



## Delivering Effective and Efficient e-Government Services

[www.colorado.gov/sipa](http://www.colorado.gov/sipa)







Legislative Report  
January 6, 2014



***SIPA provides a single access point to information, products, and services of state and local government to give members of the public an effective and efficient way to transact business***

## Introduction

During the 2013 legislative session the Joint Technology Committee was created by HB 13-1079. This committee, among other duties, will be reviewing the information technology purchases of state agencies. As SIPA works with many state agencies and other Colorado governments in completing their missions through the use of technology, SIPA is pleased to provide this report.

SIPA, through its partnerships with governments across Colorado, is well positioned to engage in conversations that lead to more online services being available to the residents, businesses and visitors of Colorado. SIPA will continue to offer innovative services and solutions whereby costs can be controlled and services increased. Governments can create and maintain a web presence at no cost, accept electronic payments without needing a PCI compliant system of their own, deploy mobile applications and much more-- by using solutions provided through SIPA.

Online services allowing Coloradans to complete tasks such as renewing a driver's license, vehicle registration or pet license are available today. New businesses can register for a sales and unemployment tax number using the Colorado Business Express ([www.colorado.gov/coloradobusinessexpress](http://www.colorado.gov/coloradobusinessexpress)) online registration system which went live in October 2011. SIPA will continue working with eligible governmental entities (EGEs) to offer creative solutions that take advantage of new technologies and meet the fiscal challenges of today.

Using the services provided by SIPA governments across Colorado annually save or avoid approximately \$6 million in costs. SIPA will continue to look for innovative ways to provide new services while continuing to improve the services it offers today.

John D. Conley  
Executive Director





The Statewide Internet Portal Authority (SIPA) was created in 2004 by the Colorado General Assembly with a mandate to provide efficient and effective e-Government services for eligible governmental entities (EGEs) and citizens through the use of modern business practices and innovative technology solutions.

SIPA is governed by a 15-member Board of Directors comprised of elected officials, government stakeholders, and private citizens.

SIPA serves as the oversight body of the Colorado.gov portal which is the gateway to Colorado government and is intended to be Colorado's single most comprehensive delivery channel for e-Government services.



## Mission

The mission of the Statewide Internet Portal Authority is to provide efficient and effective services for citizens through the use of modern business practices and innovative technology solutions.

## Vision

The vision of the Statewide Internet Portal Authority is to transform Colorado government service delivery through the use of technology, allowing a single point of contact for members of the public to access state and local government information, products, and services.

# Colorado.gov

*Linking businesses & citizens to government*

## EGE Agreements

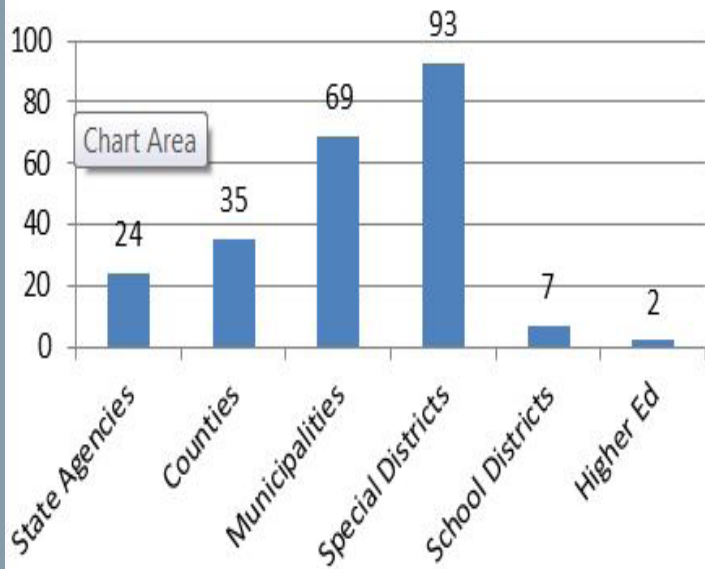


Figure 1

# 253

The number of service agreements SIPA has in place with Colorado governments statewide.

## EGEs Served

The Statewide Internet Portal Authority (SIPA) is a quasi-governmental entity that serves other governmental entities throughout Colorado. Eligible governmental entities (EGEs) are generally State Agencies, County and Municipal Governments, School Districts, and Special Purpose Authorities. In January 2014, SIPA had agreements in place with 253



## Our Services

SIPA and its partners offer many services to the eligible governmental entities of Colorado and the members of the public that interact with these services. These services fall within four groupings which are described below.

**1) Websites** - SIPA provides website creation to EGEs and has more than 190 websites in production today. These websites allow members of the





EGEs, a group comprised of 24 State Agencies, 35 County Governments, 69 Municipalities, 93 Special Districts, 2 Higher Education Institutions, and 7 School Districts. The numbers in Figure 1 are slightly less than the total as it controls for organizations that have multiple agreements in place. As is evident by Figure 2 SIPA is serving governmental entities across the entire state of Colorado.

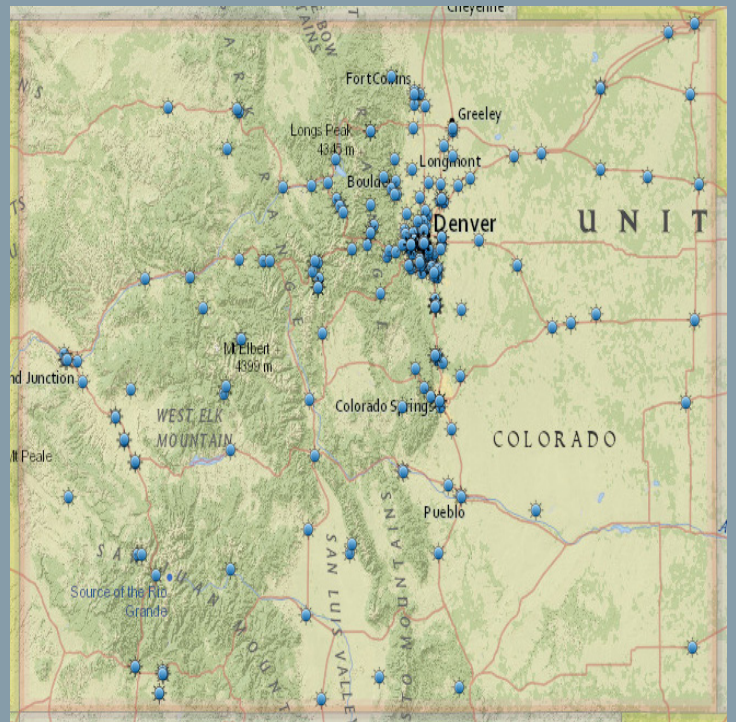


Figure 2



# 190

SIPA provides website creation to EGEs and has more than 190 websites in production today.

public to gather valuable information regarding governmental services 24 hours a day 7 days a week from their home, office, or mobile devices. Almost every website that SIPA creates for a governmental entity has a cost of at least \$11,500 that is absorbed by SIPA and its partners. This represents a savings of approximately \$2,231,000 million for entities using this service.

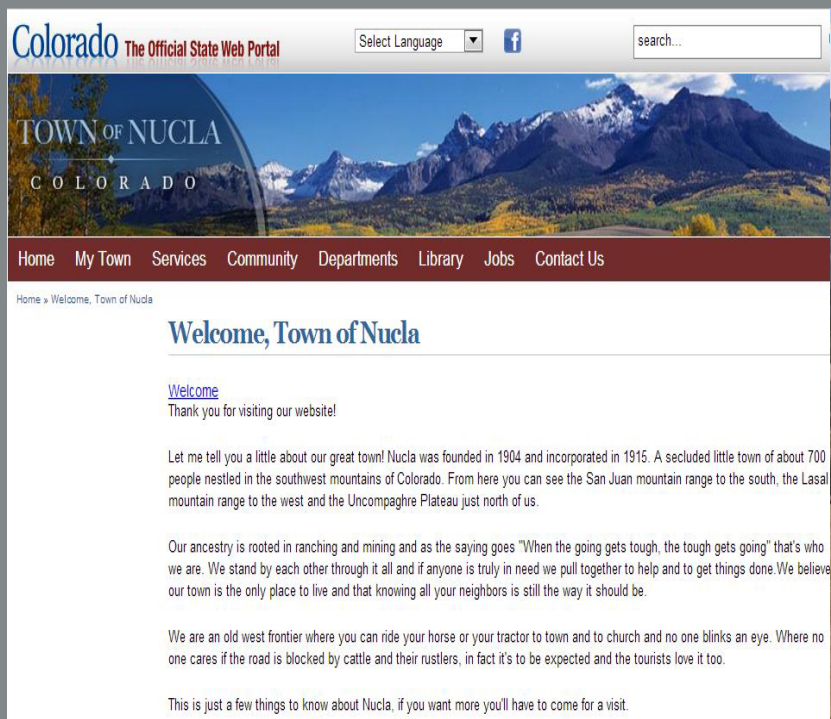


# Services Continued...

SIPA is also responsible for overseeing the State of Colorado's homepage [www.colorado.gov](http://www.colorado.gov) which serves as the single and most comprehensive delivery channel for e-Government services available in Colorado. This site contains links to many of the websites available on Colorado.gov and connects members of the public to the e-Government service they are seeking. Colorado.gov receives approximately 2.5 million visitors each year looking for information related to government services.

**2) Applications** - SIPA maintains a process to assist EGEs in developing custom applications which provide improved services to the citizens of Colorado. EGEs have partnered with SIPA to develop more than 200 applications since SIPA was created. These applications include Driver's License Renewal, Child Care Directories, Change of Address, Colorado Cold Case, and much more.

The majority of these applications utilize a public-private partnership and are not funded by taxpayer dollars. Instead they are financed through a portal administration fee whereby the direct beneficiary of the service pays a small amount to support the service.



# 200

There are close to 200 websites online today through SIPA.



### 3) Electronic Payment Processing

Integrated within Colorado.gov, SIPA provides a convenient and efficient way for members of the public and citizens of Colorado to pay for services they receive online or over-the-counter by allowing EGEs to accept credit cards and electronics checks. This process follows the Payment Card Industry (PCI) Data Security Standards (DSS). If the state agencies and local governments (more than 100

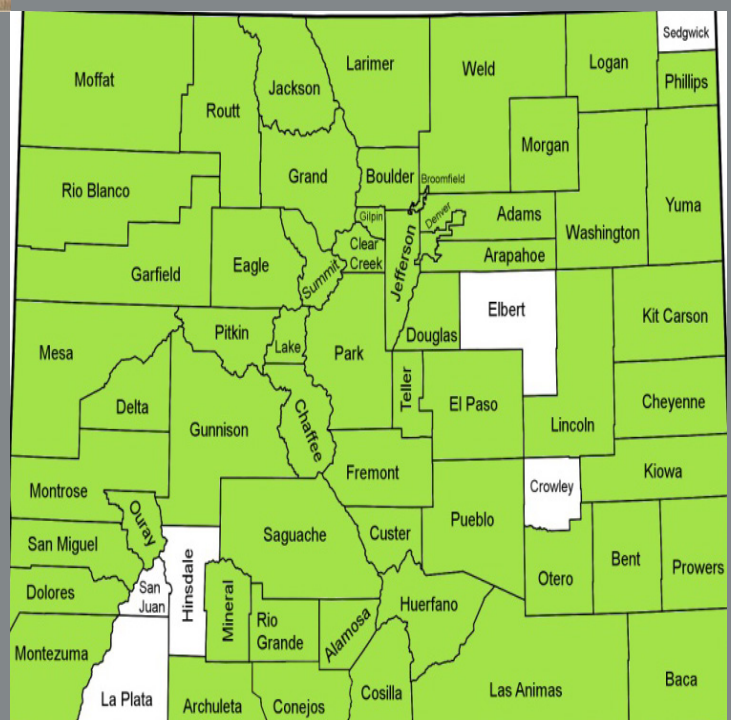
entities leverage this service) using SIPA's services were to stand a similar service up it would carry costs of at least \$3.7 million related to PCI compliance alone. In FY 2013 there were more than 2.7 million transactions completed using SIPA's payment engine. As indicated by the graphic below this payment processing system is used in 58 of Colorado's counties. The shaded areas in the picture below show counties using payment processing



**4) Messaging** - SIPA continues to have partnerships which allow EGEs to acquire a suite of messaging tools at a competitive price. This suite of applications includes collaboration tools, office productivity applications, and e-mail functions. This service is offered as an on-demand pricing model allowing EGEs to pay only for what they are using. SIPA is providing over 40,000 licenses to 21 EGEs.

# 40,000

SIPA is providing over 40,000 licenses to 21 EGEs



# Financial Information

According to the Colorado Revised Statutes, SIPA is to report the total amount of charges or fees imposed by each state agency for accessing electronic information, products, and services through the statewide internet portal and the total amount of receipts and revenue derived by the Authority from those transactions. Both of these reporting requirements are for the preceding fiscal year, which for this reporting period is Fiscal Year 2012/2013.

**Charges** -The table to the right provides information related to the charges imposed by state agencies as a result of laws, rules, or regulations and includes the list of available state agency services, the number of transactions completed, and the total amount of charges associated with the transactions.

In Fiscal Year 2012/2013 (FY 12/13) the applications created through SIPA on behalf of state agencies completed 2,722,858 transactions collecting a total of \$592,648,643. The total dollar amount of \$592,648,643 includes the statutory fees associated with the service, credit card processing fees, and a portal administration fee to operate and maintain the system. It is important to note the users of these services have many alternatives available and are not typically required to use them, but elect to because of their availability and ease of use.

**Receipts & Revenues** - SIPA does not receive any General Fund appropriation from the Colorado General Assembly. SIPA receives funding through its partnerships, the sale of licenses, and time and material consulting. To remain a viable and functioning organization SIPA must offer products and services that are in demand by the EGEs and that they elect to use. The actual revenue (unaudited) SIPA received for FY 2012/2013 related to the services provided to state agencies totals \$190,313.

Service (Alpha)	State Agency	Transactions	Funds Received
AG-Cashier Payment Portal	Agriculture	731	\$188,179
Auto Industry Division - Sales Licensing	Revenue	0	\$0
Board of Assessment Appeals	DOLA	25	\$10,021
CDLE Boiler Inspections	CDLE	630	\$82,472
CDHE Occupational School	CDHE	249	33,339
Colorado BIDS	DPA	4,359	\$181,598
Colorado Business Express	DOR/CDLE	8,289	\$462,650
County DMV PayPort	Revenue	567,854	\$113,770,202
DCJ Class Registrations	DPS	415	\$22,218
DORA Professional Licensing	DORA	98,474	\$18,064,176
DORA Surplus Lines Tax	DORA	180	\$2,470,922
DORA HOA Registrations	DORA	2,275	\$120,238
DPA CSS	DPA	15,000	\$2,364,260
DPA HR	DPA	391	\$73,069
Driver Matching	Revenue	3,654	\$219
Driver Record Monitoring	Revenue	297,769	\$1,324,946
Educator License Payments	CDE	37,087	\$2,778,875
Gambling Intercept - Child Support	DOR	362	\$613,568
Measurement Device Licensing	Agriculture	579	\$101,903
Motor Vehicle Interlock Service	Revenue	12,490	\$499,600
Motor Vehicle Title and Lien Records	Revenue	1,697	\$542,433
Motor Vehicle Verification Service	CBI	22,244	\$111,220
Non-Profit Annual Report Filings	DOLA	1,861	\$282,934
Online Driver License Renewals	Revenue	178,399	\$3,953,683
Online Sales Tax Processing	Revenue	267,061	\$335,933,143
Online Vehicle Registrations	Revenue	572,581	\$93,861,626
Ports of Entry	DOR	9,184	\$2,425,554
Private Applicators Exam Request	Agriculture	497	\$18,556
Private Applicators Licensing	Agriculture	215	\$16,661
Search And Rescue Cards	DOLA	1,994	\$31,483
State Court Payments	Judicial	615,101	\$12,007,962
Storage Tank Registrations	CDLE	431	\$68,566
Utility Payments	DORA	752	\$24,662
Youthful Driver Monitoring	Revenue	28	\$207,705
<b>Total</b>		<b>2,722,858</b>	<b>\$592,648,643</b>





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