



June 9th, 2020

To: Advanced Communications & Information Technology, Joint Cmte.  
*Blake Johnson, Co-Chair*  
*Stephen Meeks, Co-Chair*  
*Breanne Davis, Vice-Chair*  
*David Whitaker, Vice-Chair*

Arkansas Legislative Council  
*Senator Cecile Bledsoe, Co-Chair*  
*Representative Jeff Wardlaw, Co-Chair*  
*Senator Terry Rice, Vice-Chair*  
*Representative Jim Dotson, Vice-Chair*

From: Yessica Jones, Chair  
Information Network of Arkansas Board

Ref: Act 550 of 2015  
A.C.A. 25-27-104 (a)(3)

Pursuant to Act 550 of 2015, I hereby submit the attached report of service authorizations and rates approved this day by the Board of the Information Network of Arkansas.

Signed:

Yessica Jones, Chair  
Information Network of Arkansas Board

**Information Network of Arkansas**  
*Legislative Report on Fee Changes as Required by Act 550 of 2015*

**Report for: Q2 2020**

For this quarter, there were new fees for new services, as outlined in the attached **Electronic Online Service Authorization and Rate Request**.

New Services with convenience/user fees launched:	28
Changes to existing fees:	3
New services launched with no fee:	13
Compulsory/Mandatory User Fees:	0

**About the Information Network of Arkansas**

The Information Network of Arkansas is a public-private partnership formed by legislation in 1995. Arkansas code §25-27-101 establishes INA's mission to expand access to government services and information for citizens and businesses in Arkansas.

Since 1997, INA has developed and supports the ongoing operation of over 800 websites and online services on behalf of 116 Arkansas state government agencies, boards and commissions as well as 103 city and county government entities. Thousands of citizens use its services each year to process over 7 million secure online transactions.

Although INA is primarily funded through fees paid by citizens and businesses who choose to use its value added services, over 60% of services developed and supported by INA do not involve transaction fees.

The contract for management of these services was awarded to the Arkansas Information Consortium, LLC., a subsidiary of NIC, Inc., through a competitive bid process in 1997 and again in 2011. INA's twelve-member board, whose members are appointed by the Governor, comprises both public and private sector representatives of key government and business interests and approves all fees charged for these services.

The INA board is represented by the following agencies and user associations:

**State Agencies**

Arkansas Department of Finance and Administration  
Arkansas Secretary of State  
Arkansas Department of Transformation and Shared Services  
Arkansas Division of Information Systems  
Arkansas Economic Development Commission  
Arkansas Division of Workforce Services

**User Associations**

Independent Insurance Agents  
Arkansas Society of CPAs  
Arkansas Emergency Management Association  
Arkansas Bar Association  
Arkansas Bankers Association  
Arkansas Public Library Association

More information about INA, including a full list of services, can be found online at [ina.arkansas.gov](http://ina.arkansas.gov). More information about NIC can be found at [www.egov.com](http://www.egov.com).



## **Electronic Online Service Authorization and Rate Request**

Date Proposed: June 9, 2020

Request Number: 2020-1

Period: Indefinite

### **Summary:**

Consistent with the Arkansas statutes governing access to public records, the Information Network of Arkansas through its broad authority granted to it by A.C.A. §25-27-101 et seq., the Information Network of Arkansas' Contract No: SP-11-0143, the Network Manager's Proposal of the Arkansas Information Consortium, Inc. and the contract dated July 1, 2011, with any amendments thereto, between the Information Network of Arkansas and the Arkansas Information Consortium, Inc., being so authorized as Network Manager for the Information Network of Arkansas (INA) does request and recommend that the INA Board approve and authorize the Network Manager to create, implement and offer to the public the INA services proposed in this document. In addition, the Network Manager also requests and recommends that the INA Board approve the per record search fees per service offered. It is understood by all parties that the rates requested in this document per service are the maximum allowed and will be published in the INA fee schedule and Service Agreements. The Network Manager reserves the right at its own expense to offer any and all INA services at any rate less than the maximum amount approved in this and any future rate requests.

**Request 1: Over the Counter Payments**

Arkansas Crime Information Center - Hot Vehicle Payment

Arkansas Department of Emergency Management

Ashley County Library

Benton County Animal Control

Benton County Community Development

Crawford County District Court

City of Pea Ridge

In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and above named agencies, the Network Manager requests and recommends that in lieu of an administration and development fee that INA charges a fee according to the following schedule. This fee will offset the banking expense and the expense associated with application development.

Payment Method	Fee Structure	Fee Paid By
Credit Card	3% + \$1.00	User
E-Check	N/A	N/A
Subscriber	N/A	N/A

INA Board Action:   X   Approve \_\_\_\_\_ Disapprove

Comments:

**Request 2: Online & Over the Counter Payments**

Independence County Circuit Clerk

Jefferson County Clerk

City of Marmaduke

City of Monette

Washington County Clerk

In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and above named agencies, the Network Manager requests and recommends that in lieu of an administration and development fee that INA charges a fee according to the following schedule. This fee will offset the banking expense and the expense associated with application development.

Payment Method	Fee Structure	Fee Paid By
Credit Card	3% + \$1.00	User
E-Check	N/A	N/A
Subscriber	N/A	N/A

INA Board Action:   X   Approve \_\_\_\_\_ Disapprove

Comments:

**Request 3: Online Payments**

## City of Little Rock, COVID-19 Emergency Relief Fund Online Donations

In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and above named agencies, the Network Manager requests and recommends that in lieu of an administration and development fee that INA charges a fee according to the following schedule. This fee will offset the banking expense and the expense associated with application development.

**City of Little Rock**

Project Service	INA Portal Fee for E-Check Payments	INA Portal Fee for Credit Card Payments	INA Portal Fee for Subscriber Payments	INA Portal Fee Paid By (End User or Agency)
COVID 19 Emergency Relief Fund- Online AE Form	No fee	2%	N/A	Agency

INA Board Action:   X   Approve        Disapprove

Comments:

**Request 4: Online Payments - Agency Absorbed**

## Department of Labor &amp; Licensing Training &amp; Education Classes Online Registration

In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and above named agencies, the Network Manager requests and recommends that in lieu of an administration and development fee that INA charges a fee according to the following schedule. This fee will offset the banking expense and the expense associated with application development.

Payment Method	Fee Structure	Fee Paid By
Credit Card	3%	Agency
E-Check	\$3	Agency
Subscriber	N/A	N/A

INA Board Action:   X   Approve        Disapprove

Comments:

**Request 5: Online Payments**

## Department of Labor &amp; Licensing HVAC Renewals

In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and above named agencies, the Network Manager requests and recommends that in lieu of an administration and development fee that INA charges a fee according to the following schedule. This fee will offset the banking expense and the expense associated with application development.

Payment Method	Fee Structure	Fee Paid By
Credit Card	3% + \$1.00	User
E-Check	\$3	User
Subscriber	N/A	N/A

INA Board Action:   X   Approve        Disapprove

Comments:



**Request 6: Online Payments**

Arkansas Department of Agriculture, Bureau of Standards Invoice Payments

Arkansas Department of Agriculture, Pest Control Invoice Payments

In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and above named agencies, the Network Manager requests and recommends that in lieu of an administration and development fee that INA charges a fee according to the following schedule. This fee will offset the banking expense and the expense associated with application development.

Payment Method	Fee Structure	Fee Paid By
Credit Card	3% + \$1.00	User
E-Check	\$2	User
Subscriber	N/A	N/A

INA Board Action:   X   Approve        Disapprove

Comments:

**Request 7: Online Payments, eCheck Only**

## Arkansas Auditor of State, Unclaimed Property New Holder Online Payments

In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and above named agencies, the Network Manager requests and recommends that in lieu of an administration and development fee that INA charges a fee according to the following schedule. This fee will offset the banking expense and the expense associated with application development.

Payment Method	Fee Structure	Fee Paid By
Credit Card	N/A	N/A
E-Check	\$2	User
Subscriber	N/A	N/A

INA Board Action:   X   Approve        Disapprove

Comments:

**Request 8: Administrative Office of the Courts eFiling Online Payments**

Faulkner County District Court, Greenbrier

Faulkner County District Court, Mayflower

Jefferson County Circuit Court (is this in a past board report?)

Jefferson County Probate Court (is this in a past board report?)

Lincoln County Circuit Court (is this in a past board report?)

Lincoln County Probate Court (is this in a past board report?)

Van Buren County District Court, Clinton

In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and above named agencies, the Network Manager requests and recommends that in lieu of an administration and development fee that INA charges a fee according to the following schedule. This fee will offset the banking expense and the expense associated with application development.

Payment Method	Fee Structure	Fee Paid By
Credit Card	\$5	User
E-Check	\$5	User
Subscriber	\$5	User

INA Board Action:   X   Approve \_\_\_\_\_ Disapprove

Comments:

**Request 9: Administrative Office of the Courts ePay Online and Over-the-Counter Payments**

Crawford County District Court, Alma Division

Crawford County District Court, Mulberry Division

Scott County District Court, Waldron Division

In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and above named agencies, the Network Manager requests and recommends that in lieu of an administration and development fee that INA charges a fee according to the following schedule. This fee will offset the banking expense and the expense associated with application development.

Payment Method	Fee Structure		Fee Paid By
Credit Card	Transaction	Portal Fee	User
	\$0.00 - \$49.99	\$2.30	
	\$50.00 - \$99.99	\$3.55	
	\$100.00 - \$149.99	\$4.80	
	\$150.00 - \$199.99	\$6.05	
	\$200.00 - \$249.99	\$7.30	
	\$250.00 - \$299.99	\$8.55	
	\$300.00 - \$349.99	\$9.80	
	\$350.00 - \$399.99	\$11.05	
	\$400.00 - \$449.99	\$12.30	
	\$450.00 - \$499.99	\$13.55	
	\$500.00+	\$2.30 + \$1.25 / \$50.00 increment	
E-Check	N/A	N/A	N/A
Subscriber	N/A	N/A	N/A

INA Board Action:   X   Approve \_\_\_\_\_ Disapprove

Comments:

**Request 10: County Tax Collector Over-the-Counter Payments**

Garland County Collector's Office

In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and above named agencies, the Network Manager requests and recommends that in lieu of an administration and development fee that INA charges a fee according to the following schedule. This fee will offset the banking expense and the expense associated with application development.


**Garland County Collector's Office**

Project Service	Payment Method	INA Portal Fee for Credit Card Payments	Amount Paid to Third Party Provider	Total Fee Paid by End User
Over the Counter (OTC)	Credit Card	2.6% with a \$1.50 fee for amounts less than \$55.56	1.0% with a \$0.50 fee for amounts less than \$55.56	3.6% with a \$2.00 minimum
Online Web Payment	Credit Card	2.8% with a \$2.00 minimum	N/A	2.8% with a \$2.00 minimum
Online Web Payment	E-Check	E-Checks not accepted		
IVR Payment	Credit Card	2.8% with a \$2.00 minimum	N/A	2.8% with a \$2.00 minimum

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

**Garland County Collector's Office:**

By:



Signature

Rebecca Dodd Talbert, County Collector

By:



Signature

Darryl Mahoney, County Judge

Date:

3-5-2020

Date:

03/05/2020

INA Board Action: ☒ Approve ☐ Disapprove

Comments:

**Request 11: County Tax Collector Over-the-Counter Payments**

Hot Spring County Collector's Office

In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and above named agencies, the Network Manager requests and recommends that in lieu of an administration and development fee that INA charges a fee according to the following schedule. This fee will offset the banking expense and the expense associated with application development.

**Hot Spring County Collector's Office**

Project Service	Payment Method	INA Portal Fee for Credit Card Payments	Amount Paid to Third Party Provider	Total Fee Paid by End User
Over the Counter (OTC)	Credit Card	2.6% with a \$1.50 fee for amounts less than \$55.56	1.0% with a \$0.50 fee for amounts less than \$55.56	3.6% with a \$2.00 minimum
Online Web Payment	Credit Card	2.8% with a \$2.00 minimum	N/A	2.8% with a \$2.00 minimum
Online Web Payment	E-Check	E-Checks not accepted		
IVR Payment	Credit Card	2.8% with a \$2.00 minimum	N/A	2.8% with a \$2.00 minimum

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

**Hot Spring County Collector's Office:**

By: Valerie Hearn  
Signature  
Valerie Hearn, County Collector

Date: 2-25-2020

INA Board Action: X Approve \_\_\_\_\_ Disapprove \_\_\_\_\_

Comments:

**Request 12: County Tax Collector Over-the-Counter Payments**

White County Collector's Office

In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and above named agencies, the Network Manager requests and recommends that in lieu of an administration and development fee that INA charges a fee according to the following schedule. This fee will offset the banking expense and the expense associated with application development.

**White County Collector's Office**

Project Service	Payment Method	INA Portal Fee for Credit Card Payments	Amount Paid to Third Party Provider	Total Fee Paid by End User
Over the Counter (OTC)	Credit Card	2.6% with a \$1.50 fee for amounts less than \$55.56	1.0% with a \$0.50 fee for amounts less than \$55.56	3.6% with a \$2.00 minimum
Online Web Payment	Credit Card	2.8% with a \$2.00 minimum	N/A	2.8% with a \$2.00 minimum
Online Web Payment	E-Check	E-Checks not accepted		
IVR Payment	Credit Card	2.8% with a \$2.00 minimum	N/A	2.8% with a \$2.00 minimum

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

**White County Collector's Office:**

By: Beth Dorton  
Signature  
Beth Dorton, County Collector

Date: 03/09/2020

INA Board Action: X Approve \_\_\_\_\_ Disapprove \_\_\_\_\_

Comments:

**Request 13: Approval of New Agency Agreement(s)**

In accordance with the authorities cited above, the Network Manager requests and recommends that information developed by INA for online access from the following agencies be made available for search and download through INA at no fee, unless otherwise specifically approved in a separate Service Request.

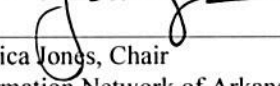
**(MOU's - No transaction fees apply, no cost development of online services)**

Governor's COVID-19 Information Website  
CARES Act Steering Committee Website  
Opioid Peer Recovery App  
Capitol Zoning District Commission Website  
Judicial Discipline & Disability Commission Website  
Malvern Hot Spring County Library Website  
Arkansas Tobacco Control Website  
Baby Sharon Website  
Arkansas Waterways Commission Website  
Arkansas State Board of Pharmacy Website  
Arkansas State Board of Architects, Landscape Architects and Interior Designers Website  
Arkansas Real Estate Commission Website  
Arkansas Contractor's Licensing Board Website

INA Board Action:   X   Approve        Disapprove

Comments:

---

Signed:   
\_\_\_\_\_  
Yessica Jones, Chair  
Information Network of Arkansas Board

Date: 06/24/2020