



December 10th, 2019

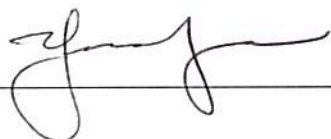
To: Advanced Communications & Information Technology, Joint Cmte.
Sen. Blake Johnson, Co-chair
Representative Stephen Meeks, Chair

Arkansas Legislative Council
Senator Cecile Bledsoe, Chair
Representative Jeff Wardlaw, 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: Q4 2019

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: | 10 |
| Changes to existing fees: | 1 |
| New services launched with no fee: | 2 |
| 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, is comprised of 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. More information about NIC can be found at www.egov.com.



Electronic Online Service Authorization and Rate Request

Date Proposed: December 10, 2019

Request Number: 2019-3

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

Benton County Probate
Benton Police Department
Chicot Solid Waste
City of Hartford

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 | User |
| Subscriber | N/A | N/A |

INA Board Action: ____ Approve ____ Disapprove

Comments:

Request 2: Online & Over the Counter Payments

City of Benton

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: ____ Approve ____ Disapprove

Comments:

Request 3: Online Payments

Department of Labor OSHA Safety Class Registration
Department of Labor Electrical Class Registration
Department of Labor Boiler Class 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% + \$1.00 | User |
| E-Check | \$3 | User |
| Subscriber | N/A | N/A |

INA Board Action: _____ Approve _____ Disapprove

Comments:

Request 4: Online Payments - Agency Absorbed

Department of Labor MSHA Safety Training & Education Class Registration
Department of Labor MSHA Class 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% + \$1.00 | Agency |
| E-Check | \$3 | Agency |
| Subscriber | N/A | N/A |

INA Board Action: _____ Approve _____ Disapprove

Comments:

Request 5: INA Annual Subscriber Fee
Information Network of Arkansas

In accordance with the authorities cited above, the Network Manager requests and recommends increasing the annual subscription fee for businesses making use of INA's monthly billing payment services from \$95 per year to \$150 per year. This increase in the fee will offset additional staff support and administrative expenses associated with generating and mailing monthly invoices, managing accounts receivable as well as customer service associated with account changes, late payments, suspensions and reactivations.

| Payment Method | Fee Structure | Fee Paid By |
|----------------|-------------------|-------------|
| Credit Card | N/A | N/A |
| E-Check | N/A | N/A |
| Subscriber | \$150.00 annually | Subscriber |

INA Board Action: _____ Approve _____ Disapprove

Comments:

Request 6: 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)

Arkansas State Police Driver Skills Exam Scheduling App
Arkansas State Police Online Crime Tip Form

INA Board Action: _____ Approve _____ Disapprove

Comments:

Signed: _____
Yessica Jones, Chair
Information Network of Arkansas Board

Date: December 10, 2019