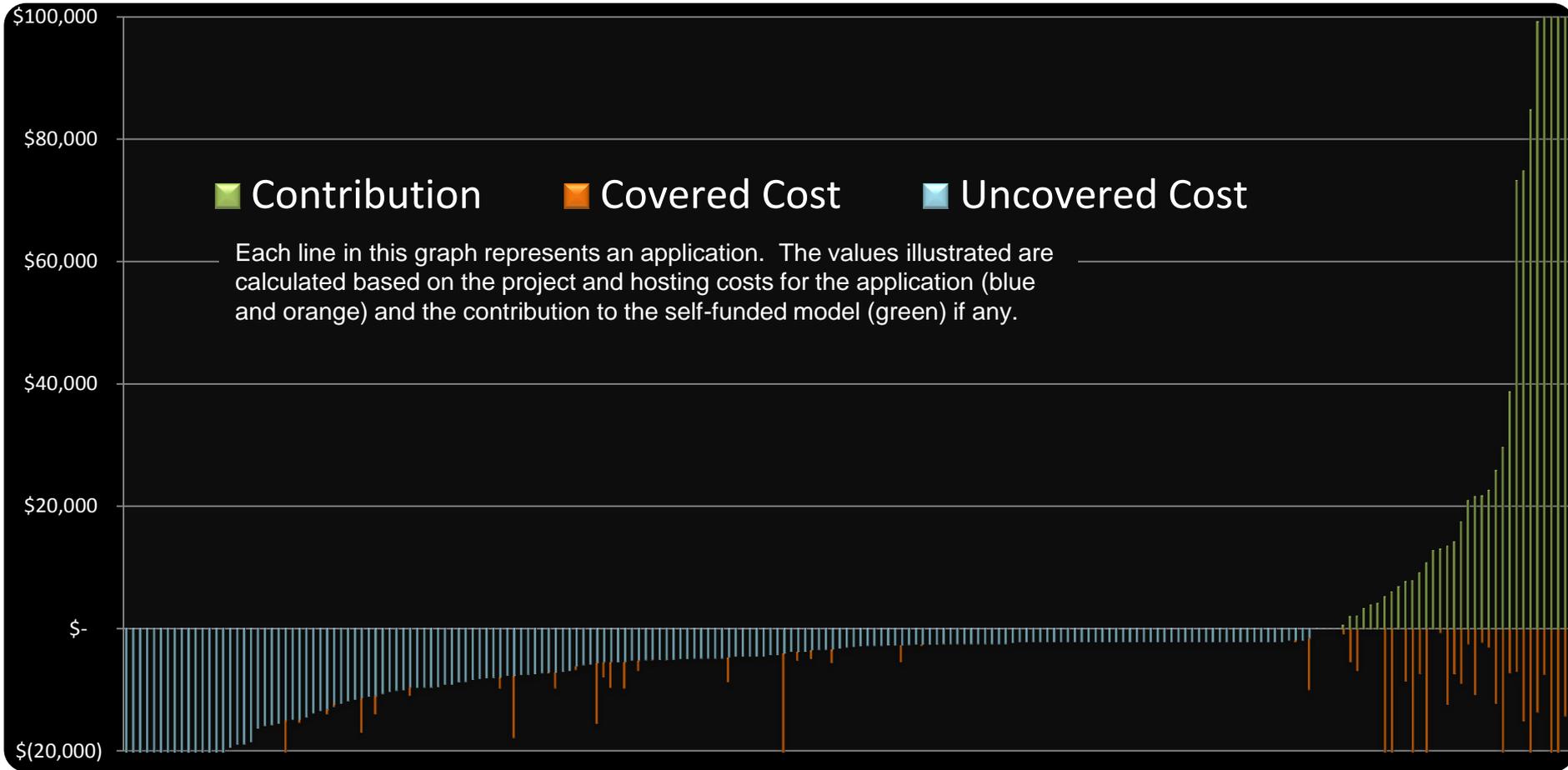
**State Patrol:** Criminal History

**Auditor of Public Accounts:** Audit searches (**non-revenue**)

**Commission of Deaf and Hard of Hearing:** Deaf communication cards (**non-revenue**)

**Local Services (City and County):** Liquor License Renewal, PayPort, Event Registration, Real Estate Property Tax Payments

## Objective 2. Provide value reporting to our partners



Note: Services included in this graph either have project work or revenue associated to it this year. This is not an all inclusive list of all services Nebraska.gov hosts.

## Objective 2. Provide value reporting to our partners

➤ Revenue from 34 unique services supports over 211 unique services. The below listed services positively contributed to the self-funded model in 2013 after project and hosting costs.

• Court Case Records Search	• TLR Interactive Search & Retrieval	• Electrical Contractor Permit	• UCC Document Images	• Lobbyist Registration Payments
• Driver License Record Search - Subscriber	• Court ePayments	• County Property Tax Payments	• IRP Payment System	• Corporate Document eDelivery Filing
• Motor Vehicle Registration Renewal	• UCC Records Search	• Contractor Registration	• UCC Batch Weekly Service	• Pesticide Applicator License Payments
• DLR Batch Search & Retrieval	• Driver License Reinstatements	• Court Records One-Time Search	• Engineer and Architect License Renewals	• Certified Driver Record Search- Transcript
• Court Citation Payments	• UCC Continuation Filings	• Criminal History Request System	• EFS Records Search	• Corporate Document Image Searches
• DLR Monitoring Service	• Corporation Letters of Good Standing	• Water Well Registrations	• UCC Bulk Image Service	• Corporation Batch Special Request
• Driver License Renewal	• LLC Biennial Filings	• PayPort	• UCC Batch Monthly Service	• Bill tracker

➤ 176 (83%) of the 211 unique services represented on page 8, either do not bring in enough revenue to cover their ongoing costs or are they are free services. Examples of services in this category are listed below.

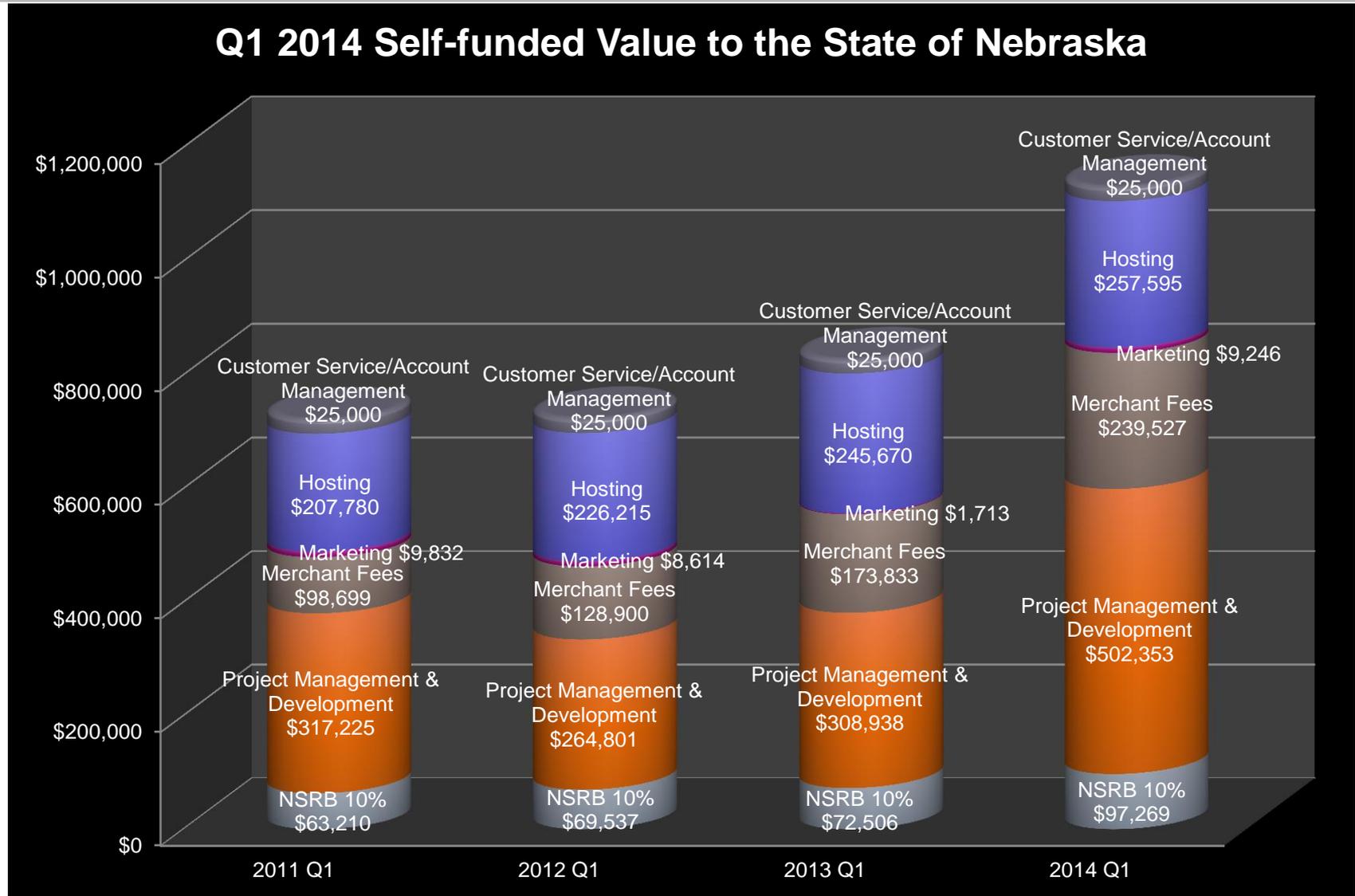
• NADC Campaign Finance Reporting System	• In 2013, Nebraska.gov invested \$10,078 into this free application for maintenance and hosting costs. This application has been live and supported by Nebraska.gov since 2008 and provides a similar value to the agency annually to support the application. The total value realized by the agency is covered by the self-funded model.
• DMV Specialty Plate Online Ordering System	• In 2013, this application was redesigned into the new common application template, a project value of \$12,468.75. Including the value of hosting provided by Nebraska.gov, the DMV realized \$22,128.75 of value they didn't have to pay to a vendor. This is a revenue generating application that netted Nebraska.gov \$18,009. That's a \$4,120 difference that was covered by the self-funded model.

➤ The value demonstrated in this graph does not include the below items that Nebraska.gov provides for all partners.

• Merchant Fees	• Disaster Recovery	• Training	• Google Analytics & AdWords
• Customer Service	• System Administration	• PCIDSS Compliance	• TPE Reporting
• Network Security	• Marketing Materials	• Account Management	• Other overhead costs

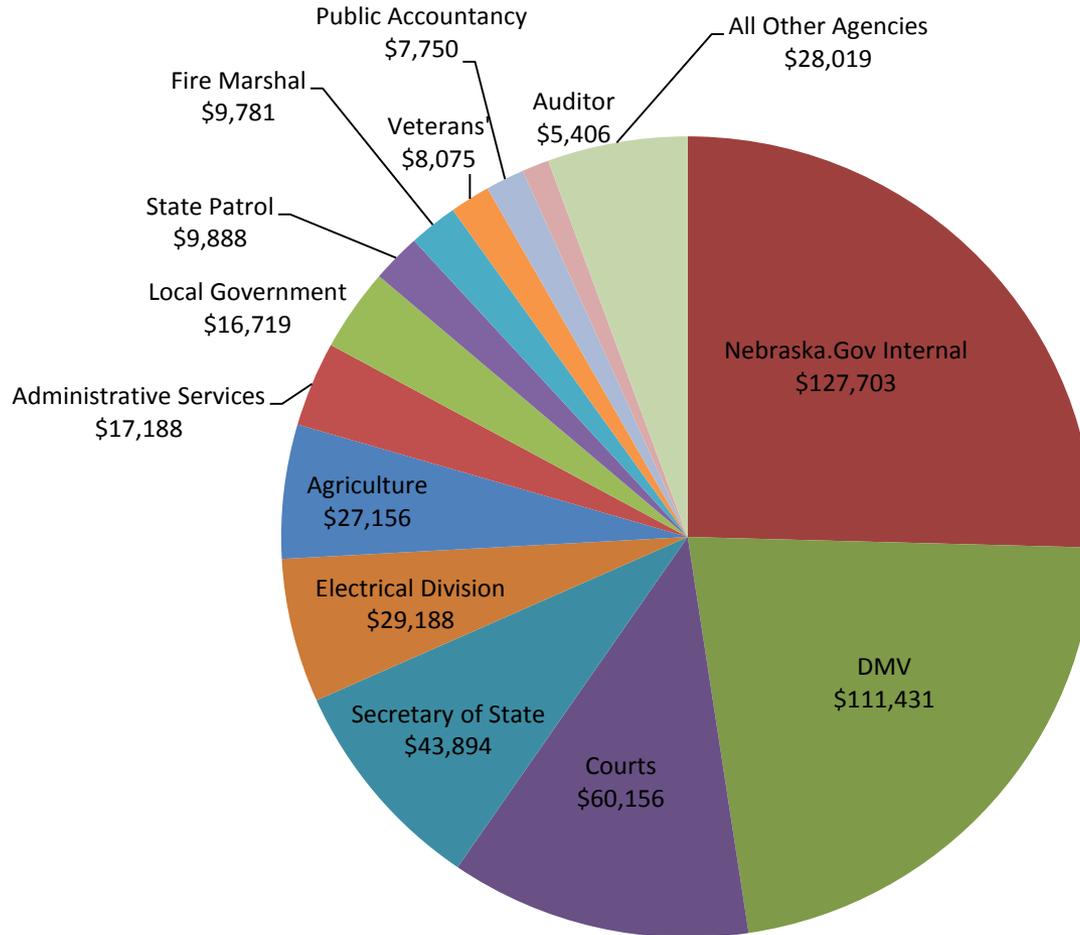
Self-funded Value to the State of Nebraska for top 6 expense classifications

Q1 2014 Self-funded Value to the State of Nebraska



Note: The above graph is not all inclusive. Displayed values are based on the top 6 classifications.

**Project Management and Development Cost Avoidance = \$502,353 (Q1, 2014)**

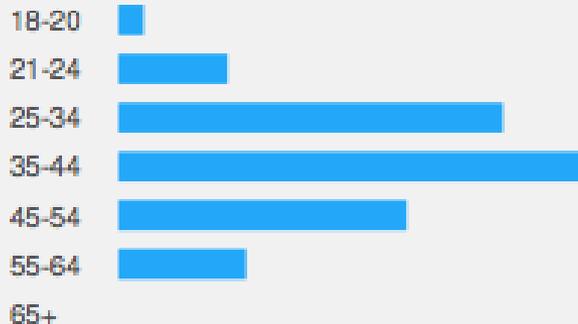


## Objective 3. Gain National Recognition

Social media marketing refers to the process of gaining website traffic or attention through social media sites. Our social media marketing program centers on efforts to create content that attracts attention and encourages readers to share it with their social networks. A message spreads from user to user and presumably resonates because it appears to come from a trusted, third-party source, as opposed to the brand or company itself. Hence, this form of marketing is driven by word-of-mouth, meaning it results in earned media rather than paid media.

### TWITTER STATS across all Twitter accounts

#### FOLLOWER DEMOGRAPHICS



#### TWITTER STATS



### Objective 3. Gain National Recognition

Social media has become a platform that is easily accessible to anyone with internet access. Increased communication for organizations fosters brand awareness and often, improved customer service. Additionally, social media serves as a relatively affordable platform for us to implement marketing campaigns.

### FACEBOOK STATS across all Facebook pages



#### My Facebook Pages

3.7k Total Likes, and 18 people talking about this

#### IMPRESSION DEMOGRAPHICS Here's a quick breakdown of people engaging with your Facebook Page



## Objective 3. Gain National Recognition



Featured



Government



Business



Employment



Education



Community



News / Alerts



Attractions

Google Custom Search  Search

Select Language

Governor | All Agencies | All Services

### Business

Start a Business

Business Taxes

Business Licensing

Online Business Services

UCC/EFS Searches

Economic Development

Nebraska Subscriber Portal

### Employment

Find a Job

For Employers

Unemployment

Job Training

Employee Rights

Volunteering

Find Nebraska Volunteer Centers



Subscriber



Social



Contact



Live Chat



About



Data



Directory



Maps



Policies



Calendar

## OBJECTIVE 4. Develop and provide innovative applications and services to citizens and businesses of Nebraska

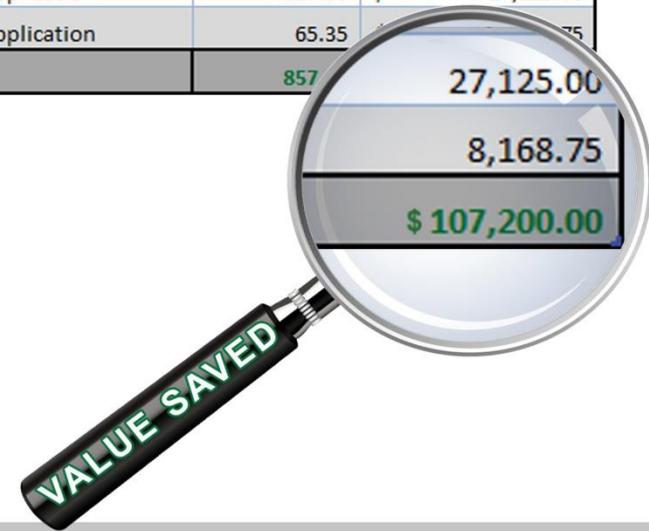
### New Applications Launched First Quarter

Partner	Application	Revenue Type	Work Scope	Hours Invested	Cost Savings
Department of Agriculture	Feed, Fertilizer and Ag Lime Tonnage Reports	Revenue	New Application	425.00	\$ 53,125.00
State Court Administrator	Court Judgment Index Search	Revenue	New Application	66.50	\$ 8,312.50
Secretary of State	Trade Name Registration Filing via Corp. Doc eDelivery	Self-funded	Application Enhancement	83.75	\$ 10,468.75
Secretary of State	Biennial Reports Domestic, Foreign, LLP Pre-populated PDF Reports	Non-revenue	New Application	217.00	\$ 27,125.00
Dept. of Veterans' Affairs	Veterans Affairs Registry Application	Non-revenue	New Application	65.35	\$ 8,168.75
<b>Quarterly Cost Savings</b>				<b>857</b>	<b>\$ 107,200.00</b>

### Application Deployments

Applications Deployed	Q1 2013	Q1 2014
Revenue Application	2	2
Non-revenue Application	2	2
Websites deployed	0	0
Revenue application enhancements	3	1
Non-revenue application enhancements	0	0
Number of implemented changes*	109	83

\*Changes include code enhancements as well as bug fixes, security updates, requested text changes, etc.



## Time Saved. Money Saved. Resources Saved

--Application Highlight: Veterans' Registry Application--

Effective July 1, 2014 Veterans will be able to order or renew a drivers license/state ID with a veterans recognition stamp from the Department of Motor Vehicle (DMV). Prior to doing so, the veteran must submit a registry application to the Department of Veterans' Affairs (VA). Nebraska.gov partnered with the VA to created an online application that will allow veterans' the opportunity to complete their application online. This application also has an Administrative Interface where the VA is able to accept or decline application submissions and promptly notify thier applicants. This application uses a Common Application Template (CAT) that is responsive in use with any mobile device.



**Objective 5.** Optimize reliability and response of portal technology

**UPTIME REPORT**

JANUARY	FEBRUARY	MARCH
99.97%	100%	99.97%

**RESPONSE TIME REPORT**

JANUARY	FEBRUARY	MARCH
Avg. response time 931 ms	Avg. response time 901 ms	Avg. response time 837 ms

**NETWORK ISSUES DETAIL REPORT**

	Start Time	End Time	Time	Description	Impact
Nebraska Subscriber, Credit Card, and eCheck applications were down.	2/19/2014 9:30 AM	2/19/2014 10:00 AM	0:30	Our financial database which our Customer Database (CDB) and Payment Engine (TPE) use failed.	Nebraska subscriber, Credit Card, and eCheck applications were down.