

**NEBRASKA STATE RECORDS BOARD
MEETING: November 19, 2014**

Nebraska State Capitol
Room 1507
Lincoln, NE
November 19, 2014
9:00 A.M.

AFFIDAVIT OF PUBLICATION

State of Nebraska }
LANCASTER COUNTY, } ss.

NOTICE OF PUBLIC MEETING
Notice is hereby given of a public meeting of the Nebraska State Records Board on Wednesday, November 19, 2014 at 9:00 AM, 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.
7778913 1T OCT 21 9128677

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 October 21, 20 14 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.

Barbara Chesnut

Subscribed in my presence and sworn to before me on Oct 22, 20 14

UVA K BOONE Notary Public

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

7778913

Organization Nebraska State Records Board
Activity Public Hearing
Date of Activity Wednesday, 11/19/2014
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
Agency Homepage <http://>

Revised

NEBRASKA STATE RECORDS BOARD AGENDA

Nebraska State Capitol

Room 1507

Lincoln, NE

November 19, 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
Action Item: Approval of Agenda
5. APPROVAL OF MINUTES
Action Item: Approval of August 6, 2014 meeting minutes
6. PUBLIC COMMENT
7. CHAIRMAN'S REPORT
 - a) AGREEMENTS & ADDENDA
 - 1) **Non-action item:** Electronic Government Service Level Agreements between Nebraska Interactive, LLC, the NE State Records Board and the City of Dakota City, Village of Elmwood, City of Fort Calhoun, Village of Greeley, and City of Pawnee City. 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 Dakota City (Addendum 1), Village of Elmwood (Addendum 1), City of Fort Calhoun (Addendum 1), Village of Greeley (Addendum 1), the City of Pawnee City (Addendum 1), and the City of Red Cloud (Addendum 1). Signed by Chairman Gale pursuant to Board Authority.
 - 3) **Non-action Item:** Addendum 8 (Revised) to the Electronic Government Service Level Agreement between Nebraska Interactive, LLC, the NE State Records Board and the State Court Administrator – Court JUSTICE Bulk.
 - 4) **Action Item:** Addendum 9 (Supersedes Addenda 3, 4, 6, and 7) to the Electronic Government Service Level Agreement between Nebraska Interactive, LLC, the NE State Records Board and the Nebraska Department of Agriculture – Fee Structure.
 - b) **Non-action item:** Lancaster County Treasurer Correspondence (Andy Stebbing)
 - c) PRICEWATERHOUSECOOPERS ANNUAL AUDIT OF NEBRASKA INTERACTIVE, LLC
DECEMBER 31, 2013 AND 2012
 - 1) **Action Item:** Accept the receipt of the PricewaterhouseCoopers annual Audit Report of Nebraska Interactive, LLC for December 31, 2013 and 2012

8. EXECUTIVE DIRECTOR'S REPORT
 - a) **Action Item:** NSRB Cash Fund Balance Report
 - b) NSRB Grant Status Report

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

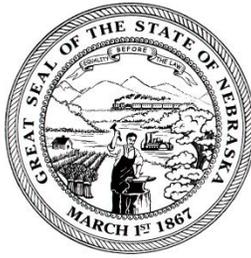
**NOTE: After completion of Agenda Item 9. the Board will temporarily adjourn.
The Board will reconvene at 1:30 PM to address Agenda Item 10.**

10. CONTRACT FOR NETWORK MANAGER REQUEST FOR REQUEST FOR PROPOSAL (RFP)
(CLOSED SESSION)
 - a) **Action Item:** Approve Network Manager Request for Proposal
 - b) **Action Item:** Approve RFP Evaluation Matrix

11. DATE FOR NEXT MEETING
To Be Announced

12. ADJOURNMENT
Action Item: Move to adjourn

Updated 11/12/2014



NEBRASKA STATE RECORDS BOARD

MINUTES

Meeting of August 6, 2014

Chairman Gale thanked Mr. Ryne Seaman (Banking Industry representative) for his 6 years of service on the board. Mr. Seaman's term ended on July 17, 2014. Chairman Gale presented Mr. Seaman with a State of Nebraska Secretary of State's Citation of Service and a state seal of Nebraska paperweight.

Chairman Gale introduced and welcomed two new members: Ms. Crystal Wichita, CIO, Cornhusker Bank who will represent the Banking Industry and Ms. Brenda Ealey, Branch Manager, Gere Library, representing the Libraries.

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 August 6, 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;
Don Stenberg, State Treasurer;
Scott Keene, representing the Insurance Industry;
Gerry Oligmueller, Acting Director of Administrative Services;
Brenda Ealey, representing Libraries;
Leslie S. Donley, representing the Attorney General;
Brenda L. Decker, representing the Governor;
Greg Osborn, representing the General Public;
Mike Konz, representing the Media;
Crystal Wichita, representing the Banking Industry

Absent:

Brian Buescher, representing the Legal Profession, arriving later;
Mike Foley, Auditor of Public Accounts, arriving later

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 April 7, 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.

Mr. Buescher arrived 9:07 A.M.

Agenda Item 4. ADOPTION OF AGENDA

Mr. Osborn moved to adopt the agenda as presented; seconded by Mr. Keene.

Voting For:	Buescher	Decker	Donley	Ealey	Gale
	Keene	Konz	Oligmueller	Osborn	
	Stenberg	Wichita			

Voting Against: None

Absent: Foley

The motion carried.

Agenda Item 5. APPROVAL OF MINUTES

Chairman Gale asked for a motion to approve the minutes of the May 7, 2014 meeting. Ms. Donley moved to approve the minutes; seconded by Ms. Decker.

Voting For:	Buescher	Decker	Donley	Gale	Keene
	Konz	Oligmueller	Osborn	Stenberg	

Voting Against: None

Not Voting: Ealey Wichita

Absent: Foley

The motion carried.

Mr. Foley arrived 9:12 A.M.

Agenda Item 6. PUBLIC COMMENT

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

Agenda Item 7. CHAIRMAN’S REPORT

Mr. Brent Hoffman, General Manager, Nebraska Interactive, LLC introduced the following Agreements and Addenda:

Agenda Item 7.a.1. Electronic Government Service Level Agreements between Nebraska Interactive, LLC, the NE State Records Board and the City of Arapahoe, Brown County, City of Elgin, Lincoln County, City of Ord, and the Village of Stratton. 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 Arapahoe (Addendum 1), Brown County (Addendum 1), City of Elgin (Addendum 1), Lancaster County (Addendum 4), Lincoln County (Addendum 1), City of Ord (Addendum 1), Sarpy County (Addendum 7), and the Village of Stratton (Addendum 1) . Signed by Chairman Gale pursuant to Board Authority.

Agenda Item 7.a.3. Electronic Government Service Level Agreement (EGSLA) between Nebraska Interactive, LLC, the NE State Records Board and the City of Red Cloud.
Mr. Keene moved to approve the EGSLA; seconded by Mr. Konz.

Voting For:	Buescher	Decker	Donley	Ealey	Foley
	Gale	Keene	Konz	Oligmueller	Osborn
	Stenberg	Wichita			

Voting Against: None

Absent: None

The motion carried.

Agenda Item 7.b. PRICEWATERHOUSECOOPERS ANNUAL AUDIT OF NEBRASKA INTERACTIVE, LLC DECEMBER 31, 2013 AND 2012

Mr. Foley reported he would convene the Finances Review Subcommittee and report on the audit at the November 19, 2014 meeting. Chairman Gale appointed Ms. Wichita to the Finances Review Subcommittee.

Mr. Oligmueller left at 9:35 A.M.

Mr. Oligmueller returned at 9:45 A.M.

Agenda Item 7.c. 2014 NEBRASKA.GOV Business Plan (Discussion)

Chairman Gale opened a discussion regarding the progress to date of the Nebraska.gov 2014 Business Plan. Mr. Hoffman responded to questions. Auditor Foley asked why the Department of Agriculture was not in the Business Plan since they are in need of multiple applications. Mr. Hoffman indicated most of the applications are non-revenue producing and would require a great deal of Nebraska.gov resources at no cost to the Department of Agriculture. Chairman Gale suggested the Department of Agriculture attend the next meeting in November to discuss the applications needed by their agency along with the costs involved in developing these applications by Nebraska.gov. Ms. Jessica Evers, Project Manager, Nebraska.gov, reported on the Court System and e-filing appeals.

Mr. Keene left at 9:47 A.M.

Mr. Keene returned at 9:52 A.M.

Agenda Item 8. EXECUTIVE DIRECTOR’S REPORT

Agenda Item 8.a. NSRB Cash Fund Balance Report

Ms. Danahy presented the June, 2014 Cash Fund Balance Report. It was agreed the OCIO Contract payments and grant payments would be moved to separate lines on the report for clarification. Ms. Decker moved to accept the cash fund balance report; seconded by Ms. Donley.

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

The motion carried.

Agenda Item 8.b. NSRB State/Local Grant Project Status Report

Ms. Danahy presented June, 2014 State/Local Grant Project Status Report.

Agenda Item 8.c. City of Blair, GIS-Based Electronic Records Management – Second Extension Request

Ms. Danahy presented the case for the City of Blair GIS –Based Electronic Records Management grant second extension request. Ms. Danahy explained the Board must approve second requests for grant extensions. Due to a major hail storm occurring on June 10, 2014 in the City of Blair the office has been overwhelmed with contractor registrations and building permit applications. Mr. Osborn moved to grant the request for a six month second extension (to December 31, 2014) to the City of Blair; seconded by Mr. Konz.

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

The motion carried.

Agenda Item 8.d. Final Grant Reports

Ms. Danahy reported the final reports from Boone County, Dakota County, Gosper County, Scotts Bluff County Mapping, Sherman County and Webster County were distributed to the board members electronically.

Ms. Decker discussed the GIS grants given to local government. Some of those grants required the recipients to provide a copy of the data collected to the State of Nebraska, OCIO. Ms. Decker said they are working on getting the data from the counties, but some are reluctant to provide it. She will let the board know if the efforts of the OCIO to obtain this information is successful.

Chairman Gale appointed Ms. Ealey to the Orientation and Policies/Guidelines Subcommittee.

Agenda Item 9. NEBRASKA.GOV REPORTS

Agenda item 9.a. New VISA Transparency Rule – Update

Mr. Hoffman reported he has been talking with the Treasurer's staff; he did not have any new updates. Mr. Stenberg reported VISA has changed the rule to allow merchants to charge percentage fees; however, there are still some outstanding issues.

Agenda Item 9.b. General Manager's Report

Mr. Brent Hoffman, General Manager, Nebraska.gov presented the 2nd Quarter 2014 General Manager's Report.

Agenda Item 9.c. Project Priority Report

Mr. Hoffman presented the Project Priority Report. Mr. Konz moved to approve the Project Priority Report; seconded by Ms. Donley.

Voting For:	Buescher	Decker	Donley	Ealey	Foley
	Gale	Keene	Konz	Oligmueller	Osborn
	Stenberg	Wichita			

Voting Against: None

Absent: None

The motion carried.

Chairman Gale welcomed Mr. Scott Somerhalder, Vice President of Portal Operations for NIC to the meeting.

Chairman Gale declared a recess at 11:00 A.M.

Chairman Gale reconvened the meeting at 11:20 A.M.

Mr. Oligmueller did not return immediately after the break.

Agenda Item 10. OCIO CONTRACT FOR NETWORK MANAGER REQUEST FOR PROPOSAL (RFP)

At 11:20 A.M. Ms. Donley moved that the Nebraska State Records Board go into closed session for the limited purpose of discussing and reviewing a draft of the request for proposal for Network manager to manage the Nebraska.gov Network and for the protection of the public interest; seconded by Ms. Decker.

Chairman Gale repeated the motion.

Voting For:	Buescher	Decker	Donley	Ealey	Foley
	Gale	Keene	Konz	Osborn	Stenberg
	Wichita				

Voting Against: None

Absent: Oligmueller

The motion carried.

Mr. Oligmueller returned at 11:25 A. M.

Chairman Gale declared a lunch recess at 12:35 P.M.

Chairman Gale reconvened the meeting at 1:05 P.M.

Mr. Foley left at 1:35 P.M.

Mr. Osborn left at 2:12 P.M.

Mr. Osborn returned at 2:20 P.M.

Mr. Foley returned at 2:25 P.M.

At 5:00 P.M. Ms. Donley moved that the Nebraska State Records Board adjourn from this closed session and return to the public meeting portion of the Nebraska State Records Board; seconded by Mr. Konz.

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

The motion carried.

Agenda Item 11. DATE FOR NEXT MEETING

Chairman Gale announced the next NE State Records Board meeting will be held on Wednesday, November 19, 2014 at 9:00 A.M., Room 1507, NE State Capitol, Lincoln, NE.

Agenda Item 12. 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 5:10 P.M.

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

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.

<u>New EGSLA</u>	<u>NSRB Chairman Signature</u>
Antelope County	11/10/2014
Dakota City, City of	09/30/2014
Elmwood, Village of	09/30/2014
Fort Calhoun, City of	07/30/2014
Greeley, Village of	09/03/2014
Pawnee City, City of	09/03/2014

**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

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

and effect under this new agreement until such time as they are cancelled, terminated, or amended in accordance with the terms of this agreement or expire under their own terms and shall be considered addendums to this new agreement.

22) ENTIRE AGREEMENT - This Agreement constitutes the complete and exclusive statement of the agreement between the parties hereto and supersedes all other prior written or oral contracts between the parties with respect to the subject matter hereof.

23) GOVERNING LAW – This Agreement shall be governed in all respects by the laws and statutes of the State of Nebraska.

24) SEVERABILITY - If any term or condition of the Agreement is declared by a court of competent jurisdiction to be illegal or in conflict with any law, the validity of the remaining terms and conditions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the Agreement did not contain the particular provision held to be invalid.

25) ORDER OF PRECEDENCE – In the event of an inconsistency between the documents of this Agreement, the inconsistency will be resolved by giving precedence in the order indicated to the following:

- a. Any amendments to the Master Contract
- b. The Master Contract
- c. An addendum to this Agreement
- d. This Agreement

IN WITNESS WHEREOF, the parties hereto have caused this instrument to be executed by their duly authorized official or officers.

Nebraska Interactive, LLC (Manager)

<Partner Name>

General Manager

Date

<Authorized Person Title>

Date

Nebraska State Records Board (NSRB)

Chairman

Date

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

Dakota City, City of	(Addendum One)	09/30/2014
Elmwood, Village of	(Addendum One)	09/30/2014
Fort Calhoun, City of	(Addendum One)	07/30/2014
Greeley, Village of	(Addendum One)	09/03/2014
Pawnee City, City of	(Addendum One)	09/03/2014
Red Cloud, City of	(Addendum One)	08/06/2014

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
PayPort Credit Card	Full statutory/assessed fee charged by Partner	2.49%	10% of Nebraska.gov Portal Fee
PayPort Electronic Check	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)

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:

- City of Dakota City
- Village of Elmwood
- City of Fort Calhoun
- Village of Greeley
- City of Pawnee City
- City of Red Cloud

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.

**Addendum Eight (Revised)
to the
Interagency Agreement Between
Nebraska Supreme Court
and
Nebraska State Records Board**

This Addendum Eight (Revised) to the Interagency Agreement between the Nebraska Supreme Court and the Nebraska State Records Board 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. This addendum supersedes and replaces prior Addendum 8.

Service: Court Case Search

***Price Structure:**

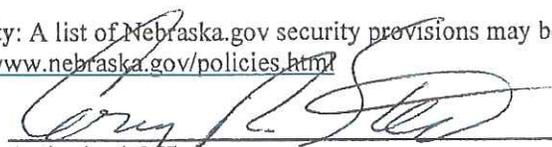
Service	User Fee	Nebraska.gov Receives	Nebraska Supreme Court Receives
** Court Case Search Unlimited Access - Bulk (JUSTICE/SCCALES)	\$500/Monthly	\$250/Monthly	\$250/Monthly
Court Case Search Interactive JUSTICE – per record	\$1.00	\$.50	\$.50
Judgment Case Search Interactive JUSTICE – per record	\$1.00	\$.50	\$.50
Appellate Case Search Interactive SCCALES – per record	\$1.00	\$.50	\$.50

** Free unlimited access will be made available only with the express written permission of the data owner.*

***Court Case Search Unlimited Access (Bulk) will now include Judgment Case Searches and Appellate Case Searches*

Terms: Nebraska.gov will process the total of all transactions through the state selected credit card merchant. These funds will be deposited on behalf of the Nebraska Supreme Court. Nebraska.gov will submit an invoice to the Nebraska Supreme Court for the total amount of the Nebraska.gov Transaction Fee's collected at the close of each month. Terms of payment are net 45 days.

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

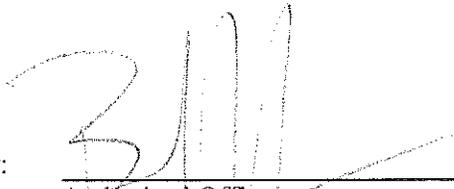
By: 
Authorized Officer
Nebraska Supreme Court

Date: 8-27-14

By: _____
Authorized Officer
Nebraska State Records Board

Date: _____

By:



Authorized Officer
Nebraska Interactive

Date:

8-27-14

Summary
State Court Administrator
Addendum Eight (Revised)

Project: Fee Structure

Project Proposal:

Now that Court Case Search Unlimited Access (Bulk) will include more search functionality, judgment case search and a new service, Appellate Case Search, the State Court Administrator and Nebraska Interactive agree that a rate increase to \$500 (from \$300) is reasonable. There has been no price increase for high volume users of JUSTICE case information in the previous years the service has been offered.

Court Case Search Interactive rate will remain unchanged. Users may view court case information for \$1 per case. The information provided is identical to the information a Bulk subscriber would receive.

It has also been agreed that Judgment Case Search for subscribers will be \$1 per details viewed. The information provided to the user is identical to the case information provided to users that use the current Court Case Search service to perform a court case or name search in JUSTICE.

The information provided from the Appellate Case Search Service (SCCALLES) is similar to the information provided to users when a Trial Court Case Search is performed and the same user base is expected. However, the volume of searches is anticipated to be minimal compared to trial case search. Appellate Case Search Unlimited Access (Bulk) will include JUSTICE case search. Based upon the JUSTICE case search rate, the State Court Administrator and Nebraska Interactive agree that a \$500 rate is reasonable.

It has also been agreed that Appellate Case Search Interactive (SCCALES) for subscribers will be \$1 per details viewed. The information provided to the user is similar to the case information provided to users that use the current Court Case Search service to perform a court case or name search from JUSTICE.

Current Process:

Court Case Search Unlimited Access (Bulk) is currently offered for \$300 per month. This service provides the user case information, status, financials and document images filed.

Search filter by judgment date is not offered as an online service. This information is available for the public by using the JUSTICE public access terminals at the court. Users are only able to retrieve information on cases within the county they are using the terminal. However, these terminals are being replaced with self-serve, web based kiosks and the search by judgment date option will no longer be available.

There is currently no online service to retrieve Appellate case information from the SCCALES database. Those interested must request paper copies from the Court of Appeals.

Nebraska Interactive value includes:

- Project Management
- Development
- Ongoing Maintenance

- Network Security
- Customer Service (account management, technical support, invoicing, etc.)
- Disaster Recovery
- System Administration
- Marketing Materials
- Training
- PCIDSS Compliance
- Google Analytics
- Overhead Costs
- Other

Information on what the fee presented is based upon:

Nebraska Interactive performed a cost benefit analysis to determine the percentage of users that will continue to benefit with a rate increase for Court Case Search Unlimited Access (Bulk). Current subscribers view an average of 2000 cases per month, with 67% searching more than 500 cases per month (only 19 users searching between 300 and 500 cases per month). This case search average is expected to increase with the introduction of new services and functionality.

The information provided from the Appellate Case Search Service is similar to the information provided to users when a Trial Court Case Search is performed and the same user base is expected. However, the volume of searches is anticipated to be minimal compared to trial case search.

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

Nebraska Interactive has 96 Court Case Search Unlimited Access (Bulk) subscribers. It is anticipated that with the rate increase, those that perform less than 500 views may change their subscription to use the \$1 case search service, but usage is expected to remain the same. The projected increase in potential users is unknown.

There is also an expectation of increase in volume for judgment case search; however, this measure is unknown.

The volume of users for the Appellate Case Search Service is unknown.

Expected rate of return (in what time period):

The expected rate of return is unknown.

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

Nebraska.gov assumes all the upfront costs and investments associated with these projects. There is no guarantee that anyone will use the services developed and no guaranteed rate of return.

NI's risk (in providing this service):

Nebraska.gov assumes all the upfront costs and investments associated with these projects. There is no guarantee that anyone will use the services developed and no guaranteed rate of return.

**Addendum Nine
to the
Electronic Government Service Level Agreement Between
Nebraska Interactive, LLC,
Nebraska Department of Agriculture,
and
Nebraska State Records Board**

This Addendum Nine 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 the Nebraska Department of Agriculture 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 Nebraska Department of Agriculture has authority to assess and collect the fees described herein.

This Addendum Nine includes the following services and supersedes and replaces the previous pricing structures set forth below:

- Addendum Three, Applicator Permit Pricing Structure dated March 4th, 2010.
 - Department of Agriculture Fee: \$3 for Commercial /\$2 for Private Permits
- Addendum Four, Measuring Device Pricing Structure dated July 21st, 2011.
 - User Fee: \$1.75 + 2.49% Credit Cards/\$1.75 ACH
- Addendum Six, Online Licensing Services Suite (Corn, Wheat, Grain Sorghum Fee Collection, Imported Egg Reporting Form, Dry Bean Reporting Form, Dairy Reporting Form, Poultry and Egg Reporting Form, Turkey Fee Reporting Form, Grape and Wine Exercise Tax, Potato Reporting Form, Food Establishment Permit Renewals and Pesticide Dealers and Product Registration Renewals) Pricing Structure dated May 13th, 2011.
 - User Fee: \$1.75 + 2.49% Credit Cards/\$1.75 ACH
- Addendum Seven, Online Licensing Services Suite (Feed, Fertilizer and Ag Lime Renewal, Commercial Feed, Fertilizer, Ag Lime (Tonnage) Inspection Fee Payment Report, Small Package Product Fee Report, Auction Market Inspection Fees, Milk Act Renewal Notice, Milk Inspection Fee Report, Nursery License fees and Inspection Services) Pricing Structure dated November 6th, 2013.
 - User Fee: \$1.75 + 2.49% Credit Cards/\$1.75 ACH

Additional services included in Addendum Nine:

- Auction Market License Fees
- Livestock Dealer License Fees
- Pet Feed and Renders License Fees
- Phytosanitary and Corn Borer Fees
- Weed Book Fees
- Lab Service Fees
- Seed Fees
- Certificate Of Free Sale Fees
- Dog and Cat License Fees

Project: Fee Structure

Revenue Type: Instant Access

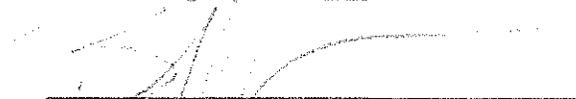
Implementation: Fee changes will be implemented no later than July, 2015 for current services and not before NSRB approval.

Service	Dept. of Agriculture Fee (User)	Nebraska.gov Portal Fee	NSRB Share
Online Licensing Services Suite Credit Card	Full statutory/assessed fee charged by Partner	2.49% plus \$3.00*	10% of Nebraska.gov Portal Fee
Online Licensing Services Suite Electronic Check	Full statutory/assessed fee charged by Partner	\$3.00*	10% of Nebraska.gov Portal Fee

*The Department of Agriculture will be paying the \$3.00 Nebraska.gov portal fee. Online users will pay 2.49% of the Department of Agriculture statutory/assessed fee if they pay for the service via a credit card. Online users will not pay a portal fee if they pay for the service via electronic check.

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 the NSRB and the Department of Agriculture

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

By: 
 Authorized Officer
 Nebraska Interactive, LLC

Date: 11/12/14

By: _____
 Authorized Officer
 Nebraska State Records Board

Date: _____

By: 
 Authorized Officer
 Nebraska Department of Agriculture

Date: 11-12-2014

Summary
Nebraska Department of Agriculture
Addendum Nine

Project: Fee Structure

Project Proposal:

NDA is interested in maximizing adoption and has requested to eliminate the flat user fee (users will continue to pay 2.49% when credit cards are used to cover the cost of merchant processing and banking fees.). To meet this need, fund the NDA request for additional and enhanced online services (which includes direct data communication, single sign-on and future projects that are mutually determined beneficial) and to address the imbalance of revenue versus cost (see graph 3), NDA and Nebraska Interactive have agreed to a \$3 internal agency fee per transaction.

Current Process:

Since 2010, Nebraska Interactive has provided nearly \$250,000 in value to the Department of Agriculture. Due to current adoption rates and existing price structures net revenue has produced \$17,102.03 within the last four years (2010-2013).

NDA currently receives files via FTP that include all data per transaction. The majority of these files are used by NDA staff for data entry into the NDA database. For NDA to realize the benefit of online services, NDA and Nebraska.gov have agreed to enhance each application to directly insert data into their database (Direct Data Communication). This will reduce staff hours recognized by NDA.

Nebraska Interactive's value includes:

- Project Management
- Development
- Ongoing Maintenance
- Network Security
- Customer Service (account management, technical support, invoicing, etc.)
- Disaster Recovery
- System Administration
- Marketing Materials
- Training
- PCIDSS Compliance
- Google Analytics
- Other
- Overhead cost

Graph 1: Summary

Year	Total Value	NI Net Revenue
2010	\$43,586.00	\$2,403.28
2011	\$106,863.00	\$5,508.45
2012	\$46,208.00	\$3,076.11
2013	\$44,363.00	\$6,283.95

Total \$241,020.00 \$17,271.79

Graph 2: 2013 Nebraska Interactive Net Revenue

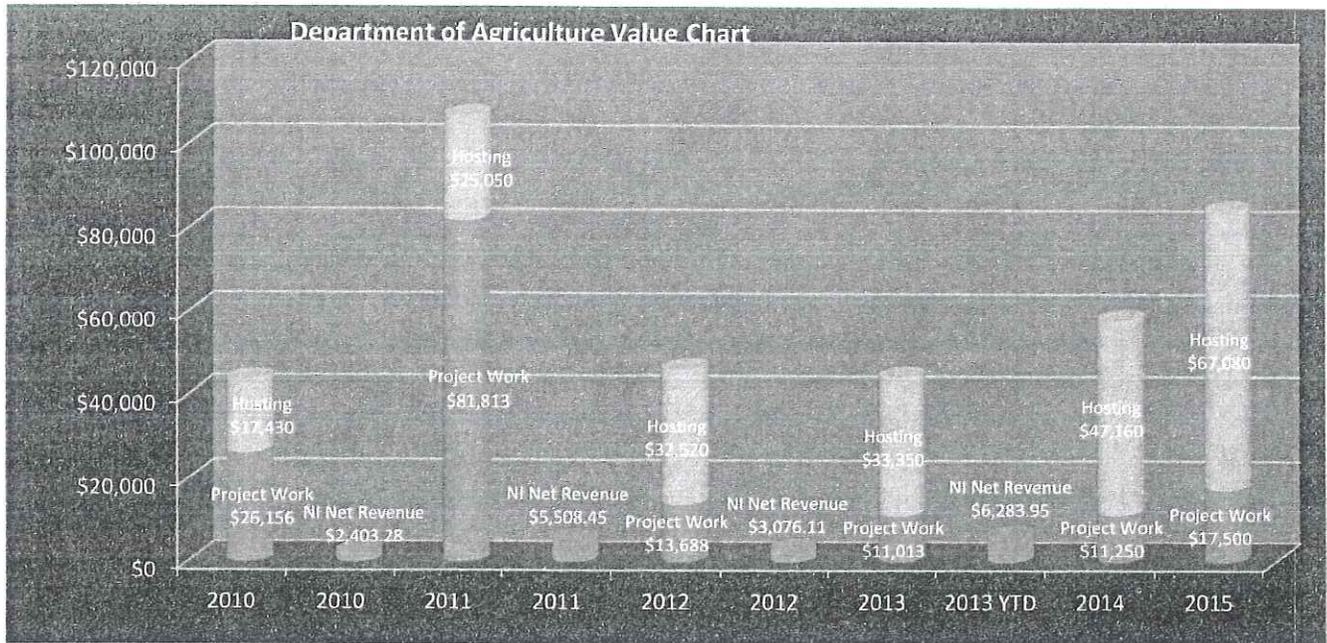
Service Name	Launch Date	Market Potential	Actual Trans	Adoption	Portal Fees	Paid By	NI Gross	NSRB Share	Est. Merchant Fees	NI Net
Food License Renewals	01/2000	6908	810	12%	\$1.75 + 2.49%	User	\$2,456.48	\$245.65	\$1,025.75	\$1,185.08
Pesticide Renewals	01/2000	2096	321	15%	\$1.75 + 2.49%	User	\$3,080.91	\$308.09	\$2,451.90	\$320.92
Applicator Permits	02/2010	9328	3685	40%	\$3 Commercial/ \$2 Private	NDA	\$8,578.00	\$857.80	\$4,145.42	\$3,574.78
Measuring Device	07/2010	4963	376	8%	\$1.75 + 2.49%	User	\$1,587.78	\$158.78	\$1,056.93	\$372.07
Dry Bean	07/2011	64	29	45%	\$1.75 + 2.49%	User	\$130.82	\$13.08	\$18.22	\$99.51
Corn Wheat Sorghum	07/2011	2636	166	6%	\$1.75 + 2.49%	User	\$462.86	\$46.29	\$168.87	\$247.70
Import Egg	07/2011	88	41	47%	\$1.75 + 2.49%	User	\$74.05	\$7.41	\$2.66	\$63.99
Turkey	01/2012	24	17	67%	\$1.75 + 2.49%	User	\$29.75	\$2.98	\$0.00	\$26.78
Dairy	01/2012	96	42	39%	\$1.75 + 2.49%	User	\$73.50	\$7.35	\$0.00	\$66.15
Egg	01/2012	36	0	0%	\$1.75 + 2.49%	User	\$0.00	\$0.00	\$0.00	\$0.00
Grape and Wine	06/2012	44	17	39%	\$1.75 + 2.49%	User	\$47.88	\$4.79	\$17.70	\$25.39
Potato	06/2012	15	9	60%	\$1.75 + 2.49%	User	\$15.75	\$1.58	\$0.00	\$14.18
FFAL Renewal	11/2013	2875	192	7%	\$1.75 + 2.49%	User	\$423.75	\$42.38	\$93.97	\$287.40
Total		29173	5705				\$16,961.53	\$1,696.15	\$8,981.43	\$6,283.95

2.49% applied when credit cards are used only

Information on what the fee presented is based upon:

- 51% of NI Net Revenue is contributed to by NDA.
- NDA average cost per transaction is \$2.40.
- Only 7% of NI's value has been recovered within the last four years
- \$15,000 Grant funds received in 2013 were allocated to development and project management of three new services launched in the fourth quarter of 2013. *Project hours and funds for those projects are not reflected in the value chart below because they have been allocated.*

Graph 3: Value Chart



2014/2015 Project work is estimated at 10 hours per service per year

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

Adoption averages on existing applications reached 20% in 2013 and had a market potential of 29,173 transactions. Recognizing historical trends, new applications within their first year have average adoption of 10% or less, and less than 20% in year two. NDA has begun an initiative to notify their customer base by email or post card that action is required and no longer mail hard copy forms and by eliminating the flat fee assessed to the public, they believe a higher rate adoption will be reached.

Expected rate of return (in what time period):

At current adoption rates on existing applications, the expected return per year is \$16,628.61 (\$3 portal fee at an estimated 5,543 transactions). There is no guarantee that anyone will use the services developed and no guaranteed rate of return.

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

Nebraska.gov assumes all the upfront costs and investments associated with these projects. There is no guarantee that anyone will use the services developed and no guaranteed rate of return.

NI's risk (in providing this service):

Nebraska.gov assumes all the upfront costs and investments associated with these projects. There is no guarantee that anyone will use the services developed and no guaranteed rate of return.



LANCASTER COUNTY TREASURER
ANDY STEBBING

555 South 10th Street, Suite 102
Lincoln, NE 68508

William E. Jarrett
Chief Deputy

Phone (402) 441-7425
Fax (402) 441-8841
www.lancaster.ne.gov/treasurer

October 14, 2014

Honorable John Gale
Secretary of State
P.O. Box 94608
Lincoln, NE 68509-4608

Dear Chairman Gale,

I am writing to request the Nebraska State Records Board and the State DMV consider a review of the State DMV program portal fees (convenience fees) for both echeck (paying with a checking/savings account) and credit cards. Upon completing some comparisons with other government industry ecommerce solutions, the fees charged by the current Nebraska State Records Board/State DMV vendor seems disproportionate to other industry vendors providing services to government entities.

My office renegotiated services this last year with our current vendor providing both echeck and credit card acceptance services. The new contract terms negotiated a 50% reduction in echeck service convenience fees (paying with a checking/savings account) and a reduction in the credit card processing costs.

Additionally, I would also encourage the State DMV consider placing a portal fee calculator on the DMV initial payment page. This would allow for more transparency in the disclosure of fees related to online payments. Another feasible option in lieu of a fee calculator would be to include verbiage that would disclose the percentage charged or applicable fees at the start of the transaction. Many complaints received by my office revolve around the disclosure of the fees related to these services late in the transaction process.

Thank you for your consideration of this request.

Andy Stebbing
County Treasurer

CC: Honorable Dave Heineman, Governor
Rhonda Lahm, Director, State of Nebraska DMV
Betty Johnson, Vehicle Services Administrator, State of Nebraska DMV



LANCASTER COUNTY TREASURER
ANDY STEBBING

555 South 10th Street, Suite 102
Lincoln, NE 68508

William E. Jarrett
Chief Deputy

Phone (402) 441-7425
Fax (402) 441-8841
www.lancaster.ne.gov/treasurer

Honorable Mike Foley, Auditor of Public Accounts
Honorable Don Stenberg, Nebraska State Treasurer
Honorable Jon Bruning, Attorney General
Gerry Oligmueller, Acting Director of Administrative Services
Greg Osborn, Board Member, Nebraska State Records Board
Crystal Wichita, Board Member, Nebraska State Records Board
Brenda Ealey, Board Member, Nebraska State Records Board
Mike Konz, Board Member, Nebraska State Records Board
Scott Keene, Board Member, Nebraska State Records Board
Brian Buescher, Board Member, Nebraska State Records Board
Larry Dix, Executive Director, NACO
Larry Hudkins, Chair, Lancaster County Board of Commissioners



STATE OF NEBRASKA

JOHN A. GALE
SECRETARY OF STATE

P.O. Box 94608
State Capitol, Suite 2300
Lincoln, NE 68509-4608
Phone 402-471-2554
Fax 402-471-3237
www.sos.ne.gov

October 31, 2014

Lancaster County Treasurer Andy Stebbing
555 South 10th Street Suite 102
Lincoln, NE 68505

Dear Treasurer Stebbing,

Thank you for your letter dated October 14, 2014, requesting that the Nebraska State Records Board and the State DMV consider a review of the State DMV program portal fees (convenience fees) for both echeck (paying with a checking/savings account) and credit cards.

You state a concern that the fees charged by the current Nebraska State Records Board/DMV vendor seems disproportionate to other industry vendors providing services to government entities.

As you probably know, there are some 268 online services provided to state and local subdivision agencies through the portal network vendor, Nebraska Interactive, Inc. (NII), one of 28 state affiliates of National Information Consortium (NIC). NII has won three RFP public bidding proposals over a period of 16 years, and there will be a new RFP being issued in the near future to put this network portal vendor contract out for potential bidder review and participation.

During the contract with NII, the Nebraska State Records Board has approved a meaningful number of new online services with proposed convenience fees related to the Department of Motor Vehicles. Governor Heineman has been very urgent and supportive of these online applications to provide user-friendly online opportunities for citizens dealing with the DMV. The NSRB consists of 12 members which includes the five constitutional executive officers and representatives of five industries (banking, law, media, libraries, and insurance), plus the Director of the Department of Administrative Services (DAS) and a public representative. The NSRB has reviewed and approved the proposed online service fees associated with DMV applications.

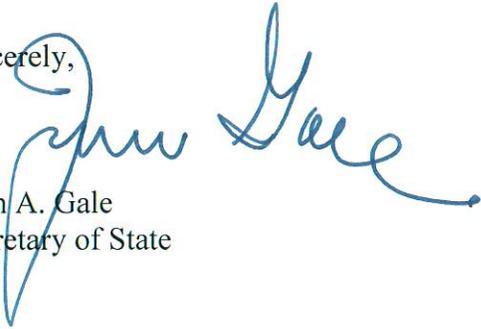
There are a number of things that might be quite different in this statewide portal network service than what individual agency vendors might be charging for online payment services to single

agencies The State's current portal contract utilizes the self-funded model, whereby the state's portal manager must fund its operations and infrastructure through user fees. There are considerable services provided by NII to the state such as furnishing all of the design, development, launching and maintenance of online applications without charge to the state. NII is also responsible for maintenance and updates to the state website, maintaining a number of state agency websites, as well as all of the infrastructure costs such as hardware, software, and network costs associated with the portal. In addition, a portion of NII revenue is used by the NSRB to provide grants to state and local government agencies to improve public access to information and services.

The Nebraska State Records Board will consider your concerns at a meeting in the near future and have a dialogue with Rhonda Lahm, Director of the Department of Motor Vehicles regarding those concerns. DMV approved each of the fee structures for each online service being offered, so such fees receive considerable oversight.

Thank you for expressing your thoughts on this subject as well as the other subjects in your letter. We appreciate hearing from users of the State Portal Network and user ideas on how to improve the services and to keep fees reasonable for all parties involved.

Sincerely,



John A. Gale
Secretary of State

NSRB - CASH FUND BALANCE
State Records Board - Revenues & Expenditures

FY 14-15

	<u>Jul, 2014</u>	<u>Prior Year Jul, 2013</u>	<u>Aug, 2014</u>	<u>Prior Year Aug, 2013</u>	<u>Sep, 2014</u>	<u>Prior Year Sep, 2013</u>
<u>Revenues:</u>						
Sale of Service	\$574,468.52	\$524,411.66	\$582,336.65	\$567,208.78	\$625,837.08	\$602,765.03
General Business Fees	\$47.50	\$69.96	\$46.83	\$64.55	\$54.54	\$68.26
Driver Records	\$582.00	\$1,745.00	\$922.00	\$1,047.00	\$489.00	\$644.00
Investment Income	\$1,504.06	\$1,200.30	\$1,532.27	\$1,282.14	\$1,355.11	\$1,276.25
Total	\$576,602.08	\$527,426.92	\$584,837.75	\$569,602.47	\$627,735.73	\$604,753.54
<u>Expenditures:</u>						
State Agency Payment	\$361,960.61	\$336,965.24	\$366,466.17	\$360,915.00	\$384,341.23	\$388,682.57
NIC	\$181,438.43	\$164,673.74	\$186,944.24	\$180,808.07	\$211,100.20	\$190,436.92
Grant Payments	\$57,326.00		\$0.00			\$0.00
Other Contractual Services			\$3,466.20	\$0.00		
Personal Services	\$4,793.76	\$4,623.31	\$4,793.58	\$4,623.30	\$4,793.72	\$4,623.36
Misc. Expense	\$172.45	\$702.13	\$474.12	\$68.20	\$188.57	\$97.43
Total	\$605,691.25	\$506,964.42	\$562,144.31	\$546,414.57	\$600,423.72	\$583,840.28
<u>Profit (Loss)</u>	(\$29,089.17)	\$20,462.50	\$22,693.44	\$23,187.90	\$27,312.01	\$20,913.26
<u>Fund Balance:</u>	\$747,223.00	\$678,104.37	\$769,916.44	\$701,292.27	\$797,228.45	\$722,205.53
Grant Encumbrances					\$10,080.00	\$230,065.00
Unencumbered Funds					\$787,148.45	\$492,140.53

State/Local Grant Project Status Report - 9/30/2014

Agency Name	Project Description	Date Grant Awarded	Original Grant Amount	Grant Balance Remaining	Balance Status	Stated Completion Date	Date of Last Payment
Blair, City of	GIS-Based Electronic Records Management	7/31/2013	\$10,080	\$10,080		Extended to December, 2014	
Boone County	Assessor GIS & County WebGIS	7/31/2013	\$19,913	\$0		June 30, 2014	Completed July, 2014
Scotts Bluff County Mapping	County WebGIS	7/31/2013	\$17,500	\$0		June 30, 2014	Completed July, 2014
Webster County	Assessor GIS	7/31/2013	\$19,913	\$0		June 30, 2014	Completed July, 2014
TOTALS			\$67,406	\$10,080			

Business Plan Update General Manager's Report

Third Quarter

July 2014 – September 2014

Nebraska.gov
301 S 13th Street, Suite 301
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2014 Marketing Plan Objective

2014 Master Contract – Section IV | E | p - 31

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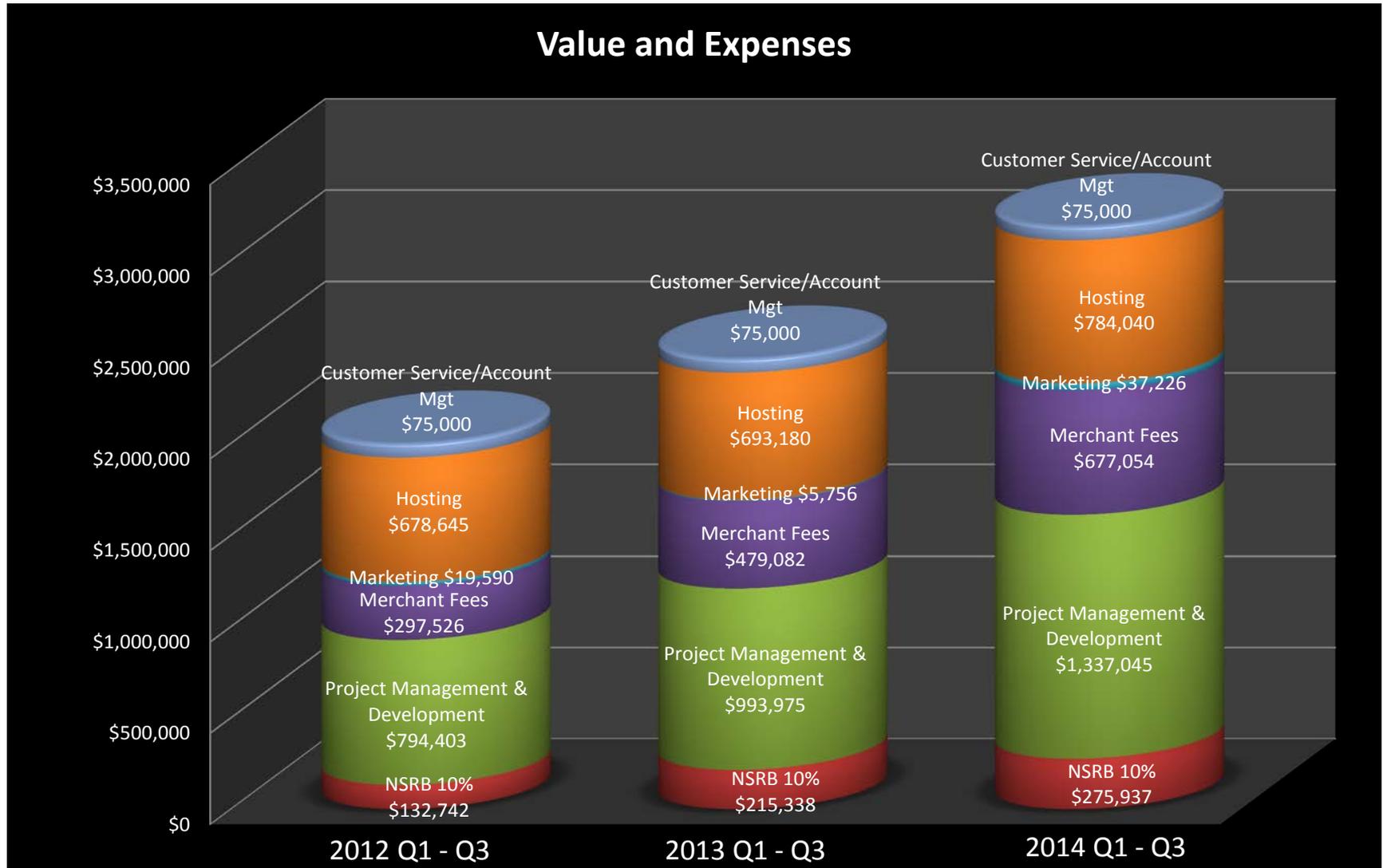
Overview of Portal Financials and Value

	2014	2013	2014	2013
	September	September	YTD	YTD
Total Gross Revenue	\$748,305	\$647,729	\$6,880,542	\$6,186,071
10% NSRB Partner Share	\$27,786	\$21,919	\$275,937	\$215,338
Agency Share	\$325,495	\$310,577	\$2,887,531	\$2,960,895
COR Other (Communication, Data Processing and Other Costs)	\$63,690	\$45,360	\$682,954	\$484,477
Total Cost of Revenue	\$416,972	\$377,856	\$3,846,421	\$3,660,710
Nebraska Interactive Gross Revenue	\$331,301	\$269,880	\$3,033,515	\$2,525,464
Operating Expenses	\$240,138	\$200,510	\$2,046,221	\$1,833,951
Nebraska Interactive Pre-Tax Income (Loss)	\$91,163	\$69,370	\$987,294	\$691,513
Nebraska Interactive Provision for Income Tax Expense (Benefit)	\$36,535	\$27,802	\$395,673	\$277,090
Nebraska Interactive Net After-Tax Income (Loss)	\$54,628	\$41,568	\$591,621	\$414,423

2013 Margin Comparison

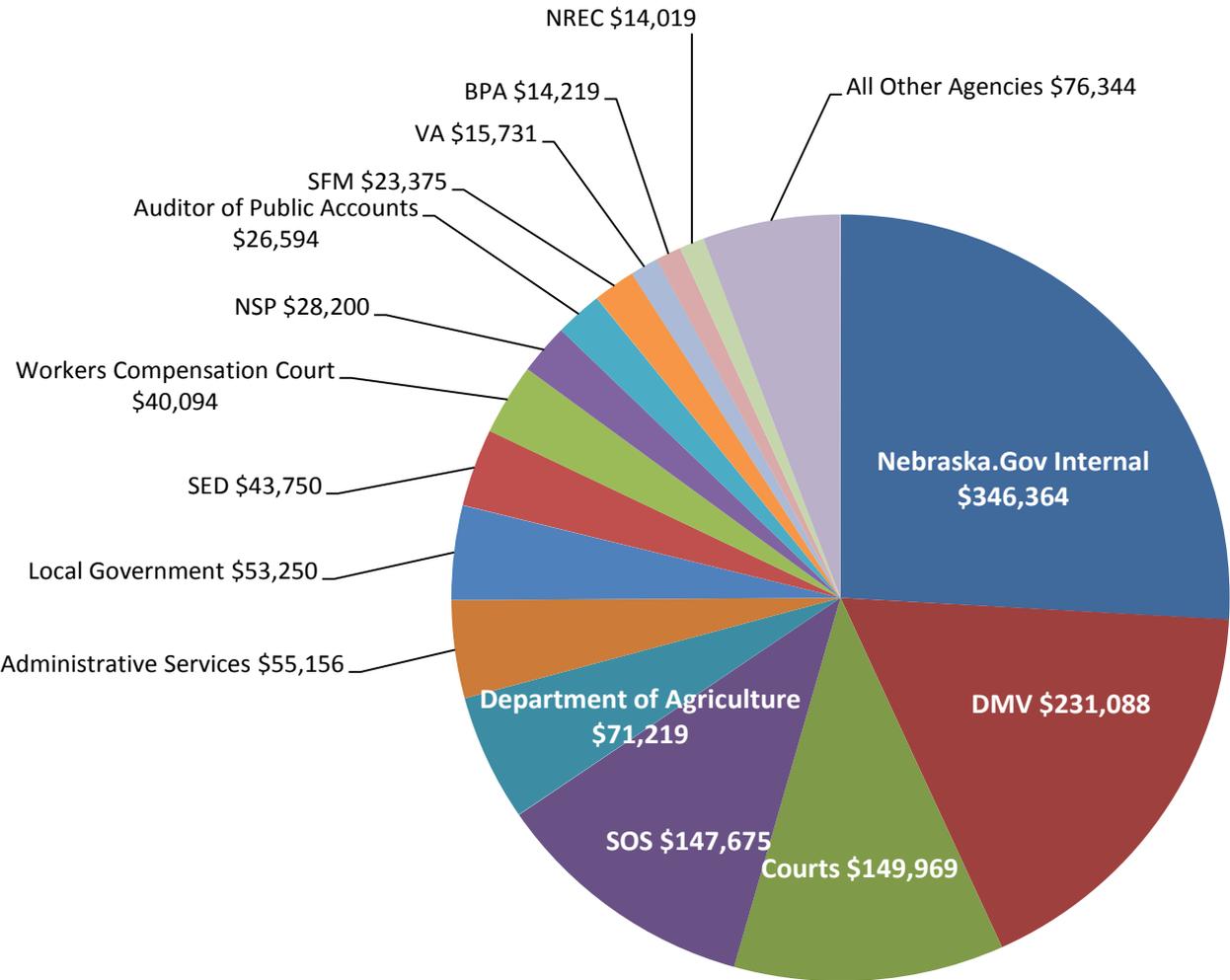
	NE Interactive, LLC	NIC Inc.	Oracle	Microsoft	Google	eBay	Average
Operating income margin %	22%	21%	39%	34%	23%	21%	30%
Net after-tax income margin %	13%	13%	29%	28%	22%	18%	24%
EBITDA %	23%	24%	55%	39%	30%	30%	39%

Overview of Portal Financials and Value continued



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

Project Management & Development Cost Avoidance = \$1,337,045 (YTD)



Business Plan Portal Strategies # 1: Value Reporting to our Partners

NEBRASKA.GOV
 301 South 13th Street, Suite 301
 Lincoln, NE 68508
 Phone: 402-471-7810 | Toll-Free: 800-747-8177 | Fax: 402-

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Invoice: Non Bill

Associated Services
Abstracters License Searches
Accountant Continuing Education
Accountant Disciplinary Action Database Search
Accountant Integrated Data System
Accountant License Renewals
Accountant/Firm Licensee Database Search
AG - Feed, Fertilizer and Lime Permit Renewal
AG - Feed, Fertilizer and Liming Tonnage Report
AG - Small Package Fee Report
AG_Dairy Renewals
Ag_Dairy Reports
Appealate Courts Case Search
Audit and Budget Searches for State and Local
Audit Searches for State and Local Government
Audit Submission Form for Local Government
Auditor Interlocal Agreement Submission Form
Auditor of Public Accounts Bond Filing Submis
Auditor of Public Accounts Reports Issued Sea
Auditor of Public Accounts Reports Issued Sea
Beer Wholesaler Reporting System
Bill Tracker
Birth Certificate Online Order Form
Birth Certificate Request Administration
Budget Submission Form for Local Governme
Business One Stop
Business Reporting - Reporting Only
Campaign Finance - Search & Retrieval
Campaign Finance Reporting - Administration
Campaign Finance Reporting - Candidate and
(B1)
Campaign Finance Reporting - PAC statement
Campaign Finance Reporting - Union or Assc
Campaign Finance Reporting System
Certified Driver Record (CDR) Search
ClickBackground
ClickDMV
Commercial Driver License Practice Test
Commercial Driver License System
Cornhusker State Industries
Corn-Wheat-Grain Sorghum Quarterly Rep
Corporate Certificates of Good Standing
Corporate Document eDelivery Filing
Corporate Document eDelivery System
Corporate Document Image Searches
Corporate Letters of Good Standing
Corporate Monthly Batch Search & Retrieval
Corporate Records Search - CC
Corporate Records Search - Subscriber
Corporate Records Special Request Search

Corporation Occupation Tax Reports
Cost Avoidance Calculator
Court Attorney Information Portal
Court Bulk Garnishment ePayments
Court Case Hearing Calendar Search
Court Case Name Search
Court Case Name Search (One-Time)
Court Case Number Search
Court Case Search
Court Case Search (Bulk)
Court Citation Payments
Court Document Bulk eFiling
Court document eFiling
Court document eFiling 2.0
Court eFiling Clerk Review
Court eFiling Judge Review
Court ePayments
Court Hearing Scheduler
Courts Juror Form
Courts_Reporter of Decisions Opinions_
Criminal Hist
Criminal Hist
Criminal Hist
DAS Awarde
DAS Budget
DAS State Bi
DMV Licen
DMV Lobby
Driver Licen
Driver License Record (DLR) Search - Su
Driver License Reinstatements
Driver License Services
Driver License Services - Change of Add
Driver License Status Check
Driver Privilege Services
EFS
EFS Continuations & Terminations
EFS Original Filings
Electrical Contractor Permit
Electrical Homeowner Permit
Electrical License Multi-State Reciproci
Electrical License Multistate Reciproci
Electrical Licensee List Orders
Electrical Permits
Electrician Apprentice Registration
Electrician License Application
Electricians License Renewal

Engineer and Architect License Renewals
Engineer and Architect Reciprocity
Engineering License Renewals
Engineers and Architects Licence Database S
Event Registration
Event Registration - Local
Event Registration System
Farmers' Market Nutritional Database - Adr
Farmers' Market Nutritional Database - Pub
Farmers' Market Nutritional Database - Ven
Farmers' Market Nutritional Program Datab
Federal Surplus Property Website
Fireworks Display Permit search
Fireworks Display Permits
Fireworks License/Permit Search
Fireworks Licensing
Fireworks Retail License application
Food Establishment Permit Renewal
Global Messaging Application System
Governor's Excellence in Wellness Award
Grant Application
Handicap Permits

Nebraska Payment Engine	36.75	5	\$4,593.75
Nebraska.gov Portal	1098.25	30	\$137,281.25
New Service	38.25	6	\$4,781.25
Nonprofit Corporation Biennial Reports	0	1	\$0.00
PayPort (all except courts)	4.5	1	\$562.50
PayPort (OTC)	372.5	67	\$46,562.50
Pesticide Applicator License Renewal	1.5	2	\$187.50
Project Management - Reporting Only	14.5	2	\$1,812.50
Public Meeting Calendar	5	1	\$625.00
Pump Installation/Construction Modification Form	17.25	8	\$2,156.25
Real Estate Broker and Salesperson License Application	9.5	2	\$1,187.50
Real Estate Education Provider Recording/Tracking	64.9	54	\$8,112.50
Real Estate License Renewals	37.5	7	\$4,687.50
Real Estate Licensee Password Management	0.25	1	\$31.25
Rules & Regulations (Administrative Code) Search	1.9	7	\$237.50
Rules and Regulations Tracking System	8.25	9	\$1,031.25
Single Trip Prorate & Fuel Permits	0.5	1	\$62.50
Specialty/Message License Plates	19.25	33	\$2,406.25
Spirits and Wine monthly wholesale report	1.5	1	\$187.50
Student Driver Safety Waiver System	0.4	2	\$50.00
Student Vote	4.25	3	\$531.25
Subscriber Signup Application	25.5	6	\$3,187.50
Subscription Signup	7.75	3	\$968.75
Tiny URL creator	24.5	1	\$3,062.50
	6	2	\$750.00
	6.5	3	\$812.50
Search & Retrieval	11.5	2	\$1,437.50
Retrieval	30.25	4	\$3,781.25
	8.75	4	\$1,093.75
	0.25	1	\$31.25
	0	1	\$0.00
	34.5	1	\$4,312.50
	0.5	2	\$62.50
	6.75	1	\$843.75
	1	2	\$125.00
	25	5	\$3,125.00
	14.75	1	\$1,843.75
	48.5	6	\$6,062.50
	0	1	\$0.00
UCC Special Request - Debtor Location Searches	35.5	9	\$4,437.50
Vehicle Tax Estimator	66.5	8	\$8,312.50
Veterans Affairs Designation Application	50.25	9	\$6,281.25
Veteran's Registry Application	10	7	\$1,250.00
Water Well Decommissioning	36.25	40	\$4,531.25
Water Well Registration	320.75	11	\$40,093.75
WCC - eFiling	3.25	1	\$406.25
Web Site Maint 1/4 hr \$50	707.65	54	\$88,456.25
Website Maintenance - General			

Cost savings are reported on projects detailing the value partners receive. This non-bill represents the project costs, merchant fees, and marketing expenses that our partners avoid because of our their partnership with Nebraska Interactive.

-Contract Page 31; Paragraph 2

Marketing
Marketing - Reporting Only
Measuring Device Registration Form
Mediator approval application
Mediator Records Administration
Meetings - Reporting Only
Merchant Fees
Miscellaneous Charge
Miscellaneous Task - Reporting Only
Motor Fuels Active Retailer Database Se
Motor Fuels Tax Form Filings
Motor Vehicle Registration Renewal - Pl
Motor Vehicle Registration Renewal Sys
Motor Voter
My Subscriber Portal
NetPay

UCC Special Request - Debtor Location Searches
Vehicle Tax Estimator
Veterans Affairs Designation Application
Veteran's Registry Application
Water Well Decommissioning
Water Well Registration
WCC - eFiling
Web Site Maint 1/4 hr \$50
Website Maintenance - General

Total Cost Avoided (YTD): \$2,051,325.13

Note to Recipient: This is not a bill. The cost avoided represents the value Nebraska Interactive has provided to the State of Nebraska; including project management, development, merchant fees, and marketing.

Business Plan Portal Strategies # 2: National Recognition

NEBRASKA.GOV: AWARD WINNING WEBSITE

Nebraska.gov placed in the top 10 of the 2014 Best of the Web contest.

The govtech.com Digital Government Achievement Awards (DGAA) recognize outstanding agency and department websites and projects at the application and infrastructure level.

2014

FINALIST



Nebraska.gov has placed in the Best of the Web awards program (State Portal Category) the following years:

- 2014 Finalist
- 2013 Finalist
- 2012 Finalist
- 2009 Finalist
- 2008 Finalist
- 2007 Finalist
- 2005 Finalist
- 2004 Finalist
- 2002 Finalist
- 2001 Finalist



Business Plan Portal Strategies # 3: New Online Services and Major Enhancements

Secretary of State	Status
Annual/Biennial Online Report Filing	Completed
Proof of Publication Fees	Completed
Trade Name Filings	Completed
Certificate of Good Standing	Testing
UCC Searches	Planning
Re-templating of major SOS services	Ongoing
UCC Batch Filing	Development
*PDF Correction	Completed
*EFS UINs	Completed
*NE Benefit Corporation	Planning
*Redaction for UCC & EFS Filings	Planning
*Licensing Rules & Regulations Workflow	Planning
*2015 Biennial-Annual Reports	Planning

Department of Motor Vehicles	Status
Commercial Driver License System Re-write	Completed
Veterans Designation on Driver Licenses & Driver Records	Completed
Ignition Interlock Installation and Violation Reporting	Completed
Point-to-Point FED/MED Changes	Completed
Motor Vehicle Registration - Proof of Insurance	Completed
Retemplate initiatives for 2014 (6)	Testing
*Driver License Services - 2014 Updates for approved bills	Completed
*CDL Practice Test	Completed
*Commercial License System - Post Launch Enhancements	Completed
*Ignition Interlock Application	Completed
*DLR Admin - Phase II (Monitoring)	Completed
*Driver License Services - Change of Address	Planning
*Motor Vehicle Registration - eNotice	Planning
*Commercial License System - Federal Regulation Changes	Planning

Administrative Office of the Courts	Status
Appellate and Supreme Court Case eFilings	Concept
Appellate and Supreme Court Case Searches	Completed
Attorney Portal Re-template	Completed
Court Applications and Google Analytics	Completed
Attorney Portal (eNotice)	Development
Special Requests	Concept
Court Case Tracking	Concept
*Juror Qualification Form	Completed
*eFiling Web Service	Completed
*ePublication	Testing
*Bulk Garnishment ePayments	Planning
*Parenting Act Mediator Retemplate	Testing

DHHS	Status
Vital Statistics	Discovery

Local Government	Status
Real Estate Property Taxes	Ongoing
PayPort	Ongoing
Event Registration	Ongoing

Additional Services	Status
Hunting and Fishing Permits (Game and Parks)	Not Started
Park reservation payments (game and Parks)	Discovery
Lost and find me (Corrections)	Not Started
Bus inspections (Dept. of Education)	Not Started
Corporate ID Theft Prevention (SOS)	Not Started
DHHS /BSDC online store (DHHS)	Not Started
Inmate banking (Corrections)	Not Started
Crash Reports (Roads)	Not Started
Unemployment Insurance (DOL)	Discovery
MyEvents2Go (enterprise)	Not Started

*Project added to Portal initiatives after start of the year

Business Plan Portal Strategies # 3: New Online Services and Major Enhancements

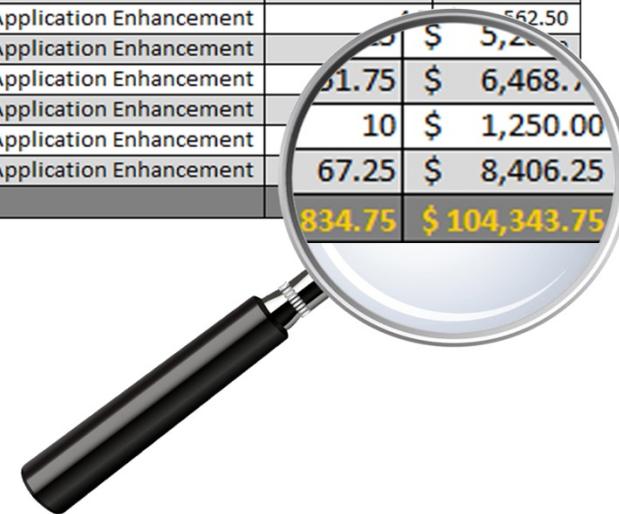
New Applications Launched Third Quarter

Partner	Application	Revenue Type	Work Scope	Hours Invested	Cost Savings
Department of Agriculture	Device Registration Rewrite	Self-funded	Application Enhancement	234.00	\$ 29,250.00
Auditor of Public Accounts	Retemplate Searches and Submissions	Non-revenue	Application Enhancement	99.25	\$ 12,406.25
State Court Administrator	Appeals Court and Supreme Court Case Searches	Self-funded	New Application	168.75	\$ 21,093.75
Board of Engineers and Architects	E&A 2014 License Renewals	Self-funded	Application Enhancement	32.25	\$ 4,031.25
Department of Health & Human Services	Birth Certificate ReTempalte	Non-revenue	Application Enhancement	4	\$ 500.00
Commission of Industrial Relations	Search the Reporter/Appeals Retemplates	Non-revenue	Application Enhancement	33.75	\$ 4,218.75
Department of Motor Vehicles	Veterans Designation on Driver License Renewals	Self-funded	Application Enhancement	50.5	\$ 6,312.50
Department of Motor Vehicles	Veterans Designation on Driver License Records	Self-funded	Application Enhancement	5	\$ 562.50
Department of Motor Vehicles	Driver License Services - 2014 Updates for approved bills	Self-funded	Application Enhancement	5	\$ 5,250.00
Department of Motor Vehicles	DLR Admin Phase II (Monitoring)	Self-funded	Application Enhancement	61.75	\$ 6,468.75
Department of Motor Vehicles	Ignition Interlock Application	Self-funded	Application Enhancement	10	\$ 1,250.00
Department of Revenue	Motor Fuels Retailers Add Retailer Type in Search Results	Self-funded	Application Enhancement	67.25	\$ 8,406.25
Secretary of State	PDF Correction	Self-funded	Application Enhancement	67.25	\$ 8,406.25
Total				834.75	\$ 104,343.75

Application Deployments

Applications Deployed	Q1 2013	Q1 2014	Q2 2013	Q2 2014	Q3 2013	Q3 2014
Self-Funded Application	2	2	2	0	1	1
Non-revenue Application	2	2	1	2	0	0
Websites deployed	0	0	0	0	1	6
Self-Funded application enhancements	3	1	6	6	11	9
Non-revenue application enhancements	0	0	3	4	0	3
Number of implemented changes*	109	83	104	90	105	86

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



Time Saved. Money Saved. Resources Saved

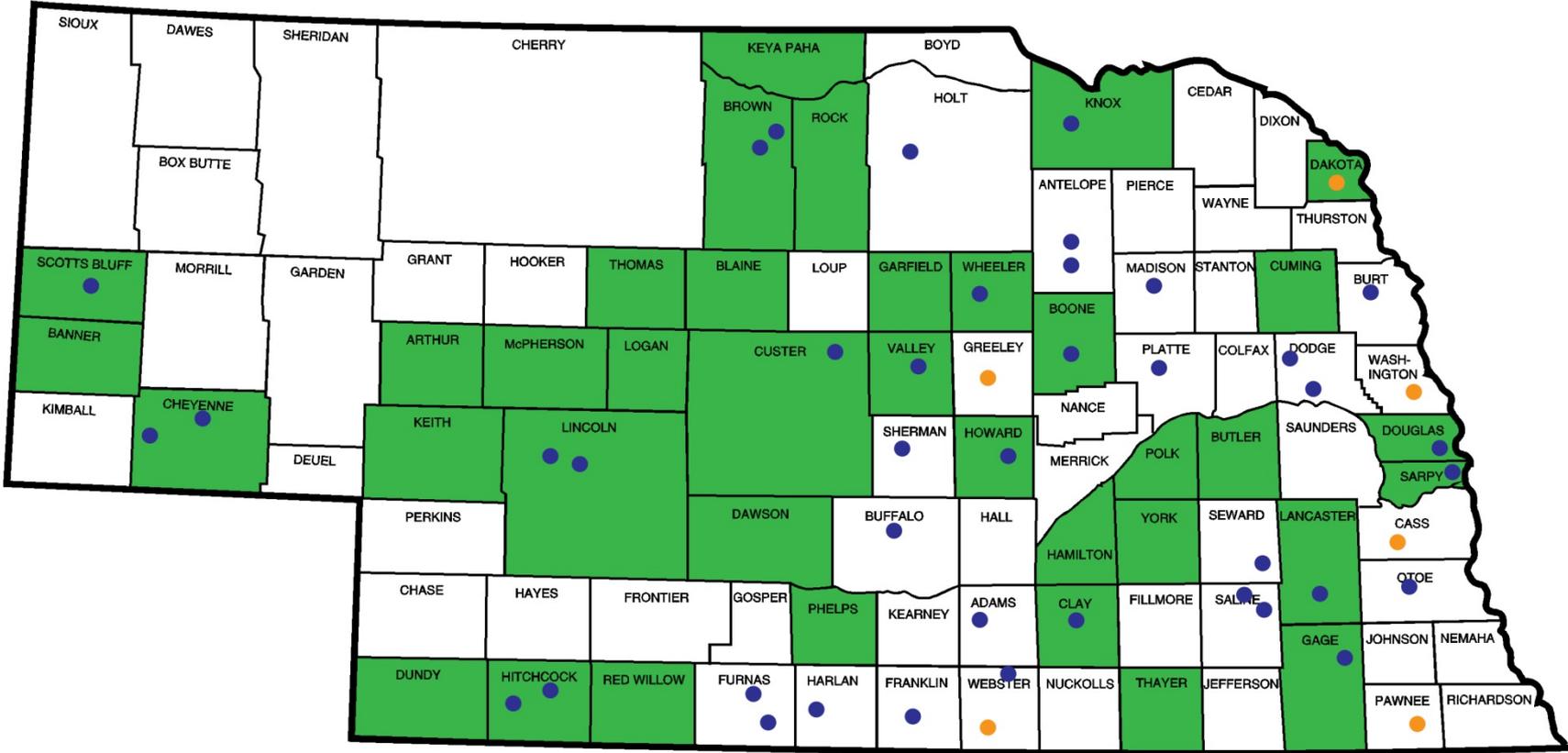
--Application Highlight: Appeals Court and Supreme Court Case Searches--

The Nebraska Appellate Court case information is now available to the public. Using this application individuals are now able to search cases and view filed briefs, motions, and other documents. Launched September 2014, over hundreds of searches have already been preformed. The system was created through our partnership with the Nebraska Supreme Court's technology committee, chaired by Justice William Cassel. Cassel stated, "This is the next step in our implementation of a totally paperless, horizontally and vertically integrated case management and information system. Electronic copies of court files have recently begun flowing from the trial courts to the appellate courts..."



Marketing Plan Objective #1: Strengthen Brand Awareness

■ = Counties using PayPort®
 ● = Cities/Villages using PayPort®
 ● = New Cities/Villages using PayPort® this quarter



Marketing Plan Objective #2: Increase Public Awareness and Adoption of Online Services



Do you recognize this popular Nebraska State Park? Have you visited recently? #DoYouKnowNE

Can you name this popular Nebraska State Park? It's famous for the cave, but did you also know it consists of 3,052 acres and 2,386 of those are acres of timber? #DoYouKnowNE

Be prepared for the upcoming General Election on Nov. 4th. Find the resources you need here: nebraska.gov/featured/elect... #NEgov #NEvote

#WhyNebraska? 4th top state for business

#FollowFriday Nebraska Forest Service for daily updates on Nebraska's fire threat level. <https://www.facebook.com/nebraskaforestservice> #FF

Nebraska Forest Service
Enriching lives by protecting, restoring and utilizing Nebraska's tree and forest resources...

Nebraska.gov shared a link. September 3
Nebraskans summoned for jury duty & court staff now have a secure & easy online process! <http://bit.ly/1tMgTEU> #NEgov Click>Courts>NEgov

Nebraska.gov shared a link. August 7
Taking your Vehicle Inspection Exam for your CDL? Check out this from the DMV first! <http://bit.ly/1sboXAE>

Nebraska.gov shared a link. September 30
#TipTuesday Don't waste your time driving and waiting at the DMV, get it done online! click>DMV>NEgov <http://ClickDMV.ne.gov/> #NEgov

Nebraska.gov shared a link. September 30
Nebraska clickDMV <http://ClickDMV.ne.gov>
Your Nebraska DMV Services Online

Nebraska.gov @Nebraskagov · Oct 8
NE Engineers and Architects, if it's your year to renew your Nebraska license remember, online makes it easy. ea.nebraska.gov/renew_license... #NEgov

Nebraska.gov @Nebraskagov · Oct 15
More will be able to renew vehicle registration online - Omaha.com: [nebraska bit.ly/1sSXR8T](http://nebraska.bit.ly/1sSXR8T) #NEgov

Nebraska.gov @Nebraskagov · August 19
The Nebraska Commission on... friendly website. Take a...

Nebraska.gov @Nebraskagov · A
Forget your court... that person, look... nebraska.gov/case-cal click>

Nebraska.gov @Nebraskagov · A
Hastings, Nebraska, invented soft drink Kool-Aid.

Social Media Stats:

- Twitter and Facebook followers of Nebraska.gov have seen the Nebraska.gov logo **5.4 million** times (impressions).
- **2,036 NEW** Twitter users are following Nebraska.gov. That's almost 10 new users per day!
- Nebraska.gov has posted, retweeted, and responded over **937** messages on Twitter and Facebook.
- Twitter followers have retweeted something we have had to say over **545** times.
- Social media followers of Nebraska.gov have visited the Nebraska.gov portal over **1,006** times because of something they have seen on social media.

Marketing Plan Objective #3: Utilize Google Analytics and AdWords to Improve Online Usage

Two years ago, Nebraska Interactive recognized the need to give citizens and businesses access to online government using more than just a desktop computer. **Mobile and Tablet users were expected to rise.** It's been an initiative of ours to enhance the online services we provide to be completely mobile responsive, so no matter how you have access to the internet, the service or website is just as easy to use.

Since that initiative, we have redesigned the Nebraska.gov portal to be completely **mobile responsive** as well as over 50% of our online applications using the common application template.

Using **Google Analytics**, we are able to validate our initiative by watching the trend of online users. Year over year, mobile and tablet users are increasing by over 100% while desktop users are declining.



2014	Desktop	78%	↓
	Mobile	14%	↑
	Tablet	8%	↑

2013	Desktop	91%
	Mobile	6%
	Tablet	3%



Network Uptime, Response Time, and Issues Quarterly Reporting

UPTIME REPORT

JULY	AUGUST	SEPTEMBER
100%	100%	99.97%

RESPONSE TIME REPORT

JULY	AUGUST	SEPTEMBER
Avg. response time 847 ms	Avg. response time 472 ms	Avg. response time 484 ms

NETWORK ISSUES DETAIL REPORT

	Start Time	End Time	Time	Description	Impact
9/11/2014	9:35 PM	9:55 PM	0:20	We were updating SSL certificates on the servers during planned maintenance. A problem occurred with the install and caused some unexpected downtime.	The web pages and all applications were not available for about 15 minutes.

Nebraska.gov Project Priority Report – 2014 and upcoming projects (Page 1)

Title	Revenue Type	Project Start	Target Launch	Work Scope	Partner
*Biennial Reports - Pre-populated PDF Reports	Non-revenue	10/25/2013	1/2/2014	New Application	Secretary of State
*Single trip Fuel and Prorate Permits	Revenue	7/22/2013	1/10/2014	New Application	Motor Vehicles, Department of
*Court Efilng Criminal Web Service Enhancement	Self-funded	6/17/2013	1/17/2014	Application Enhancement	Court Administrator, State
*Trade Name Filings through eDelivery	Self-funded	7/19/2013	2/24/2014	Application Enhancement	Secretary of State
*Veterans Affairs Designation Application	Non-revenue	1/22/2014	2/24/2014	New Application	Veterans' Affairs, Department of
*Title Lien & Registration Records Searches – Retemplate	Self-funded	1/21/2014	3/31/2014	Application Enhancement	Motor Vehicles, Department of
*2014 Accountant License Renewals	Self-funded	1/29/2014	4/14/2014	Application Enhancement	Public Accountancy, Board of
*Driver License Practice Test - Retemplate	Non-revenue	3/19/2014	4/30/2014	Application Enhancement	Motor Vehicles, Department of
*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
*Title Inquiry - Retemplate	Non-revenue	5/5/2014	5/12/2014	Application Enhancement	Motor Vehicles, 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
*Criminal History Records - Retemplate	Self-funded	1/16/2014	5/26/2014	Application Enhancement	Patrol, Nebraska State
*Contractor & Homeowner Electrical Permits Retemplate	Non-revenue	2/1/2014	5/31/2014	Application Enhancement	Electrical Division, State
*Juror Qualification Form	Non-revenue	11/8/2012	6/1/2014	New Application	Court Administrator, State
*Subscriber Signup Application	Non-revenue	11/8/2010	6/2/2014	New Application	Nebraska.Gov Internal
*Cost Avoidance Calc	Non-revenue	5/26/2014	6/11/2014	Application Enhancement	Nebraska.Gov Internal
*Proof of Publication Filings for Inactive Entities	Self-funded	2/10/2014	6/13/2014	Application Enhancement	Secretary of State
*Appeals Court and Supreme Court case searches	Revenue	1/15/2014	7/1/2014	New Application	Court Administrator, 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
*Ag Device Registration Rewrite	Self-funded	4/8/2014	7/1/2014	Application Enhancement	Agriculture, Department of
*DHHS Birth Certificate ReTempalte	Non-revenue	6/16/2014	7/1/2014	Application Enhancement	Health & Human Services, Department of
*Vehicle Tax Estimator - Retemplate	Non-revenue	5/1/2014	7/7/2014	Application Enhancement	Motor Vehicles, Department of
*Motor Fuels Retailers - Add Retailer Type in Search Results	Self-funded	6/25/2014	7/9/2014	Application Enhancement	Revenue, Department of
*DAS Contract Search ReTemplate	Non-revenue	3/11/2014	7/11/2014	Application Enhancement	Administrative Services
*Driver License Services - 2014 Updates for approved bills	Self-funded	4/1/2014	7/18/2014	Application Enhancement	Motor Vehicles, Department of
*CDL System - Post Launch Enhancements	Non-revenue	5/5/2014	8/1/2014	Application Enhancement	Motor Vehicles, Department of
*NREC- Education Portal Enhancements	Self-funded	6/16/2014	8/4/2014	Application Enhancement	Real Estate Commission
*CDL Practice Test	Non-revenue	7/22/2014	8/11/2014	New Application	Motor Vehicles, Department of
*Auditor - Budget Search Retemplate	Non-revenue	4/1/2014	8/15/2014	Application Enhancement	Auditor of Public Accounts
*DAS Bid Tabulation ReTemplate	Non-revenue	3/24/2014	8/15/2014	Application Enhancement	Administrative Services
SFM Firework Suite ReTemplate	Self-funded	3/26/2014	12/31/2014	Application Enhancement	Fire Marshal, State
*Ignition Interlock Application	Self-funded	6/18/2014	8/18/2014	Application Enhancement	Motor Vehicles, Department of
*DLR Admin - Phase II (Monitoring)	Self-funded	6/15/2014	8/18/2014	Application Enhancement	Motor Vehicles, Department of
*PDF Correction	Self-funded	4/9/2014	8/27/2014	Application Enhancement	Secretary of State
*Motor Vehicle Registration – Proof of Insurance	Self-funded	1/6/2014	9/1/2014	Application Enhancement	Motor Vehicles, Department of
*Courts eFiling Web Service	Self-funded	5/15/2013	9/1/2014	New Application	Court Administrator, State

* Indicates a completed project

Nebraska.gov Project Priority Report – 2014 and upcoming projects (Page 2)

Title	Revenue Type	Project Start	Target Launch	Work Scope	Partner
Business One Stop ReTemplate	Non-revenue	3/19/2014	1/31/2015	Application Enhancement	Nebraska.Gov Internal
*BPA - CPE Enhancements	Non-revenue	7/22/2014	9/8/2014	Application Enhancement	Public Accountancy, Board of
*E&A 2014 License Renewals	Self-funded	8/19/2014	9/24/2014	Application Enhancement	Engineers and Architects, Board of
*Electrician Exam Applications	Self-funded	7/11/2013	9/30/2014	New Application	Electrical Division, State
*EFS UIIns	Self-funded	8/11/2014	10/1/2014	Application Enhancement	Secretary of State
DNR - Water Well Decommissioning Retemplate	Self-funded	9/15/2014	11/30/2014	Application Enhancement	Natural Resources, Department of
*Attorney Portal ReDesign	Non-revenue	6/1/2014	10/6/2014	N/A- Website	Court Administrator, State
*Electricians License Renewal	Self-funded	7/2/2014	10/15/2014	Application Enhancement	Electrical Division, State
Criminal History Records - Subscriber & Batch Upload	Self-funded	6/2/2014	11/3/2014	Application Enhancement	Patrol, Nebraska State
AdminServices Budget and Revenue Information Site	Grant/T&M	7/10/2013	11/4/2014	N/A- Website	Administrative Services
Voter Registration Search - Retemplate	Non-revenue	10/13/2014	11/24/2014	Application Enhancement	Motor Vehicles, Department of
DNR - Water Well Registration Retemplate	Self-funded	9/1/2014	11/30/2014	Application Enhancement	Natural Resources, Department of
DNR - Pump Installation Retemplate	Self-funded	9/22/2014	11/30/2014	Application Enhancement	Natural Resources, Department of
Courts_ReTemplate_Parenting Act Mediator Portal	Non-revenue	9/24/2013	12/1/2014	Application Enhancement	Court Administrator, State
Driver License Services - Change of Address Online	Self-funded	4/28/2014	12/15/2014	New Application	Motor Vehicles, Department of
Motor Vehicle Registration Renewal e-mail Notification	Non-revenue	8/4/2014	12/15/2014	New Application	Motor Vehicles, Department of
Certified Driver Records - Retemplate	Self-funded	10/13/2014	12/22/2014	Application Enhancement	Motor Vehicles, Department of
2014 Nebraska.gov Portal Enhancements	Non-revenue	6/1/2014	12/31/2014	N/A- Website	Nebraska.Gov Internal
2014 Website Redesigns	Grant/T&M	1/1/2014	12/31/2014	N/A- Website	Nebraska.Gov Internal
Redaction for UCC & EFS Filings	Revenue	1/1/2014	12/31/2014	Application Enhancement	Secretary of State
Online Cert of Good Standing w/ Validation & Retemplate	Self-funded	7/8/2013	12/31/2014	Application Enhancement	Secretary of State
Courts_ePublication	Non-revenue	9/9/2013	1/1/2015	New Application	Court Administrator, State
UCC Searches-Rules & Regs Updates & Retemplate	Self-funded	7/16/2013	1/2/2015	Application Enhancement	Secretary of State
2015 Biennial-Annual Reports	Self-funded	7/1/2014	1/2/2015	Application Enhancement	Secretary of State
Courts Attorney Information Portal	Non-revenue	4/7/2014	1/4/2015	Application Enhancement	Court Administrator, State
NE Benefit Corporation	Revenue	6/20/2014	12/1/2014	Application Enhancement	Secretary of State
Driver Record Changes - NH20	Self-funded	11/17/2014	1/19/2015	Application Enhancement	Motor Vehicles, Department of
UCC Batch Filing	Self-funded	8/19/2013	1/26/2015	New Application	Secretary of State
Corporate Document eDelivery Retemplate	Self-funded	6/23/2014	2/2/2015	Application Enhancement	Secretary of State
Notary - New Applications, Renewals, & Testing	Revenue	2/28/2014	3/1/2015	New Application	Secretary of State
Courts Eyes of a Child Form (Back End Only)	Self-funded	6/23/2014	3/31/2015	Application Enhancement	Court Administrator, State
Nebraska.gov Mobile Application ReTemplate	Non-revenue	6/2/2014	5/30/2015	Application Enhancement	Nebraska.Gov Internal
Licensing Rules & Regulations Workflow	Non-revenue	10/31/2013	6/1/2015	Application Enhancement	Secretary of State
Workers Compensation Court - eFiling	Revenue	1/6/2014	6/15/2015	New Application	Workers Compensation Court
CDL Database - Federal Reg Changes	Non-revenue	7/22/2014	7/1/2015	Application Enhancement	Motor Vehicles, Department of
Court Bulk eGarnishment ePayments	Revenue	7/1/2013	8/31/2015	New Application	Court Administrator, State
AG_Dairy Renewals	Revenue	5/1/2014	12/31/2015	New Application	Agriculture, Department of
AG_Dairy Reports	Revenue	3/3/2014	12/31/2015	New Application	Agriculture, Department of
AG_Auction Market Reports	Revenue	6/1/2014	12/31/2015	New Application	Agriculture, Department of
Farmers' Market Online Database	Grant/T&M	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