



Colorado Statewide Internet Portal Authority

Annual Legislative Report

November 1, 2020

Colorado Statewide Internet Portal Authority

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INTRODUCTION

The Statewide Internet Portal Authority (SIPA) is pleased to provide this Annual Legislative Report. C.R.S. § 24-37.7-113.5 requires SIPA to submit an annual report to the Joint Technology Committee, the Joint Budget Committee, the members of the Business, Labor, and Technology Committee of the Senate, and the Business Affairs and Labor Committee of the House of Representatives that includes:

- (a) a complete and detailed operating and financial statement each fiscal year;
- (b) the total amount of charges or fees imposed by each state agency for accessing electronic information, products, and services through the statewide internet portal;
- (c) the total amount of receipts and revenue derived by SIPA from the transactions in (b); and
- (d) recommendations regarding additional legislation or other action that might be necessary to carry out the purposes of SIPA.

SIPA was created in 2004 by the Colorado General Assembly with a mandate to “develop **the officially recognized statewide internet portal** that provides one-stop access to electronic information, products, and services in order to give members of the public, state agencies, and local governments an alternative way to transact business with the state”. C.R.S. § 24-37.7-105(1)(a).

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

SIPA serves as the oversight body of the **Colorado.gov portal**, which is the gateway to Colorado governments and is intended to be Colorado’s single most comprehensive delivery channel for e-Government services. Online services allowing Coloradans to complete tasks such as starting a business, renewing a professional license, renewing driver’s licenses, and vehicle registrations are available.

Governments can create and maintain a web presence on Colorado.gov at no cost to the government, accept electronic payments without needing to procure a PCI-compliant system of their own, deploy mobile applications, and much more – using solutions provided through SIPA.

SIPA works with eligible governmental entities to offer creative solutions that take advantage of new technologies and meet the fiscal challenges of today. SIPA continuously looks for innovative ways to provide new services while improving the current services it offers.

For the last several years, SIPA has focused on:

- Developing and implementing a technology portfolio that meets its customers’ needs.
- Promoting SIPA and Colorado.gov as the official statewide internet portal that connects the public with Colorado governments.
- Being the first choice for Colorado government payment processing by developing processes, systems, and technologies that enhance its customers’ experiences.
- Working with state and local government partners to develop a sustainable operating model.

While these critical operational initiatives will not be abandoned by the SIPA team, there are several new situational and legislative priorities that will be the focus of FY 2020 – 2021.

The SIPA team is currently focusing on:

- Responding to HB20-1039 regarding state rule making
- Managing the NIC Colorado Innovation Fund process and projects
- Responding to the ongoing OSA Audit for web application security
- Preparing for the Portal Integrator Re-procurement
- Managing the transition to a new Executive Director

STATUTORY MISSION

SIPA's statute, § 24-37.7-105, requires SIPA to, among other things, "*develop the officially recognized **statewide** internet portal that provides one-stop access to electronic information, products, and services in order to give members of the public, state agencies, and local governments an **alternative** way to transact business with the state.*"

What is SIPA's mission?

The mission of the authority is to . . .

- Develop the officially recognized statewide internet portal that provides one-stop access to electronic information, products, and services in order to give members of the public, state agencies, and local governments an alternative way to transact business with the state.
- Explore ways and means of expanding the amount and kind of electronic information, products, and services provided, increasing the utility of the electronic information, products, and services provided and the form in which it is provided, and, where appropriate, implementing such expansion or increase.
- Explore technological means of improving access for members of the public, state agencies, and local governments to electronic information, products, and services, and, where appropriate, implement such technological improvements.
- Explore options for expanding the statewide internet portal and its services to members of the public, state agencies, and local governments by providing add-on services such as access to other information, products, services, and databases or by providing electronic mail and calendaring to subscribers.

Source: C.R.S. § 24-37.7-105 (1), (excerpts)

STRATEGIC PURPOSE

SIPA is statutorily required to develop and annually update a strategic business plan for the implementation, maintenance, and enhancement of the statewide internet portal. C.R.S. § 24-37.7-105(1)(c).

In 2017, SIPA's Board and staff worked to generate a modern and aspirational **Purpose Statement**.

We improve the quality of life in Colorado by connecting the public to efficient services through technology, enabling governments to focus on their core missions.

BOARD OF DIRECTORS

SIPA is governed by a 15-member Board of Directors which includes the following members: the Secretary of State; one representative from the Office of the Governor and three Executive Directors of principal agencies of the State, all appointed by the Governor; three members from the private sector and one member of local government, all appointed by the Governor with consent of the Senate; two Senators; two Representatives; one member of the Judicial Department of the State appointed by the Chief Justice of the Colorado Supreme Court; and the State Chief Information Officer of the Governor's Office of Information Technology. The complete roster of current board members is provided in **Appendix 1**.

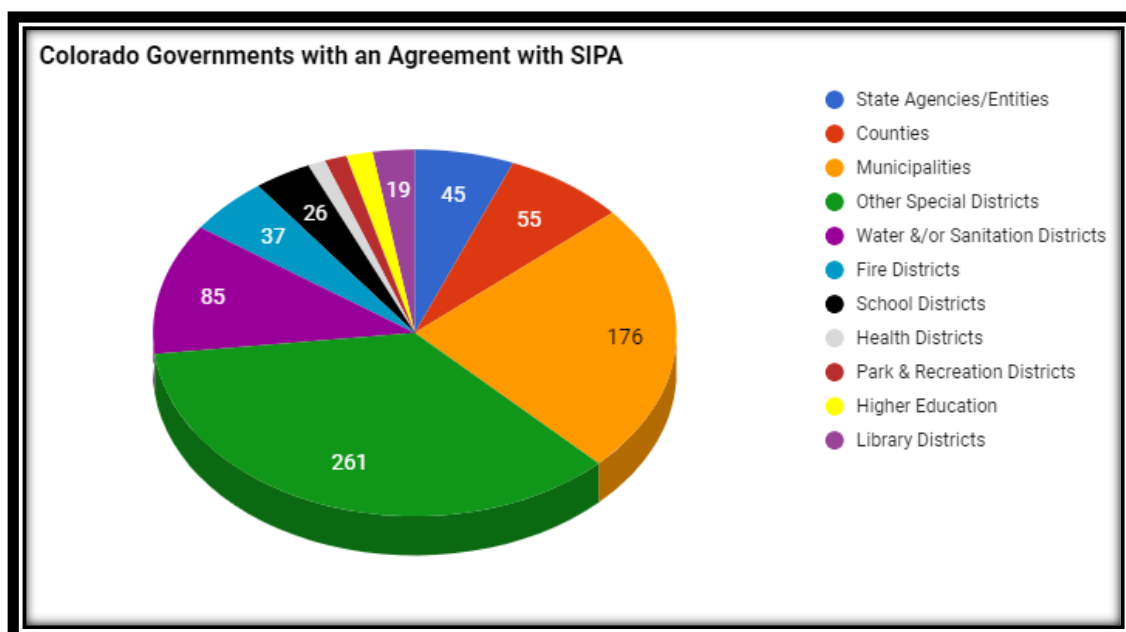
Board Officers elected at the June and August 2020 Board Meetings

- Chair, Patty Salazar, Executive Director, Colorado Department of Regulatory Agencies
- Vice-Chair, Rick Garcia, Executive Director, Colorado Department of Local Affairs
- Treasurer, Kara Veitch, Executive Director, Colorado Department of Personnel & Administration
- Secretary, Mary Kay Hogan, Private Sector Member of the Board

GOVERNMENTS SERVED

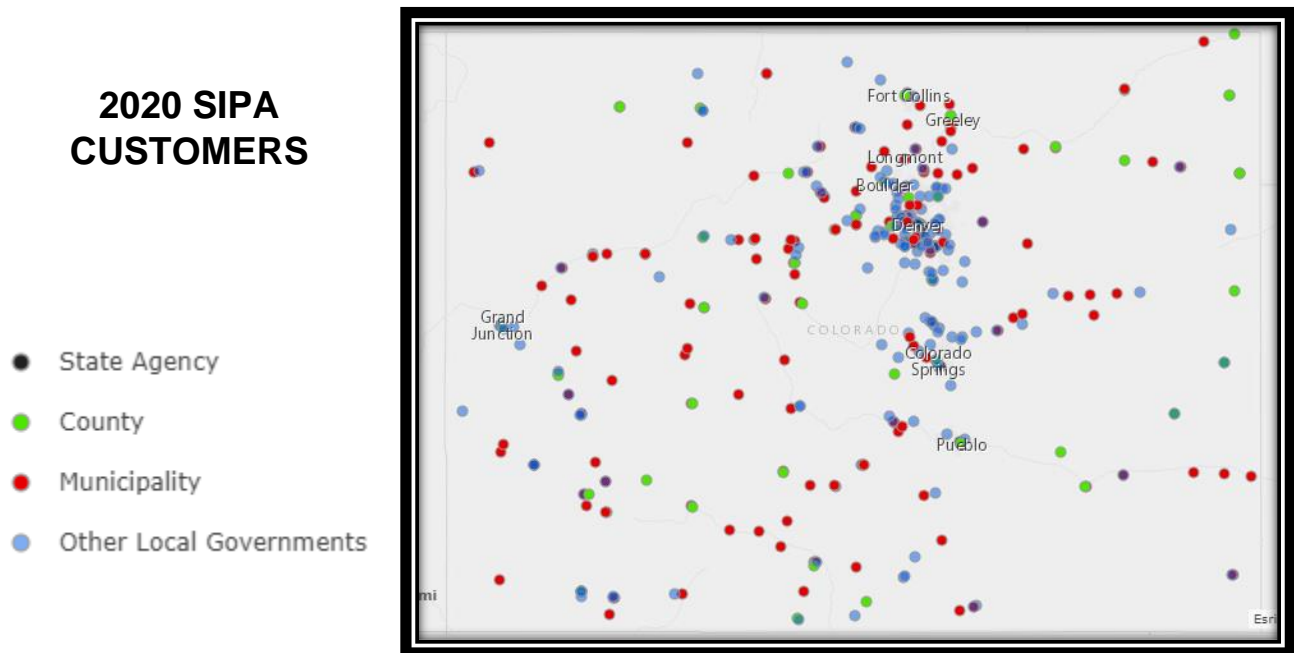
SIPA is a body corporate and political subdivision of the state that serves other governmental entities throughout Colorado. Eligible governmental entities are state agencies, county and municipal governments, public institutions of higher education, public school districts, and many other special purpose authorities.

As of October 9, 2020, SIPA had agreements in place with 734 governments or subdivisions, including all principal departments of state government, 55 counties, 176 municipalities, 85 water and/or sanitation districts, 37 fire protection districts, 12 public higher education institutions, and 26 school districts.



SIPA entered into agreements with 143 new eligible governments over the past year. While many of SIPA's initial customers were state agencies predominately located in the Greater Denver metropolitan region, SIPA now serves governments across Colorado.

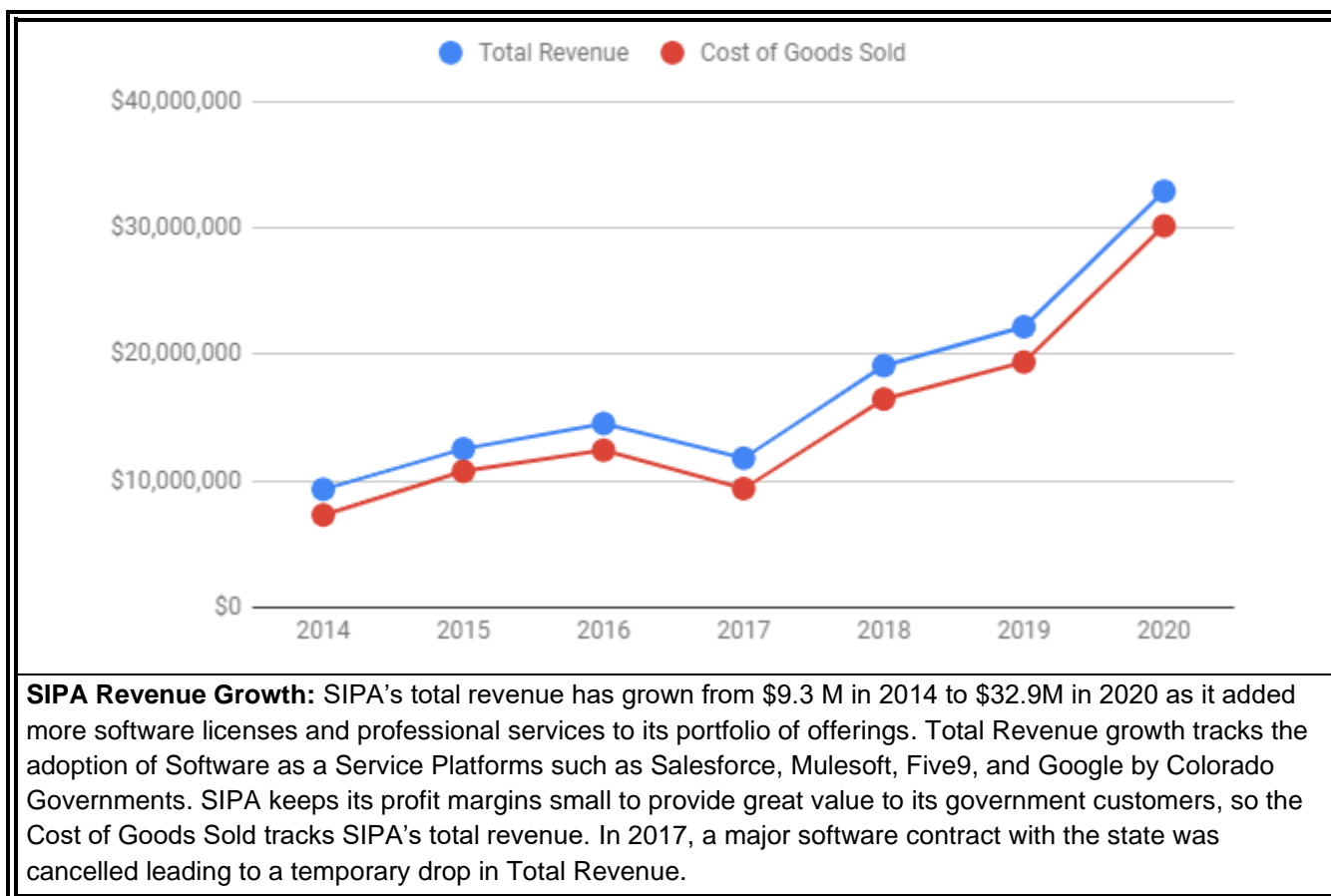
One of SIPA's goals is to ensure that the experience is the same for all Coloradans interacting with their governments whether they dwell in a large front-range city or a small town on the Western slope.



BUSINESS MODEL

SIPA is self-funded through revenue earned from payment processing, the sale of licenses, and time and material consulting. No governments are required to acquire any services or products from SIPA. To remain a viable and functioning organization, SIPA must offer products and services that are secure, cost-effective, and useful to governments. Because SIPA is self-funded, the SIPA team and its vendor partners are highly motivated to ensure that industry-leading solutions are available at competitive prices. Governments will choose to acquire services and solutions through other mechanisms, unless SIPA offers the best products, customer service, and prices.

SIPA's total revenue has grown as more cloud-based services were added to SIPA's portfolio. SIPA earns a small margin on both professional services and software license revenue. In FY 2019-2020, total revenue increased largely due an increase in both professional service and software license procurements for Colorado state agencies. The state increased the number of Google, Salesforce, Five9, and MuleSoft licenses procured to operate critical resident facing applications. Similarly, the state invested in professional services, especially for the Governor's Office of e-Health Innovation, in response to the COVID-19 pandemic.

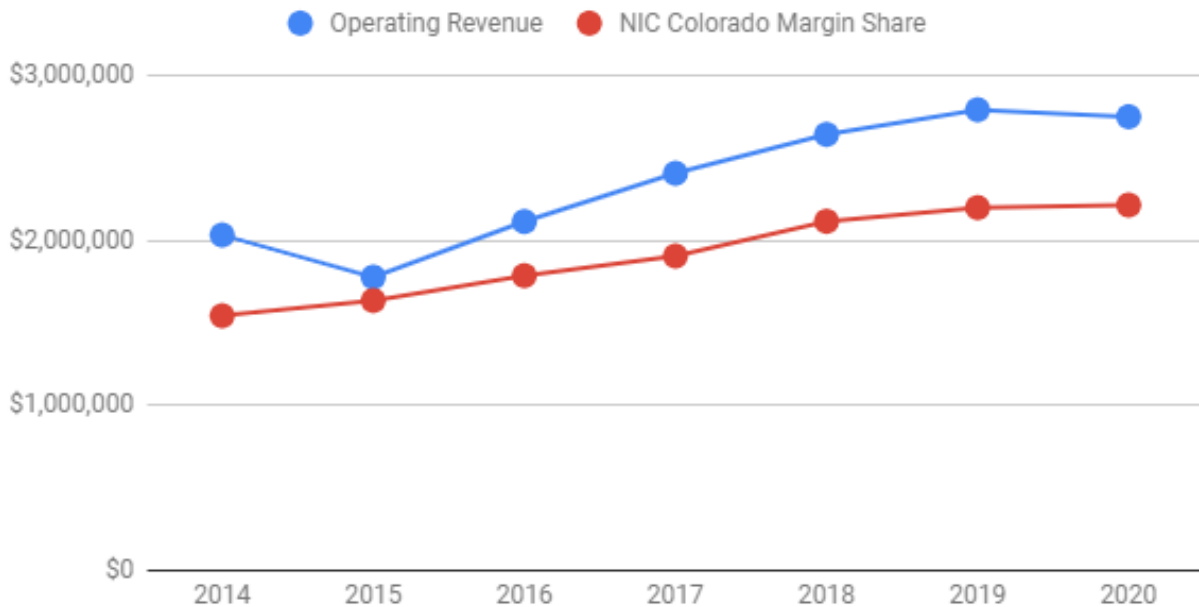


However, as shown on the next page, SIPA's operating revenue (total revenue minus the cost of goods sold) has not grown at the same rate as total revenue. This is because SIPA provides many services at **no additional cost** to governments. The bulk of SIPA's operating revenue is generated through its partnership with NIC Colorado (dba Colorado Interactive), which operates the Colorado.gov portal, and provides payment processing and other services to governments.

Modest efficiency fees are applied to a limited number of services, which cover the cost of building, maintaining, and expanding Colorado.gov services at no cost to the governments served. Revenues from all of NIC Colorado's services are pooled, and projects are initiated according to priorities for state and local government set collaboratively between SIPA and NIC Colorado. Approximately 90% of the services offered in partnership with NIC Colorado are not self-sustaining but instead are supported by a small handful of profitable services.

These transaction fees create a sustainable funding stream to support long-term growth. With this funding source in place, many digital government services are provided at no cost to Colorado governments. The ongoing funding is reinvested in building new services to connect residents to their governments statewide. This helps underfunded government entities obtain and maintain a digital presence and provide world class digital services to the residents and businesses of Colorado. Unlike traditional IT contracting, transaction-based funding has no ongoing maintenance costs or other requirements that limit government's ability to address its evolving needs.

Operating Revenue, NIC Colorado Margin Share and Total Operating Expense



	2014	2015	2016	2017	2018	2019	2020
# Employees	4.5	5.5	6.5	7.5	7.5	7.5	8
# Customers as of July 1	293	299	361	432	472	550	722
# Websites	250	*175	195	215	250	310	363

Operating Revenue = Total Revenue – Costs of Goods Sold

*Website hosting Platform Migration. Some entities with multiple sites consolidated.

SIPA's Financial Operations and Growth. Operating Revenue largely tracks NIC Colorado (Colorado Interactive) Margin Share. NIC Colorado Margin Share is the revenue SIPA receives from its portal integrator contract with NIC Colorado to run the Colorado.gov internet portal and provide custom applications and payment processing for state agencies and local governments.

SIPA's purposefully keeps its operating expenses below its operating revenue because of its self-funded business model. In 2018, SIPA engaged Wyant Data Systems to estimate the cost switching its Portal Integrator partner. After the completion of that study, SIPA's Board approved the creation of a separate Portal Integrator Transition Fund should a new vendor partner be selected in 2022 or 2023 after the expiration of the contract with NIC Colorado. SIPA's net income is currently being added to the Portal Integrator Transition Fund.

SERVICES

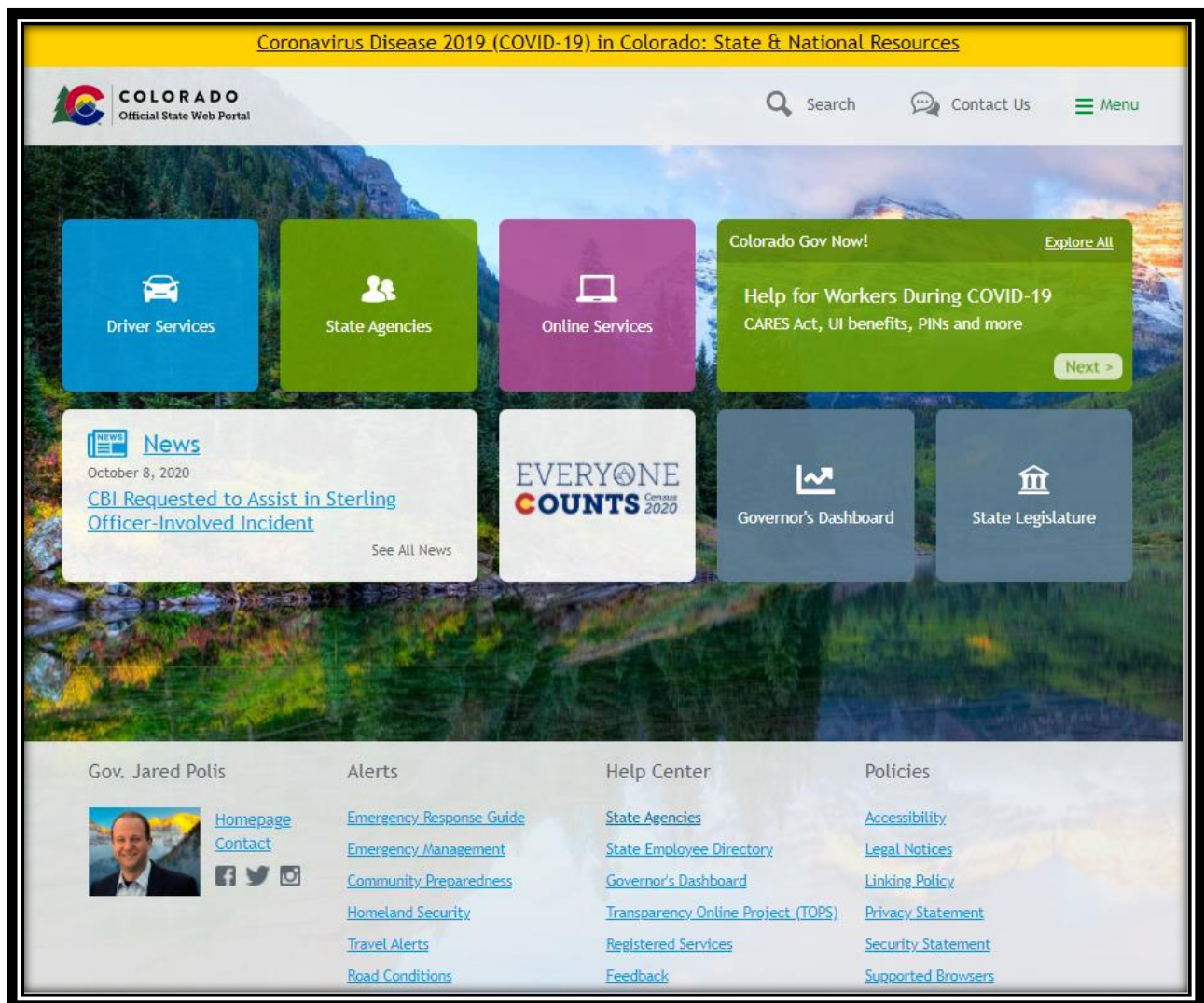
SIPA and its partners offer many services to the eligible governmental entities of Colorado and the members of the public that interact with these services. Every year SIPA adds more SaaS Licenses and professional service offerings to its portfolio. A complete list of vendor partners and services can be

found on SIPA's website at: <https://sipa.colorado.gov/services>. SIPA's most widely-used services are described in detail below.

Internet Portal Services – Conducted in Partnership with NIC Colorado (Colorado Interactive)

As required by SIPA's statute, § 24-37.7-104 (2), SIPA conducted a request for proposals in 2013 to identify a statewide portal integrator. In 2014, a five-year contract with NIC Colorado, expiring April 30, 2019, was signed. SIPA's Board unanimously approved a three-year contract extension (to April 30, 2022) that was executed January 29, 2019.

SIPA provides a variety of portal services in partnership with NIC Colorado including website hosting and development, payment processing, event registration, mobile event management, and custom application development. More than 383 state agencies and local governments take advantage of at least one NIC Colorado portal service. The homepage of the Colorado.gov portal provides access to [state agencies](#) even if they do not host their websites on Colorado.gov, as well as numerous [online services](#) provided by many government entities.



As mentioned above, SIPA's statute, § 24-37.7-105, requires SIPA to "develop the officially recognized statewide internet portal that provides one-stop access to electronic information, products, and services

in order to give members of the public, state agencies, and local governments an alternative way to transact business with the state.” Thus, SIPA oversees the State of Colorado’s Internet portal, www.colorado.gov, which serves as the most comprehensive delivery channel for e-Government services available in Colorado. The portal links to state and local government websites and connects members of the public to the e-Government services they are seeking. Between July 1, 2019 and June 30, 2020, the Colorado.gov homepage received approximately 3.3 million unique visitors looking for information related to government services.

Electronic Payment Processing - Integrated within Colorado.gov, SIPA’s partnership with NIC Colorado provides a convenient and efficient way for members of the public to pay for government services they receive online or over-the-counter by credit card or e-check. The major benefits and protections provided to government entities that utilize NIC Colorado’s payment processing services are outlined in the table below.

SIPA’S PAYMENT PROCESSING BENEFITS & PROTECTIONS	
Convenience & Customer Support	
Local Help Desk	NIC Colorado maintains a Denver based help desk. Support Staff answer 90% of calls within 120 seconds and must resolve 75% of all tickets within 24 hours.
NIC Colorado is the Merchant of Record	NIC Colorado is the Merchant of Record, as such, the transaction risks are borne by NIC Colorado, not the government entity. NIC Colorado manages chargebacks, refunds, and exceptions on behalf of government partners.
Credit Card Processing Equipment	SIPA and NIC Colorado provide the credit card equipment to governments at no cost. Older credit card readers are being updated to “state of the art” encrypted chip card readers.
Payment Integrations	NIC Colorado provides robust APIs to enable secure connections to other applications.
Security & Regulatory Compliance	
Level 1 PCI (Payment Card Industry) Compliance	NIC Colorado’s payment solution is hosted in redundant PCI-DSS Level 1 Data Centers. Level 1 merchants process the most credit card transactions (more than 6 million annual transactions) and are subject to the most stringent regulations.
SOC 2 Report	NIC Colorado provides annual SOC 2 reports per the SSAE 18 auditing standard. The SOC 2 report focuses on a business’s non-financial reporting controls as they relate to security, availability, and processing integrity.
Public Deposit Protection Act (PDPA) Compliance	Required by C.R.S § 11-10.5-101, all moneys in bank deposit accounts that belong to a public unit or public entity are required to be held in a PDPA account. Funds collected through NIC Colorado’s payment processing solution flow through a PDPA holding account owned by SIPA.
Breach Protection	
Insurance Protection	Governments using a service from NIC Colorado are named as additional insureds on its Commercial General Liability Insurance policy. NIC Colorado carries Cyber Privacy insurance. SIPA carries additional insurance to help protect government entities in the event of a breach.
Breach Notification Costs & 1 Year Credit Monitoring	In the event of a NIC Colorado security breach, all costs for customer notification, for all parties whose information may have been compromised, will be paid by NIC Colorado. NIC Colorado will pay all costs for standard credit monitoring for at least one (1) year, for all parties whose information may have been compromised.

NIC Colorado is a PCI (Payment Card Industry) Data Security Standards (DSS) Merchant Level 1 vendor.¹ NIC Colorado manages more than 600 independent payment systems for more than 200 Colorado governments, including 59 of Colorado’s 64 counties. While electronic payment processing is

¹ <http://pcipolicyportal.com/what-is-pci/merchants/>

often provided as a standalone offering, many governments elect to integrate SIPA's payment processing solution into their custom applications. NIC Colorado hosts hundreds of stand-alone payment portals, third-party payment integrations, and Event Registration applications which can take payments on behalf of Colorado governments (**APPENDIX 3: NIC COLORADO PORTAL SERVICES**).

If the state agencies and local governments using SIPA's services were to independently set up and manage these transactions, they would have carried annual costs of approximately \$10 million related to PCI compliance alone.² In FY 2019-2020 more than 7.6 million transactions for government payments of more than \$2.5 billion were completed using SIPA's payment engine.

SIPA's partner, NIC Colorado, serves as the merchant of record on all financial transactions, thus providing Colorado governments with an added layer of protection. All government transactions are processed through a PDPA (Public Deposit Protection Act) protected bank account. The purpose of PDPA is to ensure that public funds held on deposit in banks are protected if the bank holding the public deposits becomes insolvent. Unlike other payment processing vendors, SIPA's partnership with NIC Colorado allows SIPA to offer governments the protection of a PDPA account on payment transactions. Further, both SIPA and NIC Colorado carry large technology and cyber breach notification insurance policies, adding further protections to governments and Colorado residents using our services.

SIPA's contract with NIC Colorado was extended for three more years in 2019. As part of the contract negotiations, NIC Colorado agreed to provide several new benefits to Colorado governments. These benefits include naming all 300+ government entities receiving services from NIC Colorado as additional insureds on NIC Colorado General Liability insurance policy. In the event of a breach of personally identifiable information, all impacted Colorado residents will receive at least one year of credit monitoring.

Websites - Colorado.gov websites might be SIPA's single best-known portal service. Offered in partnership with NIC Colorado, SIPA provides website creation and hosting on Colorado.gov at no charge to eligible government entities and has more than 350 websites in production today (**Appendix 2**). These websites allow members of the public to gather valuable information regarding governmental services 24 hours a day, 7 days a week from their home, office, and mobile devices.

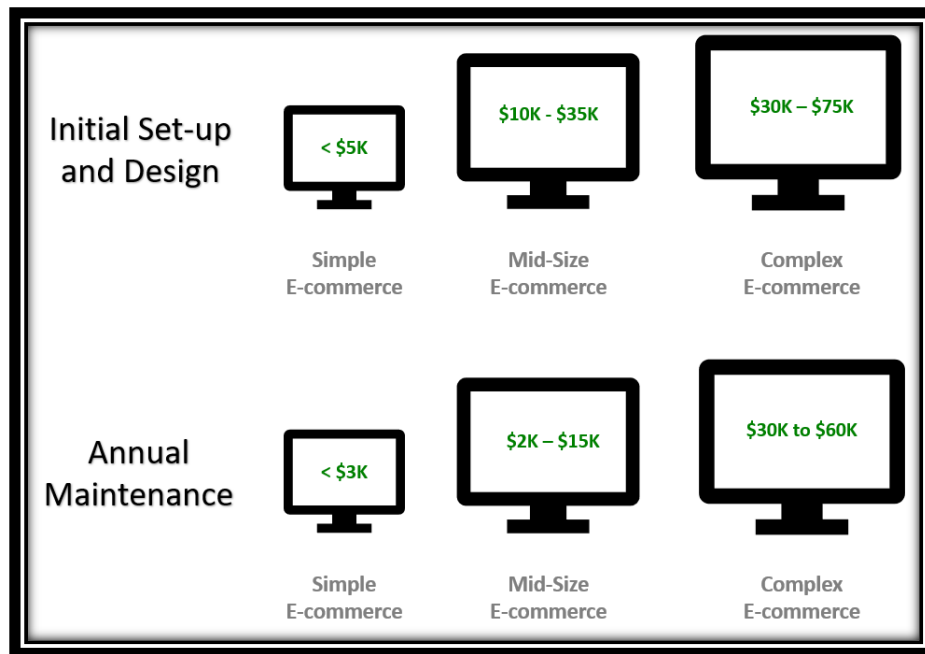
NIC Colorado refreshed and relaunched the Drupal 7 based [Colorado.gov](https://colorado.gov) portal in May 2015. A Drupal 8 based [Colorado.gov](https://colorado.gov) platform, has been developed. NIC Colorado is actively migrating government sites from the older Drupal 7 Platform to the refreshed Drupal 8 Platform. More information on the current platform can be found at: cms.colorado.gov.

Typically, there are about 75 million page-views of Colorado.gov sites each year, with dramatic increases in traffic in 2020 due to the COVID-19 Pandemic. Website hosting and development costs average \$5,000 to \$75,000 per site depending on complexity.³ The costs of website development, security updates, and hosting are absorbed by SIPA and its partner NIC Colorado. NIC Colorado also

² PCI Level 1 costs average \$50,000 per merchant per year. The estimate above is for PCI Level 1 compliance: 200 governments x \$50,000 per merchant = \$10,000,000. See e.g. <https://www.emerchantpay.com/insights/pci-compliance/> and <https://www.securitymetrics.com/blog/how-much-does-pci-compliance-cost>

³ See e.g. <https://www.impactbnd.com/blog/how-much-does-a-website-redesign-cost> or <https://www.webfx.com/How-much-should-web-site-cost.html>

ensures that the Colorado.gov portal and the websites hosted on it, are responsive (i.e., available on any device including mobile devices), accessible to people with disabilities, and maintain the highest security features. Using a conservative estimate of \$10,000 per website per year, SIPA has saved governments ***approximately \$3.5 million for website hosting each year.***⁴



Since HB19-1087⁵ “CONCERNING ONLINE NOTICE OF PUBLIC MEETINGS OF A LOCAL GOVERNMENTAL ENTITY” was signed into law on April 26, 2019, SIPA has had a massive increase in requests for websites. C.R.S. § 24-6-402(2)(c)(II)(D), as enacted by HB19-1087, states that “local governments are encouraged to avail themselves of existing free resources for creating a website and receiving content management assistance from the Colorado Statewide Internet Portal Authority and statewide associations representing local governmental entities.”

Currently, SIPA’s small team is managing the paperwork and contracting for approximately 200 requests for websites and 100 requests for other services that SIPA and its partners provide each month. SIPA and NIC Colorado also helped the Governor’s Office and the Colorado Department of Public Health and Environment (CDPHE) to rapidly develop and deploy new websites focused on the COVID-19 Pandemic. These sites include:

- COVID19.colorado.gov – CDPHE website for Coronavirus information
- stayathomeco.colorado.gov – Governor’s website for stay at home information and resources.
- COVID.colorado.gov – Governor’s website for Coronavirus resources

⁴ Cost estimated as 350 websites x \$10,000 per website per year = \$3,500,000.

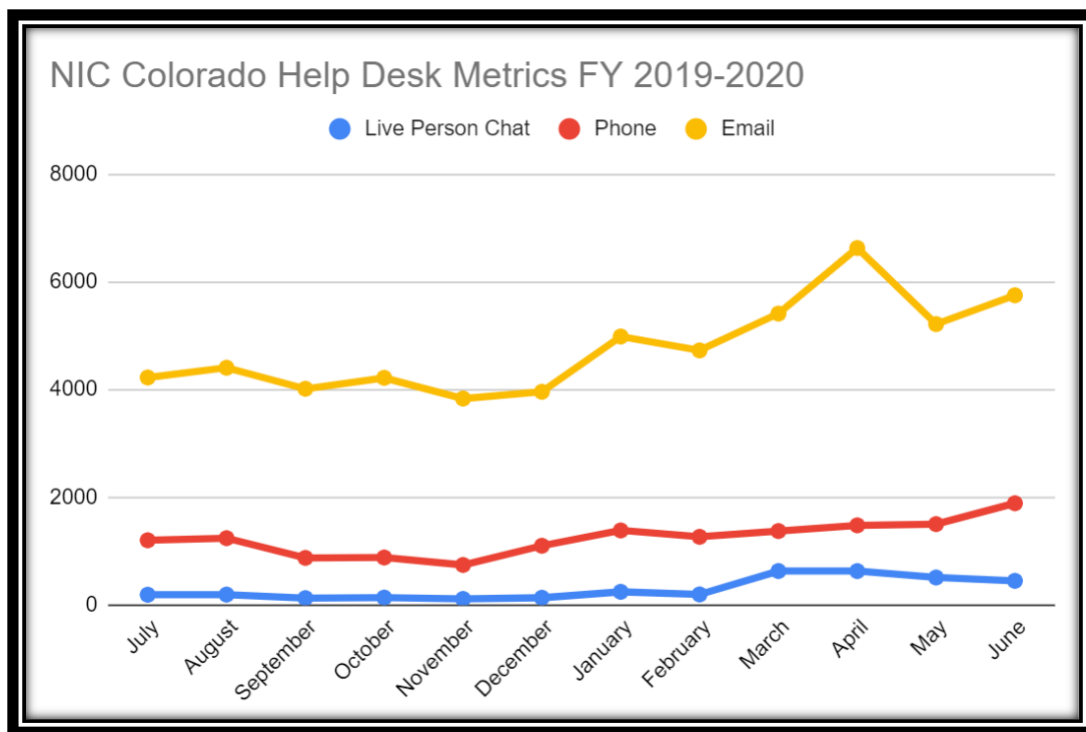
⁵ <https://leg.colorado.gov/bills/hb19-1087>



Custom Applications - SIPA and NIC Colorado help governments develop and implement custom applications that provide improved services to the residents of Colorado. State and local governments have partnered with SIPA to develop numerous custom applications since SIPA was created. These applications include the Online Transparency Portal, Sex Offender Registry, MyBizColorado, Professional License Renewals, Online Vehicle Registration, Colorado Cold Case, and many more. Most of these applications were created with the SIPA self-funded model and were not funded by taxpayer dollars. SIPA and NIC Colorado are continuously updating the portfolio of services available to Colorado governments. More information about NIC Colorado's Portal Services can be found in **Appendix 3**.

Most of these applications used the SIPA-NIC Colorado self-funded model and **were not funded by taxpayer dollars**. Instead they were financed through a portal administration fee, whereby the direct beneficiary (user) of the service pays a small amount to support the service. NIC Colorado's custom application development capabilities also include the ability to rapidly deploy small form-based solutions, using their proprietary tool App Engine. Many new applications that range in scope from reserving a gazebo, providing resident feedback, applying for a municipal business license, or applying for a burn permit have been deployed in the last year. A complete listing can be found in **Appendix 4**.

Help Desk – NIC Colorado provides a local help desk to support users of the various applications and services it has developed and maintained for state agencies and local governments. In FY 2019 – 2020, NIC Colorado responded to 3,586 requests by online-chat, 14,961 by phone, and 57,380 by email. There was an uptick in customer support requests as the COVID-19 Pandemic was beginning to impact Colorado.



SIPA customers are very satisfied with the quality of support and services being received by NIC Colorado and SIPA's other vendor partners. (**Appendix 5: SIPA Customer Experience Scorecard**).

Event Registration and Mobile Event Management – NIC Colorado provides a free online event registration system, allowing entities the ease and flexibility to set up an event in a matter of minutes. It provides the ability to register any free or cost-based event and allow for tracking both attendance and revenue. Colorado governments have used this service over 200 times for a wide-range of events including registering participants for seminars, special events, and one-time events. NIC Colorado also provides a mobile application – MyEvents2Go – for event management. This mobile application allows real-time updates of conference agendas.

Digital Government Assistant – Gov2Go⁶ is a national application, which serves as a resident's personal assistant for state, federal, and local government alerts and services. It allows a resident to create a personalized profile (in a [web](#) or mobile (Android or IOS) application) focusing on the government services each person would like to be reminded about, and even have the assistant act on the resident's behalf, including one-click payments. Colorado specific services on Gov2Go include Flag Status Updates, Sex Offender Registry Alerts, and Motor Vehicle Registration Renewals.

Cloud Based Software as a Service (SaaS) Solutions

SIPA continues to have partnerships which allow Colorado governments to acquire and customize a variety of software solutions at competitive prices. These services are offered using an on-demand pricing model that allows governments to pay only for what they are using. SaaS (Software as a Service) solutions include: Salesforce, MuleSoft, G-Suite, Google Cloud Platform, DocuSign, Granicus, Qualtrics, AODocs, and Five9. Professional services to customize the cloud-based solutions are also contracted on behalf of eligible governments if desired. The State of Colorado, through the Governor's

⁶ <https://getgov2go.com/>

Office of Information Technology, is SIPA's single largest consumer of SaaS solutions. However, approximately 84 local governments procure one or more of SIPA's SaaS offerings.

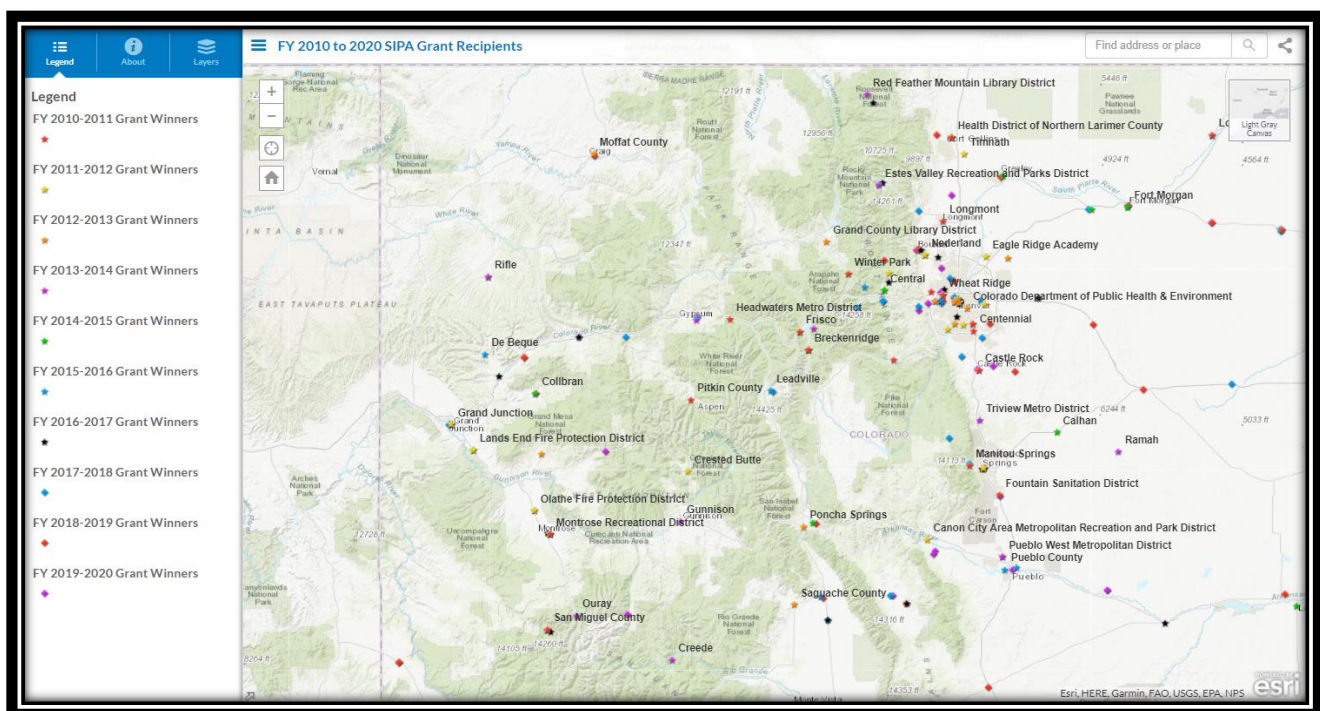
SIPA generally earns a small margin of revenue on SaaS license fees. SIPA's goal is to offer SaaS products below list price and still cover SIPA's costs of administration. SIPA also offers a variety of professional service offerings that support its mission. These range from designing custom applications for governments to engage with their constituents to providing cyber security assessments to protect resident data. SIPA earns a small margin on professional service contracts, to offset some of the costs associated with insurance, contract management, project management, and invoicing.

Micro-Grant Program

SIPA is about to start the eleventh year of its Micro-Grant Program. Each year, SIPA awards approximately 25 grants and up to \$150,000 to help governments put more resident-facing services and information online. Since the grant program inception in 2010, SIPA has awarded 259 grants totaling \$1,202,024 across the State of Colorado. The grant program is open to all Colorado government entities that are eligible to work with SIPA.

Grant winners have used their funds creatively to put more constituent facing services and information online. For example, Colorado governments have: digitized historic resources (maps, newspapers, art collections, video collections) and made them available online, modernized their websites, provided more broadband internet access, created low cost extensible (can be used by other governments) web-portals based on Google Drive to allow residents to more easily self-serve their CORA (Colorado Open Records Act) requests, created a Colorado Parks and Wildlife mobile fishing application, and created resident-facing online portals for resident engagement.

SIPA's interactive web mapping application, which lists the grant winners, amounts awarded, and grant purposes, can be viewed at: <https://arcg.is/0n1Sru>



In FY 2019-2020 SIPA received 95 requests for micro-grants and funded 35 of those, totaling \$147,000.⁷ Three additional grants were awarded in partnership with DOLA to expand broadband access statewide. Micro-grant awards for FY 2019-2020 are shown in the table below.

Grant Recipients – FY 2019-2020		
Organization	Amount	Purpose
City of Boulder	\$6,500.00	Create an online portal for the food tax rebate program that allows households to apply for a rebate for the purposes of food security.
City of Colorado Springs	\$3,000.00	Inventory, scan, and digitize thousands of historical records, making them freely and easily accessible online to both the public and City staff.
City of Fountain	\$3,000.00	Digitize 161 years worth of documents from the City Clerk's office for public online access.
Colorado School for the Deaf and the Blind	\$6,500.00	Improve the school district's website by migrating to SIPA/CI's colorado.gov.
Colorado State Judicial	\$6,500.00	Set-up, site migration, and customization on SIPA/CI's new Drupal 8 platform.
Denver Public Library	\$6,500.00	Digitize building permits in the Denver Public Library's collections and encourage their use to understand the people and places that make Denver unique.
Department of Agriculture Animal Health Laboratory	\$8,500.00	Make vital enhancements to a mobile application that allows veterinarians to submit data electronically for rapid, efficient testing of Equines.
Department of Human Services Behavioral Health Ombudsman	\$300.00	Set up an independent G Suite account for the office through SIPA and Tempus Nova.
Department of Labor and Employment	\$6,500.00	Streamline the claimant online experience and increase the utilization of self-service Colorado Unemployment Insurance claims by state unemployed workers.
Department of Natural Resources	\$6,500.00	Set-up, website migration, and customization on SIPA/NIC Colorado's colorado.gov new Drupal 8 platform.
Department of Natural Resources Division of Water Resources	\$6,500.00	Website migration with SIPA and NIC Colorado to colorado.gov.
Department of Treasury	\$5,000.00	Perform a full update of the Department of Treasury's public facing website on SIPA/ NIC Colorado 's colorado.gov platform.
Douglas County Conservation District	\$300.00	Upgrade to G Suite for a safer, more professional email provider through SIPA and Tempus Nova.
Fruitdale Sanitation District	\$3,500.00	Transition to the secure cloud G Suite platform with SIPA and Tempus Nova.
Genesee Fire Protection District	\$4,250.00	Facilitate the creation of a new and interactive website, on SIPA/ NIC Colorado 's colorado.gov platform, focused on community preparedness.
Hinsdale County	\$2,000.00	Improve the County's website on the SIPA/NIC Colorado colorado.gov platform to improve navigation and to provide better interaction with constituents such as "How Do I" for potential bill paying (trash & fees), add CORA request forms.

⁷ <https://sipa.colorado.gov/currentrecipients>

Grant Recipients – FY 2019-2020		
Organization	Amount	Purpose
Hinsdale County	\$5,000.00	Broadband: to purchase conduit for fiber to be placed during existing construction projects for eventual fiber ring with multiple anchor institutions for improved, consistent, redundant communication.
Jefferson County Clerk	\$8,500.00	Continue offering transparency to the residents of Jefferson County by furthering the use of technological applications for the 2020 election.
Las Animas County	\$3,750.00	Improve website and migrate data by moving to Colorado.gov SIPA/NIC Colorado that includes ADA compliance.
Little Thompson Water District	\$3,500.00	Website migration to SIPA/NIC Colorado's colorado.gov with an updated web design, coding and training.
Morgan County	\$4,050.00	Cover the one-time setup fees for implementation to stream meetings using Granicus.
Office of Economic Development and International Trade	\$8,500.00	Support the development of a cutting-edge website, on SIPA/NIC Colorado's colorado.gov platform, to serve as the hub of information for programs while creating a new standard for state agencies.
Office on Judicial Performance Evaluation	\$6,500.00	Migrate to SIPA/NIC Colorado's colorado.gov to provide accurate information, for the residents of Colorado, for the 2020 election.
Pueblo County	\$6,500.00	Make the County Commissioner's public meeting process more transparent and efficient and save paper by using the Granicus platform.
Ragged Mountain Fire Protection District	\$3,250.00	Migrate to SIPA/NIC Colorado's colorado.gov to offer a high-quality website to effectively communicate with constituents with important information, and to interact with District Members and Residents.
Town of Akron	\$3,500.00	to transition to G Suite with SIPA and Tempus Nova for all department heads to have their own work email address, therefore not relying on personal email addresses to conduct business.
Town of Castle Rock	\$5,000.00	Provide the residents and visitors of Castle Rock with trail conditions including sidewalk clearing during snow events.
Town of Dolores	\$4,250.00	Create a quality website on SIPA/NIC Colorado's no-cost platform on Colorado.gov to provide functional, effective communication and service to residents.
Town of Dolores	\$3,500.00	Transition to G Suite with SIPA and Tempus Nova that includes Technical and Training Services, as well as Project Management.
Town of Olney Springs	\$300.00	Switch staff's residential Gmail account to a governmental Gmail account to G Suite through SIPA and Tempus Nova.
Town of Olney Springs	\$3,750.00	Website migration with SIPA and NIC Colorado to colorado.gov.
Town of Rockvale	\$300.00	Set up secure emails through SIPA and Tempus Nova for town staff and board members for better communication.
Town of Silt	\$2,610.00	Implement the Granicus Communications Cloud to connect with more people by leveraging the Cloud.
Town of Westcliffe	\$6,477.27	Broadband: to provide additional Wi-Fi Access Point node (#12) to the existing Main Street Wi-Fi System that provides complimentary casual internet access to public areas in Westcliffe.
Town of Williamsburg	\$4,500.00	Offer a higher-quality website with more functionality to effectively communicate with residents by moving to the SIPA/NIC Colorado Colorado.gov.

Innovation Fund

As part of the contract extension with NIC Colorado, provided NIC Colorado's revenue does not decrease from its CY 2018 amounts, NIC Colorado will invest \$500,000 per year for the next three years to equipment, hardware, goods, and services for projects directed by SIPA to innovate technology in the State of Colorado. This financial commitment is above and beyond the already extensive amount of no-cost services provided to Colorado governments that were described above in the Portal Services section.

SIPA's Board selected the following projects for Innovation Fund Investment in the first year of the program. Some projects received funding for the award amount, while other projects are being invested in with in-kind services by NIC Colorado.

Innovation Fund Project	SIPA Board Decision	Award Amount	Current Project Status
Governor's Dashboard (Governor's Office) – This was a professional services engagement that provided data visualization updates and the development of a new dashboard,	Partial Funding	\$75,000	Project Complete
Legal Help Center Website (Judicial) – This project replaces an end of life website with a fully supported website on Colorado.gov portal.	Partial Funding	\$100,000	Ongoing
Chatbot Pilot (OIT/DOR) – This project pilots chatbot technology on the Colorado.gov portal.	Full Funding	\$25,000	Ongoing
Go Code Colorado and Data Accessibility (OIT/SOS) – This project provides additional datasets and the development of a data connections tool for the Go Code Colorado program.	Partial Funding	\$50,000	Ongoing
Web Portal Standardization (OIT) – This project develops a set of web design standards that provide a common look and feel to the residents of Colorado.	Full Funding	\$100,000	Ongoing
Inventory Management System (CDOC) – This project helps the Colorado Department of Corrections improve the quality of inventory management in their Canteen program.	Partial Funding	\$50,000	Ongoing
County Jail Population Dashboard (CDPS/Counties) – This project will provide transparency to help with public policy in the criminal justice system.	Partial Funding	\$50,000	Cancelled by requester; funds rolled to year 2
Revenue Online Update (DOR) – This project improved the user interfaces for the public-facing taxation application.	Full Funding	\$50,000	Project Complete

For the second year of the Innovation Fund, SIPA's Board decided, at their October 1, 2020 Board Meeting, to only select projects where the full funding request could be committed. The Board selected the following projects for Innovation Fund investment:

- **CDHE My Colorado Journey Chatbot (\$68K)** - The funds will be used to implement a cutting-edge chatbot functionality to provide direct, instantaneous responses to user questions thereby

extending scarce staff and agency resources and optimizing user engagement and learning for the My Colorado Journey website.

- **CDPHE Water Control Board (\$30K)** - The funds will be used to store fish consumption, swim beach closure, harmful algae blooms, and other significant water impairments data for availability through an application program interface on our website and other applications, such as the MyColorado mobile application.
- **DOLA Demography Dashboards and Storymaps (\$7K)** - The funds will be used to increase the data storage and software licenses for the State Demographer's Office to expand its online data visualizations and tools to analyze and describe the socio-economic impacts of the COVID-19 Pandemic across the state as well as develop tools, visualizations, and access to the Census 2020 counts to be released in 2021.
- **DOLA Local Government Information System Modernization (\$45K)** – The funds will be used to hire a contractor to assist in constructing external user interfaces for the Division's soon-to-be modernized Local Government Information System and E-Filing Portal (LGIS) and will improve local government user experience and prevent the current system from ceasing function due to reliance on obsolete Oracle forms, Java programming, and web browsers.
- **DOR UI/UX Study for DMV Platforms (\$150K)** - The funds will be used to retain a consultant to analyze, assess, and recommend a strategy through a development roadmap driven by utilizing User-Centered Design techniques to provide a framework of processes in which usability goals, user characteristics, environment, tasks and workflow of a product, service or process are given extensive attention at each stage of the design process. This will set a path for the DOR to manage the DMV Digital Transformation and manage usability and user experience across the DMV platforms (myDMV (Driver License/ID Services and Vehicle Services), colorado.gov/dmv, Driver Control, and Emissions).
- **Judicial Online Dispute Resolution (\$200K)** - The funds will be used to purchase and integrate an online dispute resolution (ODR) platform to reduce court users' barriers to courts to be able to resolve civil disputes online, including e.g., small claims court, dissolution of marriage, parenting issues (pre and post-decree), and debt collection, without the need to physically go to a courthouse.
- **OIT Security Bug Bounty Platform (\$50K)** - The funds will be used to cover payment to the security bug bounty platform and for the security researchers. The Colorado Digital Service team's time is covered through OIT's common policy. That covers much of the time to develop and publish resources such as a playbook to facilitate state agencies using bug bounties in the future. OIT has a contingent commitment to get help from the Beeck Center for Social Impact and Innovation at Georgetown University to help with writing and promoting the case study and playbook.

These new projects will start in Calendar Year 2021.

HB20-1039 Transparent State Web Portal Search Rules

HB 20-1039 Transparent State Web Portal Search Rules: Concerning a transparent state web portal that allows the public to easily search for information relating to state agency rules at no cost was signed into law on March 24, 2020. HB 20-1039 assigned SIPA's Executive Director to chair a task force to look at ways to enhance residents' online access to rules and the rule-making process

and to increase the transparency of the rule-making process, including potential improvements to existing online resources and the potential creation of new online resources.

SIPA's former Executive Director, Jack Arrowsmith, retired on May 31, 2020. SIPA's new Executive Director, Ajay Bagal, started on October 21, 2020. During these transitions, SIPA's Chief Technology Officer, Jerrod Roth, has been managing the task force responsibilities created in HB20-1039.

The objective of HB0-1039 is to deliver a report that addresses:

- a. Ways to enhance residents' online access to rules and the rule-making process and to increase the transparency of the rule-making process, including potential improvements to existing online resources and the potential creation of new online resources.
- b. Options for the design and implementation of an integrated state rule-making web portal.
- c. Common rule-making agency reporting formats, workflows, timelines, and protocols.
- d. An entity to manage the integrated state rule-making web portal.

The HB20-1039 Task Force first met on May 15, 2020. Of the agencies that were designated in the legislation to participate in the Task Force, seventeen of twenty organizations have actively participated. The Task Force agreed to the following schedule and timeline.

Task	Target Date
Task Force Kickoff Meeting	May 15, 2020
Review Rule-Making (Process Documents, Rule and Notice Formats, and Timelines)	June 19, 2020
Review of Existing State Systems	July 17, 2020
ID Areas for Improvement of Existing State Systems	August 21, 2020
Environment Scan of Possible New Solutions	September 18, 2020
Management of Integrated State Rule-Making Portal	October 16, 2020
Task Force Recommendations	November 20, 2020
Final Report Review	December 18, 2020

Agendas and Meeting Minutes from the Task Force meetings are available on the [SIPA HB20-1039 website](#). There has been exceptional engagement by the Task Force members. The final report to the general assembly's committees of reference with jurisdiction over business and state affairs is expected to be delivered on time. Since stakeholder engagement is very important to the HB20-1039 Task Force work and rule-making in general, SIPA will make the draft report available for public comment on the SIPA website. Those public comments will be captured in the final report.

FINANCIAL OPERATIONS

SIPA is self-funded and does not receive any appropriation from the Colorado General Assembly. SIPA is self-funded through its partnership with NIC Colorado, 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 governments.

Financial Risks

SIPA's primary financial risk is whether the amount of cash it has on hand is sufficient to cover vendor invoices between the time a government requests licenses or services to be ordered, and the time the government remits payment to SIPA. SIPA's Board approved a policy in 2019 that SIPA maintain a fund for business continuance of at least \$2 million for the purpose of meeting future obligations, capital expenditures, and operational expenses that cannot be met with operating funds. Several contracts that SIPA enters into for state agencies exceed the cash reserves, putting SIPA at risk if the agencies are slow to pay for the licenses or services that have been ordered.

The full financial impact of the COVID-19 Pandemic is not yet fully known. State agencies asked SIPA and its vendor partners to find ways to help trim 20% from FY 2020 - 2021 contract renewal costs. NIC Colorado's revenue from payment transactions decreased significantly with the economic downturn associated with the pandemic. If NIC Colorado's revenue decreases, the amount of funding SIPA receives as "Margin Share" will also proportionally decrease. Similarly, since SIPA's margins on license and professional service costs average 2.3%, there is little that SIPA can do to further reduce costs to governments and continue to operate, especially as requests for non-revenue generating services, such as website hosting, continue to increase. Some government entities may need to cancel licenses and services that they have come to rely on. This potential drop in revenue may impact SIPA's capacity to conduct self-funded "no cost" projects for governments.

An overview of SIPA's financial operation is presented below.

FY 2019 - 2020: Unaudited SIPA Profit and Loss - July 1, 2019 to June 30, 2020		
REVENUE		
	NIC Colorado Margin Share	\$2,212,391.67
	Professional Services Revenue	\$7,204,504.38
	SaaS License Revenue	\$23,488,971.05
	Interest & Sponsorships	\$108,224.60
COST OF SERVICES		
	Professional Services Expense	\$7,034,666.35
	SaaS License Expense	\$22,918,035.24
	SIPA Funded Projects	\$205,904.55
	OPERATING REVENUE	\$2,855,485.56
OPERATIONS		
	Personnel, PERA liability, Training	\$1,212,684.40
	Office Operations - Insurance, Equipment, Lease, Phones, Office Supplies, etc.	\$217,735.87
	Functions - Board, Annual Micro-grants, Marketing, Meetings & Events	\$237,794.54
	Professional fees - accounting, audit, legal, consulting, technical assistance	\$280,427.00
	OPERATING EXPENSES	\$1,948,641.81
	NET INCOME	\$906,843.75

Description of Profit and Loss Line Items

Income

NIC Colorado Margin Share: This line item is used to account for the revenue received from the contract with NIC Colorado. SIPA receives a base monthly amount plus a percentage of net revenue. As described above, most of SIPA's Operating Revenue is derived from the NIC Colorado Margin Share.

Professional Services Revenue: This line item is used to account for revenue received from governments that require professional services to implement SaaS licenses, cyber security assessments, Google Cloud Platform development, technical account management services, custom integrations or applications, and maintenance of in-production applications. SIPA has added a few new partners that are doing extensive work for state agencies. CORHIO, QHN, CCMCN, and Prime Health were brought on as partners for the Governor's Office of e-Health Information. Slalom has been an active professional service partner doing work with many state agencies.

SaaS License Revenue: This line item is used to account for the revenue received from the purchase of software licenses by governments. Google, Five9, and Salesforce are the main license types offered by SIPA. This change is largely represented by the increased adoption of Salesforce licenses, and the addition of MuleSoft licensing by the Governor's Office of Information Technology and other state agencies.

Interest & Sponsorships: This line item is used to account for revenue from Interest from SIPA's ColoTrust account where the reserve fund balance is maintained. SIPA's vendor partners were eager to support SIPA's Annual User Conference this year and contributed financially to the event. The SIPA Annual User Conference was cancelled due to the COVID-19 Pandemic and all sponsorship dollars were returned.

Cost of Services

Professional Services Expense: This line item is used to account for expenses associated with professional services to implement SaaS licenses, cyber security assessments, Google Cloud Platform development, technical account management services, custom integrations or applications, and maintenance of in-production applications. These expenses are covered by the income line item Professional Services Revenue above.

SaaS Licenses: This line item is used for expenses associated with the purchase of software licenses to fulfill orders placed by government entities. These expenses are covered by the income line item SaaS License Revenue above.

SIPA-Funded Projects: This category supports projects that SIPA's Executive Director and Board of Directors have determined will benefit the most stakeholders. The ability to conduct such initiatives is a major advantage of the self-funded model. SIPA supported the migration of Colorado.gov websites from the current Drupal 7 to updated Drupal 8 platform and state technology projects that align with SIPA's mission.

Expenses

Personnel, Training, PERA liability: This line item is used to account for the various costs associated with SIPA's employees, including the required reporting from GASB 75 and GASB 68 expenses related to PERA.

Office Operations: This line item accounts for all office operation related expenses such as the lease, insurance, office equipment, and office supplies.

Functions: This line item includes all marketing materials, travel, memberships, lunch and learns, other events, participation at 20 government conferences, the annual micro-grant program, SIPA's Annual User Conference, and Board meeting related expenses. SIPA's Annual User Conference was cancelled due to the COVID-19 Pandemic this year, but many of the associated expenses were not refundable.

Professional fees: This line item accounts for the SIPA Board's legal counsel, SIPA's contract CFO, bookkeeping firm, annual independent audit, and other contractors who are retained for special projects, such as the recruiter retained to identify a new Executive Director for SIPA.

Use of Net Income from FY 2019 - 2020 for FY 2020 – 2021

Portal Integrator Transition Fund

SIPA's Board approved the creation of a new reserve fund called the Portal Integrator Transition Fund to support the predicted costs of switching to a new portal integrator in 2022 (or 2023 if the current contract is extended for another year). It was estimated by Wyant Data Systems that SIPA would incur substantial costs in transitioning to a new portal integrator. SIPA plans to move the profits it has retained that have been accrued over the last few years into a ColoTrust account for this purpose. On July 1, 2019, the Portal Integrator Transition fund was started with \$3 million. This amount is less than the amount proposed by Wyant Data Systems, but SIPA plans to retain future earnings to help support the costs of switching portal integrator vendors in the future. Net income from FY 2019 – 2020 will be added to the Portal Integrator Transition Fund.

FINANCIAL TRANSACTION DATA

C.R.S. § 24-37.7-113.5 requires SIPA 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 SIPA from those transactions. These reporting requirements are for the preceding fiscal year, which for this reporting period is FY 2019 – 2020.

Fees charged by State Agencies

For most payment transactions, the fees are simple and posted to [SIPA's website](#). Agencies can choose to absorb these fees or pass them down to the end user as a convenience fee for transacting online. The latter is the most common choice.

eCheck Transactions:

Transaction Amount + \$1.00

Credit Card Transactions:

Transaction Amount + ((Transaction Amount + \$0.75) x 2.25%) + \$0.75

For some specialized transactions, NIC Colorado and state agencies have agreed to exceptions to these standard fees. For example, motor vehicle-related transactions for less than \$10.00 are not charged to residents; instead, the credit card transaction fees are absorbed by NIC Colorado. Judicial fees are \$1.90 per statutory filing and \$0.50 per case history. Gambling intercept has a fee of \$10.00 per intercept. In some cases, NIC Colorado helps state agencies to deliver bulk records electronically to others. These fees range from \$0.003 to \$5 per type of record being looked up and delivered.

In FY 2019-2020, SIPA, through its partnership with NIC Colorado, processed more than 7.2 million transactions for state agencies, which collected more than \$2.1 billion for their information, products, and services. More than 77 million records were delivered on behalf of the Department of Revenue, generating an additional \$654,316 for that agency. Records requested by other state agencies and approved by the Department of Revenue are provided at no cost.

The table, **FY 2019-2020: Fees & Payments Collected by State Agencies (Online & Over the Counter)**, provides information related to the charges imposed by state agencies due to laws, rules, or regulations and includes the list of available state agency services, the number of transactions completed, and the amount of money collected for the state agency. Most of the transactions listed reflect a single payment for a single item.

FY 2019-2020: Fees & Payments Collected by State Agencies (Online & Over the Counter) <i>CI Standard Fees: 2.25% + \$0.75 per credit card transaction, \$1.00 per eCheck transaction.</i>			
Department or Agency	Fee Exceptions	Transactions	Agency Payment
Department of Agriculture		18,876	\$7,941,603
Department of Education		36,667	\$3,225,467
Department of Health Care Policy and Financing		1	\$15
Department of Higher Education		1,301	\$554,905
Department of Human Services		63,606	\$1,402,775
Department of Labor & Employment		4,837	\$3,916,487
Department of Law & Office of Attorney General		920	\$766,487
Department of Local Affairs		12,835	\$1,997,865
Department of Natural Resources		3,344	\$2,001,861
Department of Personnel & Administration		2,510	\$416,875
Department of Public Health & Environment		107,060	\$12,120,717
Department of Public Safety			
<i>Bureau of Investigation</i>		8,521	\$1,848,280
<i>Fire Prevention and Control</i>		3,093	\$1,598,697
<i>School Safety Resource Center</i>		368	\$37,430
<i>State Patrol</i>		12,434	\$1,284,875
<i>Other</i>		91	\$12,519
Department of Regulatory Agencies			
<i>Banking</i>		365	\$5,007,772
<i>Financial Services</i>		71	\$1,228,543
<i>Insurance</i>		761	\$18,327,016
<i>Premium Tax</i>		3,300	\$225,230,056
<i>Professions & Occupations</i>		26,109	\$5,297,822

<i>Public Utilities Commission</i>		3,322	\$545,327
<i>Registrations</i>		224,280	\$25,831,726
<i>Real Estate</i>		59,259	10,874,444
Multiple Agencies (Gambling Intercept)	\$10.00/intercept	442	\$771,438
Office of Economic Development and International Trade		55	\$226,886
Colorado State University		25,433	\$32,058,460
Colorado State Public Defender		32	\$18,800
Department of Revenue			
<i>Driver Services (Over the Counter & Online, State & County Offices)</i>		1,065,267	\$43,925,414
<i>Motor Vehicle (Online & Over the Counter)</i>	No fee on transactions under \$10.00	3,058,759	\$662,108,611
<i>Taxation (Multidirectional Tax & MyBizColorado)</i>		571,792	\$1,068,448,629
<i>Enforcement</i>		17,876	\$2,332,907
Colorado Judicial Branch	\$1.90/Statutory Filing; \$0.50/Case History	1,869,935	\$38,428,407
Subtotal		7,223,522	\$2,179,789,093
Department or Agency	Fee Exceptions	Transactions	Agency Payment

FY 2019-2020: Fees & Payments Collected by State Agencies			
Bulk Record Deliveries (DOR)	Fee Exceptions	Transactions	Agency Payment
Bulk Motor Vehicle Records - Count includes \$0.00 Transactions	CI: \$0.005 per record; Partner \$0.025 per record	46,475,282	\$552,152
Crash Data Records (and Archived) - Count includes \$0.00 Transactions	CI: \$0.075 per record; \$0.025 per archived record; Partner: \$0.005 per record or archived record	589,373	\$2,164
Additional Record Delivery - Count includes \$0.00 Transactions	CI: Varies per lookup type: \$0.03 - \$5.00; Partner: \$100,000/year	30,780,052	\$100,000
Subtotal		77,844,707	\$654,316
		Transactions	Agency Payment
Total State Agency		85,068,229	\$2,180,443,408

Fees charged by Local Governments

In addition to processing payments for state agencies, SIPA, through its partnership with NIC Colorado, processed more than 408,487 transactions, collecting \$342 million, for Colorado local governments. Of this total, 140,775 transactions were for Colorado County Governments, which collected \$17,472,178. Special districts, such as water and sanitation districts, were accountable for 33,957 transactions and \$5,100,017. Municipalities were responsible for 233,755 transactions and \$319,379,767.

The transaction fees for local governments are the same as for state agencies, except as noted. Payment transactions processed for local governments are shown below.

FY 2019 – 2020: Fees & Payments Collected by Special Districts (Online & Over the Counter) <i>CI Standard Fees: 2.25% + \$0.75 per credit card transaction, \$1.00 per eCheck transaction.</i>			
Special Districts	Fee Exceptions	Transactions	Gov. Payment
<i>Associations</i>		1,479	\$538,046
<i>District - Fire Districts</i>		565	\$179,004
<i>District – Misc./General</i>		6,275	\$917,073
<i>District - Utility Payments (Water, Sewer, etc.)</i>		25,559	\$3,451,828
<i>School Districts</i>		79	\$14,066
Subtotal		33,957	\$5,100,017

FY 2019 - 2020 Fees & Payments Collected by Local Governments (Online & Over the Counter) <i>CI Standard Fees: 2.25% + \$0.75 per credit card transaction, \$1.00 per eCheck transaction.</i>			
Counties	Fee Exceptions	Transactions	Gov. Payment
<i>Assessor, Public Trustee</i>		94	\$3,683
<i>Building Departments</i>		2,466	\$305,048
<i>Clerk & Recorder - Misc./Unspecified</i>		21,944	\$452,155
<i>Denver County Courts</i>	\$1.90/Statutory Filing; \$0.50/Case History	48,959	\$2,325,954
<i>Fairgrounds, Events, Parks, Community Development, Libraries</i>		2,123	\$2,818,712
<i>Finance Departments/Treasurer - Misc.</i>		7,707	\$2,615,496
<i>Finance Departments/Treasurer – Tax</i>		1,158	\$264,188
<i>General / Misc.</i>		7,844	\$544,653
<i>Health & Human Services (Clinic, Ambulance, Public Health, etc.)</i>		4,477	\$996,979
<i>Planning and Use, Public Works</i>		7,056	\$3,023,537
<i>Sheriff Departments (Traffic Tickets, Community Justice)</i>		25,463	\$3,098,645
<i>Utility Payments (Water, Sewer, Landfill, Waste Disposal, etc.)</i>		11,484	\$1,023,127
Subtotal		140,775	\$17,472,178

FY 2019 – 2020: Fees & Payments Collected by Municipalities (Online & Over the Counter)*CI Standard Fees: 2.25% + \$0.75 per credit card transaction, \$1.00 per eCheck transaction.*

Municipalities	Fee Exceptions	Transactions	Gov. Payment
<i>Building Departments & Permits</i>		10,621	\$4,616,628
<i>Clerk - Misc./Unspecified</i>		944	\$170,882
<i>Event Registration</i>		87	\$5,561
<i>Fairgrounds, Events, Parks, Community Development, Libraries</i>		547	\$29,123
<i>Finance Departments/Treasurer – Misc.</i>		4,837	\$927,750
<i>Finance Departments/Treasurer – Tax (Sales, Use, Property, etc.)</i>		115,142	\$232,276,850
<i>General / Unspecified</i>		57,626	\$26,485,823
<i>Licenses & Permits</i>		2,209	\$421,437
<i>Municipal Courts & Fines</i>		3,330	\$400,676
<i>Planning and Use, Public Works</i>		14,923	\$49,676,949
<i>Police Departments (Traffic Tickets, Community Justice)</i>		125	\$1,413
<i>Utility Payments (Water, Sewer, Waste Disposal, etc.)</i>		23,364	\$4,366,586
Subtotal		233,755	\$319,379,676
		Transactions	Gov. Payment
Total Local Government		408,487	\$341,951,871

Receipts & Revenues

NIC Colorado shares revenue, generated by offering portal services, with SIPA through a formula set by contract. For FY 2019 - 2020, SIPA was paid a flat fee (\$42,231.09 per month) and a percentage (7.5%) of the portal services revenue collected after expenses (credit card company fees, payment processing fees, and additional payments to agencies). Last year, SIPA received a total of \$2,212,391.67 from NIC Colorado. This number includes payment processing services for state agencies, municipalities, counties, special districts, school districts, and public institutions of higher education. It also includes a small amount of professional services offered on a time and materials basis.

The revenue (unaudited) SIPA received for FY 2019 - 2020 related to the transaction services provided to state agencies is approximately \$2,097,369.5 (i.e. 94.8% of the margin share received from NIC Colorado).

It is important to note that the citizens and residents of Colorado who use these services have many alternatives available and are generally not required to use them; however, they elect to use SIPA and NIC Colorado's Portal Services because of their convenience and ease of use.

RECOMMENDED LEGISLATION

As previously noted, C.R.S. § 24-37.7-113.5 requires that SIPA's annual report include any recommendations regarding additional legislation that might be necessary to carry out the purposes of SIPA. SIPA is requesting legislation to broaden the procurement method it may utilize to select a portal integrator partner.

Currently SIPA must use a request for proposals or RFP mechanism of procurement as specified in C.R.S. § 24-37.7-104. **Powers of the statewide internet portal authority. (2)** *The authority shall not enter into a contract with a statewide portal integrator unless the statewide portal integrator was chosen by the authority pursuant to a request for proposals issued by the authority.*

SIPA's Board Members have discussed the portal integrator reprourement process in recent meetings and have suggested a change to legislation to allow for more flexibility in the procurement, allowing any competitive procurement process, including the Invitation to Negotiate (ITN). ITN has been adopted within state agencies and has garnered success.

Vendors who work with state agencies are becoming familiar with the ITN process. Therefore, SIPA is requesting a change in legislation that would simply change the RFP requirement in the SIPA statute to allow for "any competitive procurement method. This may provide more clarity for potential bidders and allow the recently adopted Invitation to Negotiate to be used as a procurement method for the portal integrator.

SIPA is asking that C.R.S. § 24-37.7-104. **Powers of the statewide internet portal authority. Section (2)** be amended to state:

The authority shall not enter into a contract with a statewide portal integrator unless the statewide portal integrator was chosen by the authority pursuant to a request for proposals or other competitive procurement method such as an invitation to negotiate issued by the authority.

Draft legislation for consideration is presented in **Appendix 6**.

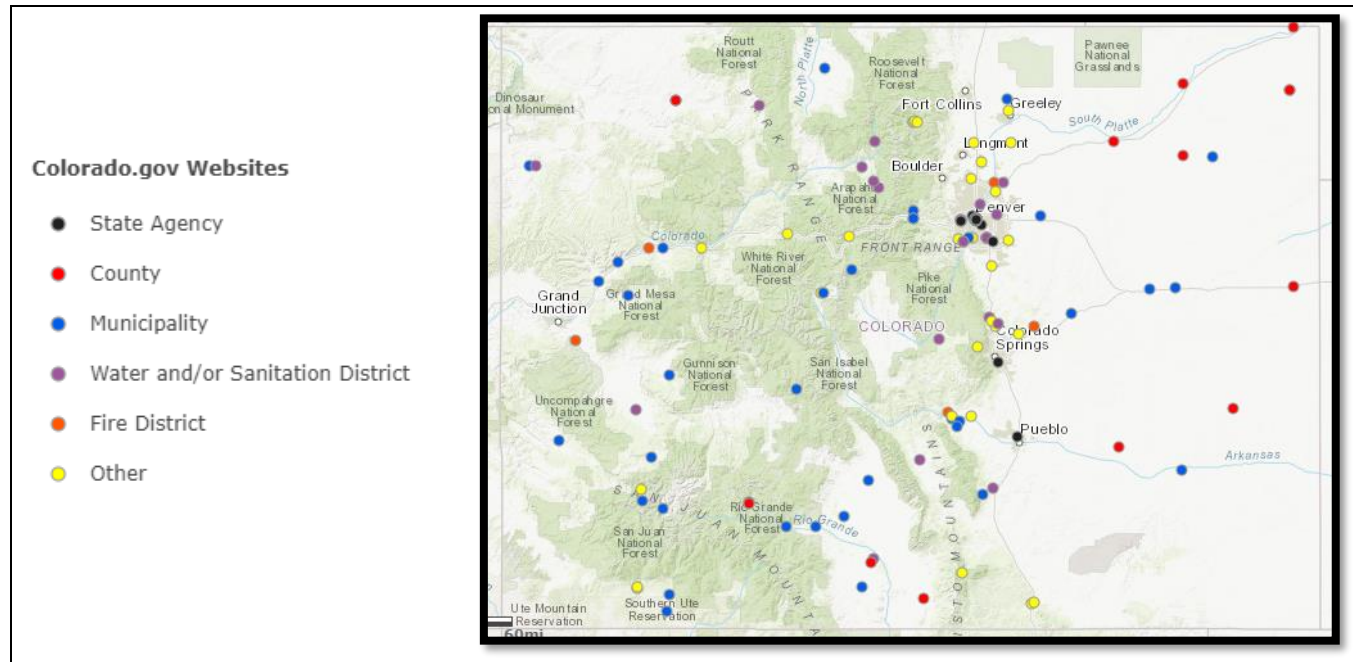
APPENDIX 1: SIPA BOARD OF DIRECTORS ROSTER

Board of Directors Roster (October 2020)

	Name	Designee	Agency	Title	Appointed By
1	Mark Baisley	n/a	Colorado House of Representatives	Representative	House Minority Leader
2	Chad Cornelius	TBD	Judicial Branch	CIO	Chief Justice
3	Rick Garcia	Natriece Bryant	Department of Local Affairs	Executive Director	Governor
4	William Griffin	n/a	Private Sector Member		Governor*
5	Jena Griswold	Ian Rayder	Department of State	Secretary of State	Ex officio
6	Benjamin Henderson	n/a	Governor's Office	Director of Operations and Cabinet Affairs	Governor
7	Mary Kay Hogan	n/a	Private Sector Member		Governor*
8	Anthony Neal-Graves	William Chumley	Governor's Office of Information Technology	Interim CIO and Executive Director	Ex officio
9	Hannah Parsons	n/a	Private Sector Member		Governor*
10	Brandy Reitter	n/a	Local Government Representative	Town Manager	Governor*
11	Patty Salazar	Ginny Brown	Department of Regulatory Agencies	Executive Director	Governor
12	Jack Tate	n/a	Colorado State Senate	Senator	President of the Senate
13	Kara Veitch	Jack Wylie	Department of Personnel & Administration	Executive Director	Governor
14	Michael Weissman	n/a	Colorado House of Representatives	Representative	Speaker of the House
15	Rachel Zenzinger	n/a	Colorado State Senate	Senator	Senate Minority Leader
* Requires Senate Confirmation					

APPENDIX 2: COLORADO.GOV GOVERNMENT WEBSITES

As of October 12, 2020, there are more than 350 individual Colorado government websites on the Colorado.gov portal. One hundred eighty-one (177) have been migrated to or developed on the new Drupal 8 (D8) platform, while one hundred eighty (180) are still on the Drupal 7 (D7) platform awaiting migration. Two sites – the Colorado.gov portal and the Governor’s website – are on their own Drupal 7 based hosting platforms and will be updated separately.



Government Entity	Platform	URL
Academy Water and Sanitation District	D8	https://academywsd.colorado.gov/
Akron, Town of	D8	https://townofakron.colorado.gov/
Alameda Water and Sanitation District	D8	https://alamedawsd.colorado.gov/
Alamosa County	D8	https://alamosacounty.colorado.gov
Association of Law Enforcement Records Technicians, Supervisors and Managers / Colorado Certified Records Network	D7	https://www.colorado.gov/pacific/alertsamccrn
Arapahoe County E911	D7	https://www.colorado.gov/ace911
Arriba Flagler Consolidated School District #20	D7	https://www.colorado.gov/pacific/af20
Arriba, Town of	D8	https://townofarriba.colorado.gov
Aspen Reserve Metro District	D8	https://aspenreservemd.colorado.gov/
Association of Colorado County Administrators	D7	https://www.colorado.gov/pacific/acca
Aurora Highpoint at DIA Metro District	D8	https://aurorahp.colorado.gov/
Bayfield, Town of	D8	https://townofbayfield.colorado.gov/

Government Entity	Platform	URL
Bear Creek Water and Sanitation District	D8	https://bearcreekwsd.colorado.gov
Beebe Draw Farms Authority	D7	https://www.colorado.gov/pacific/beebedrawfarms
Bellevue Place Metro District	D7	https://www.colorado.gov/bellevueplacemd
Bennett Economic Development	D8	https://whybennett.colorado.gov/
Bennett-Watkins Fire Rescue District	D8	https://bennettwatkinsfire.colorado.gov
Bennett, Town of	D8	https://townofbennett.colorado.gov
Bent Grass Metro District	D8	https://bentgrassmd.colorado.gov/
Blue River, Town of	D8	https://townofblueriver.colorado.gov/
Bow Mar, Town of	D8	https://townofbowmar.colorado.gov
Brighton Fire Protection	D7	https://www.colorado.gov/brightonfire
Bromley Park Metro District	D7	www.colorado.gov/pacific/bromleyparkmetrodistrict
Brookside	D8	https://townofbrookside.colorado.gov/
Buffalo Mountain Metro District	D8	https://bmmd.colorado.gov/
Canon City Fire	D7	https://www.colorado.gov/pacific/canoncacityfire
Canon City Parks & Recreation	D8	https://ccrec.colorado.gov/
Colorado Association of Regional Organization	D7	https://www.colorado.gov/pacific/coloradoregions
Carter Lake Filter Plant	D8	https://clfp.colorado.gov
Cascade Metro District	D8	https://cascademd1.colorado.gov/
Cathedral Pines Metro District	D8	https://cathedralpinesmd.colorado.gov/
Colorado Combined Campaign	D7	https://www.colorado.gov/pacific/coloradocombinedcampaign
CDA - Animal Health	D7	www.colorado.gov/aganimals
CDA - Brands Inspection	D7	www.colorado.gov/agbrands
CDA - Conservation Services	D7	www.colorado.gov/agconservation
CDA - Inspection & Consumer Services	D7	www.colorado.gov/aginspection
CDA - Labs	D7	https://www.colorado.gov/pacific/aglabs
CDA – Main Site	D7	www.colorado.gov/agmain
CDA - Markets	D7	www.colorado.gov/agmarkets
CDA - Plants	D7	www.colorado.gov/agplants
Colorado Dept Higher Ed	D8	https://cdhe.colorado.gov
Colorado Dept Higher Ed 2	D8	https://highered.colorado.gov
CDHS - Adult Protective Services CAPS Check Unit	D8	https://ccu.colorado.gov/
CDHS - CAPS Check Registration Confirmation	D7	https://www.colorado.gov/pacific/ccu-registration
CDHS - Behavioral Health Ombudsman	D7	https://www.colorado.gov/behavioralhealthombudsman
CDHS – Main Site	D7	http://www.colorado.gov/pacific/cdhs
CDHS - Disability Determination Services (DDS)	D7	https://www.colorado.gov/pacific/dds
CDHS - New Sites	D7	http://www.colorado.gov/pacific/cdhs-boards-committees-collaboration

Government Entity	Platform	URL
CDLE – Main Site	D8	https://cdle.colorado.gov/
CDLE - Gov Summer Job Hunt	D7	https://www.colorado.gov/pacific/gsjh
CDLE - Public Employee' Social Security Program	D7	https://www.colorado.gov/pacific/PESS
CDLE - Colorado Rural Workforce Consortium	D7	https://www.colorado.gov/pacific/crwc
CDLE - Colorado Sectors Partnerships	D7	https://www.colorado.gov/pacific/sectors
CDLE - Colorado State Youth Council	D8	https://cwdc.colorado.gov/state-youth-council
CDLE - Colorado Talent Pipeline	D7	https://www.colorado.gov/pacific/talent
CDLE - Colorado Workforce Development Council	D8	https://cwdc.colorado.gov/
CDLE - Division of Vocational Rehabilitation	D8	https://dvr.colorado.gov/
CDLE - Labor Laws	D8	https://cdle.colorado.gov/dlss
CDLE - Oil & Public Safety	D8	https://ops.colorado.gov/
CDLE - Unemployment Insurance	D8	https://cdle.colorado.gov/unemployment
CDLE - Workers' Compensation	D8	https://cdle.colorado.gov/dwc
CDPHE – Main Site	D7	https://www.colorado.gov/pacific/cdphe
CDPHE - Cancer Plan	D7	https://www.colorado.gov/pacific/cancerplan
CDPHE - Colorado Environmental Public Health Tracking	D8	https://coepht.colorado.gov/
CDPHE - COVID19	D8	https://COVID19.colorado.gov
CDPHE – Local Public Health	D7	https://www.colorado.gov/pacific/cdphe-lpha
CDPHE - Marijuana	D7	https://www.colorado.gov/pacific/marijuana
CDPHE - Marijuana Health	D8	https://marijuanahealthinfo.colorado.gov/
CDPHE - Air Pollution Control Division	D7	https://www.colorado.gov/cdphe/apcd
CDPHE - Air Quality Control Commission	D7	https://www.colorado.gov/cdphe/aqcc
CDPHE - Disease Control and Environmental Epidemiology	D7	https://www.colorado.gov/cdphe/dceed
CDPHE - Division of Environmental Health and Sustainability	D7	https://www.colorado.gov/cdphe/dehs
CDPHE - Emergency Preparedness and Response Division	D7	https://www.colorado.gov/cdphe/emergency-preparedness-and-response-topics
CDPHE - Hazardous Materials and Waste Management	D7	https://www.colorado.gov/cdphe/hm
CDPHE - Health Facilities and Emergency Medical Services Division	D7	https://www.colorado.gov/cdphe/hfems
CDPHE - Laboratory Services Division	D7	https://www.colorado.gov/cdphe/lab
CDPHE - Prevention Services	D7	https://www.colorado.gov/cdphe/psd
CDPHE - Water Quality Control Commission	D7	https://www.colorado.gov/cdphe/wqcc
CDPHE - Water Quality Control Division	D7	https://www.colorado.gov/cdphe/wqcd
CDPHE - Spanish Marijuana	D7	https://www.colorado.gov/pacific/marihuana
CDPHE – Colorado Commission on Affordable Health Care	D7	https://www.colorado.gov/pacific/cocostcommission

Government Entity	Platform	URL
CDPS – Colorado Bureau of Investigations	D7	https://www.colorado.gov/pacific/cbi
CDPS – Commission on Criminal and Juvenile Justice	D8	https://ccjj.colorado.gov/
CDPS - Colorado Integrated Criminal Justice Information System	D7	https://www.colorado.gov/pacific/cicjis
CDPS - Colorado Business Emergency Operations Center	D8	https://cobeoc.colorado.gov/
CDPS – Colorado State Patrol	D7	https://www.colorado.gov/pacific/csp
CDPS – Colorado School Safety Resource Center	D7	https://www.colorado.gov/pacific/cssrc
CDPS - Division of Criminal Justice	D8	https://dcj.colorado.gov/
CDPS - Office of Research and Statistics	D8	https://ors.colorado.gov/
CDPS – Division of Fire Prevention & Control	D7	https://www.colorado.gov/pacific/dfpc
CDPS - MARS	D7	https://www.colorado.gov/pacific/MARS
CDPS - Main Site	D7	https://www.colorado.gov/pacific/publicsafety
CDPS - Division of Homeland Security and Emergency Management	D7	https://www.colorado.gov/pacific/dhsem
Center, Town of	D8	https://townofcenter.colorado.gov/
Central City	D8	https://centralcity.colorado.gov
Colorado Energy Office	D8	https://energyoffice.colorado.gov
Colorado Independent Redistricting Commissions	D8	https://redistricting.colorado.gov
Colorado Legislative Council Legacy Site	D7	https://www.colorado.gov/pacific/cga-legislativecouncil
Colorado Government Association of Information Technology	D8	https://cgait.colorado.gov/
Chapparral Metro District	D8	https://chapparalmd.colorado.gov/
Chatfield South Water District	D7	https://www.colorado.gov/pacific/cswd
Cherry Creek Village Water District	D8	https://cherrycreekvillagewd.colorado.gov
Chicago Creek Sanitation District	D8	https://chicagocreeksanitation.colorado.gov/
Colorado Information Sharing Consortium	D8	https://cisc.colorado.gov/
CO New Energy Improvement District	D8	https://neid.colorado.gov/
Coal Creek, Town of	D7	https://www.colorado.gov/pacific/coalcreekco
Cokedale, Town of	D7	https://www.colorado.gov/pacific/cokedale
Collbran, Town of	D8	townofcollbran.colorado.gov
Colorado Capitol Art	D7	https://www.colorado.gov/coloradocapitolart
Colorado City Metro District	D8	https://coloradocitymd.colorado.gov/
Colorado City Parks and Rec	D8	https://cocityparksandrec.colorado.gov/
Colorado Coroner's Association	D8	https://coloradocoronersassociation.colorado.gov/
Colorado Dept. of Treasury	D7	https://www.colorado.gov/pacific/treasury
Colorado Empowered Learning)	D7	https://www.colorado.gov/cel
Colorado Interactive D8 Reference Site	D8	https://cms.colorado.gov

Government Entity	Platform	URL
Colorado Interactive DEMO	D8	https://demo.colorado.gov
Colorado International Center Metro District #3	D8	https://cicmd3.colorado.gov
Colorado Judicial Learning Center	D8	https://cjlcc.colorado.gov/
Colorado River Fire Rescue	D8	https://crfr.colorado.gov/
Colorado.gov portal	Portal	https://www.colorado.gov
Columbine Water Sanitation District	D8	https://columbinewsd.colorado.gov/
Costilla County	D7	https://www.colorado.gov/pacific/costillacounty
Crawford, Town of	D8	https://townofcrawford.colorado.gov/
Creede, City of	D7	https://www.colorado.gov/pacific/creede
Crestone, Town of	D8	https://townofcrestone.colorado.gov
Crowley County	D8	https://crowleycounty.colorado.gov/
Cuchares Ranch Metro District	D7	https://www.colorado.gov/pacific/cucharesranchmd
Dancing Willows Metro District	D7	https://www.colorado.gov/dancingwillowsmd
De Beque, Town of	D8	https://townofdebeque.colorado.gov/
Deer Mountain Fire Protection District	D8	https://deermountainfpd.colorado.gov/
Deer Trail, Town of	D8	https://townofdeertrail.colorado.gov/
Delta County Mosquito Control District No1	D7	https://www.colorado.gov/pacific/deltacountymosquitocontroldistrictno1
Denargo Market Metro Districts 1 – 3	D7	https://www.colorado.gov/pacific/denargo
Denver Connection West Metro District	D7	https://www.colorado.gov/pacific/dcwmd
Denver Justice High School	D7	https://www.colorado.gov/pacific/denverjusticehighschool
Denver Marijuana Info	D7	http://www.colorado.gov/marijuanainfodenver
Dinosaur, Town of	D8	https://townofdinosaur.colorado.gov/
DMVA - Main Site	D7	https://www.colorado.gov/pacific/dmva
DNR - Colorado Water Plan	D7	https://www.colorado.gov/pacific/cowaterplan
DNR – Colorado State Land Board	D8	https://slb.colorado.gov/
DNR - Division of Water Resources	D8	https://dwr.colorado.gov/
DNR - DWR - Decision Support Systems	D7	https://www.colorado.gov/pacific/cdss
DNR - Main Site	D8	https://dnr.colorado.gov/
DNR - Reclamation Mining & Safety	D7	https://www.colorado.gov/pacific/drms
DOC - Colorado Department of Corrections	D7	https://www.colorado.gov/pacific/cdoc
DOL - Peace Officer Standards and Training	D7	https://www.colorado.gov/pacific/post
DOLA – Main Site	D8	https://cdola.colorado.gov/
DOLA - Aging Strategy	D7	https://www.colorado.gov/pacific/agingstrategy
DOR - Main Site	D8	https://revenue.colorado.gov/
DOR - Specialized Business Group	D7	https://www.colorado.gov/pacific/enforcement
DOR - Motor Vehicle	D7	https://www.colorado.gov/pacific/dmv

Government Entity	Platform	URL
DOR - Taxation	D7	https://www.colorado.gov/pacific/tax
DORA – Main Site	D8	https://dora.colorado.gov/
DORA - Colorado Civil Rights Division	D8	https://ccrd.colorado.gov/
DORA - Colorado Public Utilities Commission	D8	https://puc.colorado.gov/
DORA - Division of Banking	D8	https://banking.colorado.gov/
DORA - Division of Conservation	D8	https://conservation.colorado.gov/
DORA - Division of Financial Services	D8	https://financialservices.colorado.gov/
DORA - Division of Professions and Occupations	D8	https://dpo.colorado.gov/
DORA - Division of Real Estate	D8	https://dre.colorado.gov/
DORA - Division of Securities	D8	https://securities.colorado.gov/
DORA – Division of Professions and Occupations	D8	https://dpo.colorado.gov/
DORA – Colorado Health Professional Check Program	D8	https://dpo.colorado.gov/COHPC
DORA - Military	D8	https://dpo.colorado.gov/Military
DORA - Office of Consumer Counsel	D8	https://occ.colorado.gov/
DORA – Prescription Drug Monitoring Program	D8	https://dpo.colorado.gov/PDMP
DORA - Public Utilities Commission	D8	https://puc.colorado.gov/
DORA - Take 5	D8	https://dora.colorado.gov/consumer-protection
DORA - Broadband	D8	https://broadbandfund.colorado.gov/
DORA - Colorado Office of Policy, Research & Regulatory Reform	D8	https://coprrr.colorado.gov/
Dove Creek, Town of	D8	https://townofdovecreek.colorado.gov/
DPA - Division of Capital Assets	D7	https://www.colorado.gov/pacific/dca
DPA - Main Site	D8	https://dpa.colorado.gov/
DPA - Disability Funding Committee	D7	https://www.colorado.gov/dfc
DPA - Office of State Architect	D7	http://www.colorado.gov/osa
DPA - Office of State Controller	D7	http://www.colorado.gov/osc
DPA - State Capitol	D7	https://www.colorado.gov/pacific/capitol
DPA - State Personnel Board	D8	https://spb.colorado.gov
DPA - Colorado State Employees Assistance Program	D7	https://www.colorado.gov/c-seap
DPA - Archives	D7	http://www.colorado.gov/archives
DPA - Division of Central Services	D7	http://www.colorado.gov/dcs
DPA - Division of Finance and Procurement	D7	http://www.colorado.gov/dfp
DPA - Division of Human Resources	D7	http://www.colorado.gov/dhr
DPA - Office of Administrative Courts	D7	http://www.colorado.gov/oac
Eagle Shadow Metro District No 1	D7	https://www.colorado.gov/pacific/eagleshadowmetrodistrict1
East Alamosa Water and Sanitation District	D8	https://eastalamosaws.colorado.gov/

Government Entity	Platform	URL
East Creek Metropolitan District No 1.	D7	https://www.colorado.gov/pacific/eastcreekmd
Eaton, Town of	D8	https://townofeaton.colorado.gov
Ebert Metro District	D8	https://ebertmd.colorado.gov
Eckley, Town of	D8	https://townofeckley.colorado.gov/
Elkhorn Ranch Metropolitan District 1	D7	https://www.colorado.gov/pacific/elkhornranchmetrodistrict
Empire, Town Of	D8	https://townofempire.colorado.gov/
Estes Park Housing Authority	D8	https://esteshousing.colorado.gov/
Estes Park, Town of	D8	https://estespark.colorado.gov/
Estes Valley Rec and Parks District	D8	https://evrpd.colorado.gov
Evergreen Metro District	D7	https://www.colorado.gov/pacific/evergreenmetro
Florence, Town of	D7	https://www.colorado.gov/pacific/florencecolorado
Florissant Water and Sanitation District	D7	https://www.colorado.gov/pacific/florissantwsd
Foothills Fire and Rescue	D8	https://foothillsfire.colorado.gov/
Forest View Acres Water District	D8	https://forestviewacreswd.colorado.gov/
Foxfield, Town of	D7	https://www.colorado.gov/townoffoxfield
Fruitdale Sanitation District	D8	https://fruitdalesd.colorado.gov/
Garfield County EMT Advisory Council	D8	https://garcoemtac.colorado.gov/
Garfield County Federal Mineral Lease District	D8	https://gcfmld.colorado.gov/
Gateway Regional Metro District	D7	https://www.colorado.gov/pacific/gateway
Genoa, Town of	D7	https://www.colorado.gov/pacific/townofgenoa
Glacier View Fire Protection District	D7	https://www.colorado.gov/pacific/glacierviewfire
Going Pacific	D7	http://www.colorado.gov/goingpacific
Governor's COVID-19 State Information	D8	https://COVID.colorado.gov
Governor's Office	Governor	https://www.colorado.gov/governor
Governor's Office of Operations	D8	https://operations.colorado.gov/
Governor's Residence	D8	https://governor-residence.colorado.gov/
Granby Sanitation District	D8	https://granbysd.colorado.gov/
Grandview Estates Rural Water Conservation District	D8	https://gerwcd.colorado.gov/
Great Western Park Metro District 2	D7	https://www.colorado.gov/gwpm2
Great Western Park Metro District 3	D7	https://www.colorado.gov/gwpm3
Greatrock North Water and Sanitation District	D7	https://www.colorado.gov/pacific/greatrocknorthwsd/
Green Mountain Falls, Town of	D8	https://greenmountainfalls.colorado.gov/
Harmony Tech Park Metro District	D8	https://harmonytechparkmd.colorado.gov/
HCPF – Main Site	D7	https://www.colorado.gov/pacific/hcpf
HCPF - Long Term Care Partnership	D7	https://www.colorado.gov/pacific/LTCPartnership
Headwaters Metro District	D7	https://www.colorado.gov/granbybranch
Hess Ranch Metro District	D8	https://hessranchmd4-8.colorado.gov/

Government Entity	Platform	URL
Hidden Valley Water District	D8	https://hiddenvalley.colorado.gov/
High View Water District	D7	https://www.colorado.gov/pacific/hvwddsd
Highland Rescue Team Ambulance District	D7	https://www.colorado.gov/pacific/highlandrescue
Hinsdale County	D8	https://hinsdalecounty.colorado.gov
Huerfano County Federal Mineral Lease District	D7	https://www.colorado.gov/pacific/hcfmld
Idaho Springs, City of	D8	https://cityofidahosprings.colorado.gov/
Idledale Water Sanitation District	D7	https://www.colorado.gov/pacific/iwsd
Ignacio, Town of	D7	https://www.colorado.gov/pacific/ignacio
Independent Ethics Commission	D8	https://iec.colorado.gov/
Indy Oaks Metro District	D7	https://www.colorado.gov/pacific/indyoaktodmd
Jefferson Center Metro District No 1	D7	https://www.colorado.gov/jcmd1
Jefferson Center Metro District No 2	D7	https://www.colorado.gov/jcmd2
Jordan Crossing Metro District	D7	https://www.colorado.gov/jordancrossingmd
Judicial Well Being	D8	https://judicialwellbeing.colorado.gov/
Kiowa County	D8	https://kiowacounty.colorado.gov/
Kit Carson County	D8	https://kitcarsoncounty.colorado.gov/
La Jara, Town of	D7	https://www.colorado.gov/pacific/townoflajara
Lands End Fire Protection District	D7	https://www.colorado.gov/pacific/landsendfire/
Larkridge MD 1&2	D7	https://www.colorado.gov/larkridge
Las Animas Huerfano CD Health Dept	D7	https://www.colorado.gov/la-h-health
Las Animas, City of	D8	https://cityoflasanimas.colorado.gov/
Leadville, Town of	D7	https://www.colorado.gov/pacific/leadville
Little Thompson Water District	D8	https://littlenthompsonwd.colorado.gov/
Logan County	D8	https://logancounty.colorado.gov
Logan County Shooting Complex	D7	https://www.colorado.gov/pacific/lcssc
Louviers Water and Sanitation District	D8	https://louvierswsd.colorado.gov/
Lt-Gov-Office	D8	https://ltgovernor.colorado.gov/
Lt-Gov-Office - Indian Affairs	D7	https://www.colorado.gov/pacific/ccia
Lt-Gov-Office Serve Colorado	D7	https://www.colorado.gov/pacific/servecolorado
Mayfield Metro District	D7	https://www.colorado.gov/pacific/mayfieldMD
Mead Western Meadows Metro District 2	D7	www.colorado.gov/pacific/meadwesternmeadowsmetrodistrict
Miller's Landing Business Improvement District	D7	https://www.colorado.gov/pacific/MillersLandingBID
Mineral County	D7	https://www.colorado.gov/pacific/mineralcountycolorado
Moffat, Town of	D7	https://www.colorado.gov/pacific/townofmoffat
Moffat County	D7	https://www.colorado.gov/pacific/moffatcounty
Monte Vista, City of	D8	https://cityofmontevista.colorado.gov
Monument Sanitation District	D7	https://www.colorado.gov/pacific/msd

Government Entity	Platform	URL
Morgan County	D8	https://morgancounty.colorado.gov
Mosca Hooper Conservation District	D8	https://mhcd.colorado.gov/
Mount Vernon Country Club Metro District	D8	https://mvccmd.colorado.gov/
Mountain BOCES	D7	https://www.colorado.gov/pacific/mountainboces
North Front Range Water Quality Planning Association	D8	https://nfrwqpa.colorado.gov/
North Lincoln Water and Sanitation District	D8	https://northlincolnwsd.colorado.gov/
North Routt Fire Protection District	D8	https://northrouttfire.colorado.gov/
North Vista Highlands MD Nos. 1-5	D8	https://northvistahighlandsm1-5.colorado.gov/
North Washington Street Water and Sanitation District	D8	https://nwsd.colorado.gov/
Nucla, Town of	D8	https://townofnucla.colorado.gov/
OeHI Telemedicine - Health at Home	D8	https://healthathome.colorado.gov/
Office of eHealth Innovation (OeHI)	D8	https://oehi.colorado.gov/
Ophir, Town of	D8	https://townofopfir.colorado.gov
Orchard Mesa Sanitation District	D7	https://www.colorado.gov/pacific/omsd
OSPB - Performance Team	D7	https://www.colorado.gov/pacific/performancemanagement
Otis, Town of	D7	https://www.colorado.gov/pacific/townofotis
Paint Brush Hills Metro District	D7	https://www.colorado.gov/pacific/pbhmd
Parachute Battlement Mesa Parks and Rec District	D7	https://www.colorado.gov/pacific/pbmpr
Parachute, Town of	D8	https://townofparachute.colorado.gov/
Park Forest Water District	D7	https://www.colorado.gov/pacific/pfwd
Partner Portal	D7	http://www.colorado.gov/pacific/partnerportal
Penrith Park Metro District	D7	https://www.colorado.gov/pacific/penrithparkmd
Penrose Parks and Recreation District	D7	https://www.colorado.gov/pacific/penroseparkandrec
Perry Park Metro District	D7	https://www.colorado.gov/pacific/perrypark
Peyton Fire Protection District	D8	https://peytonfpd.colorado.gov/
Phillips County	D8	https://phillipscounty.colorado.gov
Phillips County Economic Development	D7	https://www.colorado.gov/pacific/phillipscountyed
Pitkin, Town of	D8	https://townofpitkin.colorado.gov
Poudre Canyon Fire Protection District	D8	https://poudrecanionfpd.colorado.gov/
Prairie Center Metro District 5	D7	https://www.colorado.gov/pacific/pcmd5
Prairie Center Metro District 7	D7	https://www.colorado.gov/pacific/pcmd7
Prairie Center Metro Districts	D7	https://www.colorado.gov/pcmd
Purgatory Metro District	D8	https://purgatorymetrodistrict.colorado.gov/
Rainbow Valley Water District	D7	https://www.colorado.gov/pacific/rainbowvalleywaterdistrict
Ralston Valley Water Sanitation District	D7	https://www.colorado.gov/ralstonvalleywsd
Ramah, Town of	D8	https://ramah.colorado.gov/

Government Entity	Platform	URL
Rangely, Town of	D8	https://townofrangely.colorado.gov
Red Cliff, Town of	D8	https://townofredcliff.colorado.gov/
Regency Metro District	D7	https://www.colorado.gov/pacific/regencymd
Rico, Town Of	D8	https://townofrico.colorado.gov/
Ridgway, Town of	D8	https://townofridgway.colorado.gov
Rio Blanco Water Conservation District	D8	https://rioblancowatercd.colorado.gov/
Rio Grande County Library District	D7	https://www.colorado.gov/pacific/carnegiepubliclibraries
Ritoro Metro District	D7	https://www.colorado.gov/pacific/ritoro
Rockvale, Town of	D8	https://townofrockvale.colorado.gov/
Rocky Ford, City of	D7	https://www.colorado.gov/pacific/rockyford
Round Mountain Water and Sanitation District	D8	https://roundmountainwsd.colorado.gov
Rye, Town of	D8	https://townofrye.colorado.gov
Saddle Rock South Authority	D8	https://saddlerocksouthauthority.colorado.gov/
Saguache County Clerk and Recorder	D8	https://saguachecoclerk.colorado.gov
Saguache, Town of	D7	https://www.colorado.gov/pacific/saguache
San Juan County	D8	https://sanjuancounty.colorado.gov/
San Miguel Regional Transit	D8	https://smarttelluride.colorado.gov/
Sanford, Town of	D7	https://www.colorado.gov/pacific/townofsanford
Section 14 Metro District	D7	https://www.colorado.gov/section14
Sedgwick County	D8	https://sedgwickcounty.colorado.gov
Sheridan Station West Metro District	D7	https://www.colorado.gov/pacific/sswmd
Silver Peaks MetroDistrict 2	D7	www.colorado.gov/pacific/silverpeaksmetrodistrict
Silverton, Town of	D8	https://townofsilverton.colorado.gov/
Statewide Internet Portal Authority	D8	https://sipa.colorado.gov
Sky Ranch Community Authority Board	D7	https://www.colorado.gov/pacific/skyranch
South Beebee Draw Metro District	D7	www.colorado.gov/pacific/southbeebedrawmetrodistrict
South Central Council of Governments	D7	https://www.colorado.gov/pacific/sccog
South Conejos Fire Protection District	D7	https://www.colorado.gov/southconejosfpd
South Fork, Town of	D7	https://www.colorado.gov/pacific/southforkcolorado
Southlands Metro District1	D7	https://www.colorado.gov/pacific/southlandsmd1
Spring Valley Metro District No 1	D7	https://www.colorado.gov/pacific/springvalley1md
Springfield, Town of	D8	https://townofspringfield.colorado.gov/
State Employees Leading Colorado	D8	https://selc.colorado.gov/
State Parole Board	D8	https://paroleboard.colorado.gov/
Stay at Home Colorado	D8	https://stayathomeco.colorado.gov
STC Metro District	D7	https://www.colorado.gov/pacific/stcmd
Steamboat Lake Water and Sanitation District	D8	https://steamboatlakewsd.colorado.gov/

Government Entity	Platform	URL
Sterling Hills West Metro District	D8	https://sterlinghillswestmd.colorado.gov/
Sterling Ranch Metro District	D7	https://www.colorado.gov/pacific/sterlingranchmd
Stone Creek Metro District	D7	https://www.colorado.gov/pacific/stonecreekmd
Stoneridge Metro District	D8	https://stoneridgemetrodistrict.colorado.gov/
Stratton, Town of	D7	https://www.colorado.gov/pacific/stratton
Tabernash Meadows Water & Sanitation District	D8	https://tmwsd.colorado.gov/
Table Mountain Metro District	D7	https://www.colorado.gov/pacific/gatm_metrodistrict
Tallahassee Fire Protection District	D8	https://tallahasseeepd.colorado.gov/
Three Lakes Water and Sanitation District	D7	https://www.colorado.gov/pacific/threelakesws
Thunderbird Water and Sanitation District	D7	https://www.colorado.gov/pacific/thunderbirdwater
Timberline Fire Protection District	D7	https://www.colorado.gov/pacific/timberlinefire
Trinidad Welcome Center	D8	https://trinidadwelcomecenter.colorado.gov/
Triview Metropolitan District	D7	https://www.colorado.gov/pacific/triviewmetro
Upper Thompson Sanitation District	D8	https://utsd.colorado.gov/
Valley Sanitation District	D8	https://valleysd.colorado.gov/
Ventana Metro District	D7	https://www.colorado.gov/pacific/ventanametro
Vista Ridge Metro District	D7	https://www.colorado.gov/pacific/vistaridgemd
Walden, Town of	D7	https://www.colorado.gov/pacific/townofwalden
Walsenberg, City of	D8	https://cityofwalsenburg.colorado.gov/
Walsh, Town of	D8	https://townofwalsh.colorado.gov/
Washington County	D8	https://washingtoncounty.colorado.gov
West Montrose Sanitation District	D7	https://www.colorado.gov/pacific/wmsd
Westcliffe, Town of	D8	https://townofwestcliffe.colorado.gov/
Willow Springs Ranch Metropolitan District	D7	https://www.colorado.gov/pacific/willowspringsmd
Winter Park Ranch Water and Sanitation District	D7	https://www.colorado.gov/pacific/wprwater
Woodmen Heights Metro District	D8	https://woodmenheightsmetro.colorado.gov/
Yuma, City of	D8	https://cityofyuma.colorado.gov/

APPENDIX 3: NIC COLORADO PORTAL SERVICES

NIC Colorado currently provides many services to more than 383 Colorado governments through its contract with SIPA. Some of these services are listed below. Most of these services have been developed and maintained at no cost to the government entity. One exception is the third-party software applications which have annual maintenance and licensing fees that are charged back to the government entities using those application.

NIC Colorado Service	More Information
Content Management System (CMS)	3 Separate instances of Drupal 7 in use Drupal 8 platform in development More than 300 websites deployed.
Payments	
Payment Integrations	Approximately 127 payment integrations.
Checkout	Approximately 328 integrations to Checkout.
PayPort	More than 216 Sites provides a simple integration with the Colorado.gov
Motor Vehicle-PayPort	4 Sites
Third Party Software	
CAVU eLicense system (MicroPact/Tyler Technologies)	3 implementations (DORA/DPO & DRE and CDE), hosted by NIC Colorado, all have payment integrations.
Q-Flow queuing system (ACF Technologies)	4 Instances of 3rd party Software licensed, managed, and hosted through NIC Colorado.
Google Search Engine	Supports Colorado.gov functionality.
Geocoder	Supports Colorado.gov functionality.
NIC Services	
Customer Database (CDB)	Approximately 10871 Customer accounts managed. Accounts can have up to 10 users associated with it.
Transaction Payment Engine (TPE)	TPE Transactions Payment Engine - 100s of merchants and services.
CCP (Common Checkout Page)	Secure interface for accepting payment method information.
Event Registration	240 Total Event Registrations in Colorado, includes non-payment integrations.
Gov2Go	Mobile application. The primary use case for the app is to remind a citizen to take a certain action on a certain date, i.e. a reminder to renew your vehicle.
App Engine	100s of online webforms that may also take payment.
MyEvents2Go	Mobile Application for Conference/Event Communication and Schedules.
OnTheGo	Mobile Application for payments.
Custom Applications	
Feedback Utility - CI Internal	The Feedback application compiles user-submitted data on usability and functionality of many Colorado.gov applications and the Colorado.gov web portal.
DRIVES - Portal Detail File	A simple job that runs on weekdays and generates a CSV file containing transaction information for DRIVES eServices and DLO transactions.
Denver County Courts Payment and Billing	Denver County Courts an integrated payment engine and customer billing solution that enables the creation of customer billing accounts.
Courts Payment and Billing	Department an integrated payment engine and customer billing solution that enables the creation of customer billing accounts.
MyBizColorado	Developed for New Colorado Business Registrations with CDLE and DOR.
Motor Vehicle Verification System	Bulk Records.
Sex Offender Registry and Mapping	This application allows Colorado residents to locate level three and four sex offenders in their neighborhoods using Google's mapping application and the CBI/DPS database.
Cold Case	DPS CBI Colorado Cold Case Files is an application displaying unsolved criminal cases in Colorado. Application stores information pertaining to cold

NIC Colorado Service	More Information
	case files for the CBI and presents to the public a set of options for searching through the files.
Enterprise Zone Pre-Certification-Certification	Enterprise Zone Certification is an online "wizard" that guides businesses through the process of requesting certification in the following tax credits from the DR 0074, DR 0076, and DR 0077 forms.
State Telephone Directory	To improve the accessibility of contact information to State of Colorado employees, the Office of Information Technology (OIT) in cooperation with NIC Colorado (CI) has created an improved State Telephone Directory with-new interface.
Driver Records - Interactive	Interactive driver history provides a graphic user interface application to driver history. Allows registered Insurance companies to pull driving records one at a time.
Driver Records - Point to Point	Point to Point is a web service façade to Driver History.
Board of Assessment Appeals Online Filing	The Board of Assessment Appeals (BAA) hears appeals filed by real and personal property owners regarding the valuation placed on their property.
Health Care Policy and Financing Community Mapping & Reporting	Two different applications for the Colorado Department of Health Care Policy and Financing (HCPF) to help the public to find medical assistance sites close to their location.
Storage Tank Online Payment System	The Colorado Department of Labor and Employment (CDLE)-Division of Oil and Public Safety-has identified the need for an automated payment processing system that allows users to pay for their petroleum tank invoices online.
Online Surcharge Filing	The Colorado Department of Labor and Employment (CDLE)-Division of Workers Compensation (DOWC)-have identified the need for an automated calculation system that allows users to calculate surcharge monies owed to the Colorado Division of Workers Compensation.
Motor Vehicle Records	The Colorado Department of Revenue (DOR) and Colorado.gov have partnered to provide approved customers with Motor Vehicle Record Information (Titles and Liens).
Gambling Intercept Payment	The Gambling Intercept Payments (GIP) application intercepts gambling winnings for outstanding child support debts owed to the Colorado Department of Human Services (CDHS) and court ordered restitutions owed to the Colorado State Judicial Branch.
Motorists Insurance Information Database-MIIDB	The Motorists Insurance Information Database (MIIDB) is a service that determines the insurance coverage of all vehicle registered in the State of Colorado.
Governor's Residence Event Scheduling Request	This application automates the scheduling request process for events at the Governor's Residence. It contains-public interface and an admin interface. The public interface allows users to submit-scheduling request to the staff at the Governor's Residence.
Childcare Lookup	This project will allow users to search for child-care facilities, map childcare facility locations, view and save facility summaries and request detailed facility reports.
Youthful Driver Monitoring	Youthful Driver Monitoring is a service which allows approved vendors to upload a request file containing addresses of current policy holders and receive a match file containing information on drivers.
Agriculture Cashier Payment Portal	The Colorado Department of Agriculture (CDA)-Division of Plant Industry (DPI) has identified-need for an automated payment processing system in order to process payments from walk-in customers at CDA office locations. Known as the "cashier utility".
Payment Engine/CORE Integration	Has integrated TPE into the state's new Colorado Operations Resource Engine (CORE) that tracks all incoming funds to state departments.
Driver Monitoring	Provides a monitoring service for Colorado drivers.
Driver Matching	Subscription based application that contains multiple web services that approved customers could use to verify identities. Web service has been migrated to FAST for the DRIVES project.

NIC Colorado Service	More Information
DORA eLicensing Reports	Additional custom reports for the DORA eLicensing service.
Online Traffic Ticket Payment	Online payment for Jefferson & Adams County Traffic Tickets and Parking Tickets. Application performs daily scheduled import of Jefferson County and Adams County Sheriff's Office traffic ticket records.
RAS and ACH File Service	Creates files specifically formatted for Dept of Revenue Gentax processing.
Minors in Possession (MIP)	Underage Drinking Enforcement.
Contact Compass	Search for state services by keyword.
Operational Services	
Help Desk support	Chat, email and phone support for partners and end-users.
System Administration support	Administration and maintenance of system-level software and hardware infrastructure.
Development support	Administration and maintenance of application-level software.
Operational support	Ongoing support to ensure successful operations of all aspects for the Colorado.gov portal.
Training support	Ongoing training support for partner-facing systems with administrator functions such as CDB, Event Registration, MyEvents2Go, Pacific, and TPE.
Point of Sale - Hardware Inventory (First Data)	Devices use proprietary NIC encryption key.
Marketing	Monetary and staff support for marketing campaigns.
Social Media Accounts	Official Colorado.gov accounts for Twitter and Facebook.
Financial Operations Support	Billing, charge backs, refunds, collections, bank account reconciliation.

APPENDIX 4: NIC COLORADO APP ENGINE APPLICATIONS

Application Name	URL Link	Take Payment?
CDA Certified Operator Reciprocal Pesticide Applicator License Application	https://appengine.egov.com/apps/co/COreciprocal	Yes
CDA Commercial Pesticide License Renewal	https://appengine.egov.com/apps/co/commercialrenew	No
CDA Commercial Pesticide License Renewal - Payment App	https://appengine.egov.com/apps/co/commerciallicenserene w	Yes
CDA Limited Commercial or Public Applicator Registration	https://appengine.egov.com/apps/co/lc-pa-registration	No
CDA New QS-CO Pesticide Applicator License	https://appengine.egov.com/apps/co/QSCOLicense	Yes
CDA New QS-CO Pesticide Applicator License Payment App	https://appengine.egov.com/apps/co/QSCOLicensePay	Yes
CDA Pesticide Applicator Replacement Card	https://appengine.egov.com/apps/co/replaceapplicatorcard	No
CDA Private Pesticide License Renewal	https://appengine.egov.com/apps/co/palicenserenew	Yes
CDA QS-CO Pesticide Applicator License Renewal	https://appengine.egov.com/apps/co/QSCORenew	No
CDA QS-CO Pesticide Applicator License Renewal Payment App	https://appengine.egov.com/apps/co/QSCO-renewal-application-pay	Yes
CDA-Conservation Services Division- Request A Bug	https://appengine.egov.com/apps/co/agconservation/request-bug	Yes
CDA Commercial Pesticide Applicator License	https://appengine.egov.com/apps/co/newcommercialapplicat or	No
CDA Commercial Pesticide Applicator License - Payment App	https://appengine.egov.com/apps/co/newcommerciallicensec o	Yes
Department of Agriculture - Brand Book Order Form	https://appengine.egov.com/apps/co/Agriculture/BrandBook	Yes
Department of Agriculture - Farm Fresh Directory Listing	https://appengine.egov.com/apps/co/Agriculture/FarmFreshD irectory	Yes
Department of Agriculture - Private Pesticide Applicator Exam Materials Request	https://appengine.egov.com/apps/co/Agriculture/PesticideEx am	Yes
Department of Agriculture - Private Pesticide Applicator License	https://appengine.egov.com/apps/co/Agriculture/Pesticide	Yes
CDA Non workflow Pesticide Applicator License Renewal	https://appengine.egov.com/apps/co/PA-license-renewal	Yes
CDA Private Pesticide Applicator Reciprocal License	https://appengine.egov.com/apps/co/ppareciprocal	Yes
Araphoe County E911 - How Did You Hear	https://appengine.egov.com/apps/co/E911/HowDidYouHear	No
Bayfield Curbside Recycling Service Application 1	https://appengine.egov.com/apps/co/Bayfield/CurbsideRecyc ling	No
Town of Bennett Animal License	https://appengine.egov.com/apps/co/AnimalLicense	Yes
Town of Bennett Animal License OTC	https://appengine.egov.com/apps/co/AnimalLicenseOTC	Yes
Allenspark RCD	https://appengine.egov.com/apps/co/boulderallensparkrcd	Yes
Nederland RCD	https://appengine.egov.com/apps/co/bouldernederlandrcd	Yes
CCI Conference Sponsor Registration ONL	https://appengine.egov.com/apps/co/CCIconferencesponsor	Yes
CCI Conference Sponsor Registration OTC	https://appengine.egov.com/apps/co/CCIconferencesponsor OTC	Yes
CCI Summer Conference Registration	https://appengine.egov.com/apps/co/CCI/SummerConferenc eRegistration	Yes
Clear Creek Metropolitan Recreation District Youth Scholarship Application	https://appengine.egov.com/apps/co/CCMRD/slackeryouthsc holarship	No
CDLE Customer Support Requests	https://appengine.egov.com/apps/co/cdlecustomersupport	Yes
CDLE Penalty Orders	https://appengine.egov.com/apps/co/cdlepenaltyorders	Yes
CDLE Self Insured Filings Data Submission	https://appengine.egov.com/apps/co/cdleselfinsuredfilingspa yment	Yes
CDLE Self Insured Filings Payments	https://appengine.egov.com/apps/co/cdleselfinsuredfilingspa yment	Yes
App Engine Onboarding Questionnaire	https://appengine.egov.com/apps/co/CI/AppEngineOnboardi ng	No

Application Name	URL Link	Take Payment?
CI Office Guest Registration	https://appengine.egov.com/apps/co/ciquest	No
CMS Project Questionnaire	https://appengine.egov.com/apps/co/cmsquestionnaire	No
Gov2Go CO Flag Status Notification	https://appengine.egov.com/apps/co/COFlagStatusUpdate	No
Become a Member Agency	https://appengine.egov.com/apps/co/become-member-agency	No
Colorado Parks and Wildlife Donations ONL	https://appengine.egov.com/apps/co/donatetocpw	Yes
CGAIT Conf to be deleted	https://appengine.egov.com/apps/co/test-delete	Yes
CGAIT Conference Attendee Registration	https://appengine.egov.com/apps/co/cgaitattendee	Yes
CGAIT Conference Speaker Registration	https://appengine.egov.com/apps/co/cgaitspeaker	No
CGAIT Conference Sponsor Registration	https://appengine.egov.com/apps/co/cgaitsponsor	Yes
Colorado River Fire Rescue - Employment Application	https://appengine.egov.com/apps/co/CRFR/EmploymentApplication	No
Colorado River Fire Rescue - Home Safety Survey	https://appengine.egov.com/apps/co/CRFR/HomeSafetySurvey	No
Colorado River Fire Rescue - Open Burning Permit	https://appengine.egov.com/apps/co/CRFR/openburnpermit	No
Colorado River Fire Rescue - Wildfire Mitigation Assistance Request	https://appengine.egov.com/apps/co/CRFR/WildfireMitigationAssistanceRequest	No
Colorado Springs - Short Term Rental Permits ACH	https://appengine.egov.com/apps/co/cospringsshorttermrentals	Yes
Colorado Springs - Short Term Rental Permits OTC	https://appengine.egov.com/apps/co/cospringsshorttermrentalsotc	Yes
Colorado Springs - Short Term Rental Permits CC	https://appengine.egov.com/apps/co/cospringsshorttermrentalscc	Yes
Colorado Springs - Parking Services Invoice Payment by Credit Card	https://appengine.egov.com/apps/co/ColoradoSpringsParkingCC	Yes
Colorado Springs - Parking Services Invoice Payment by eCheck	https://appengine.egov.com/apps/co/ColoradoSpringsParkingACH	Yes
Colorado Springs Erosion Control ACH	https://appengine.egov.com/apps/co/ColoradoSpringsErosionControlACH	Yes
Colorado Springs Erosion Control CC	https://appengine.egov.com/apps/co/ColoradoSpringsErosionControlCC	Yes
Colorado Springs Stormwater Development Review Fee- ACH	https://appengine.egov.com/apps/co/ColoradoSpringsStormwaterACH	Yes
Colorado Springs Stormwater Development Review Fee- CC	https://appengine.egov.com/apps/co/ColoradoSpringsStormwaterCC	Yes
Colorado.Gov Feedback	https://appengine.egov.com/apps/co/COGov/Feedback	No
Colorado State Land Board - Invoice Payments	https://appengine.egov.com/apps/co/CSLB/InvoicePayments	Yes
Town of De Beque Agreement to Pay Consulting Fees and Expenses	https://appengine.egov.com/apps/co/DeBeque/AgreementtoPay	No
Town of De Beque Building Permit & Zoning Compliance	https://appengine.egov.com/apps/co/DeBeque/BuildingPermitZoningCompliance	Yes
Town of De Beque Business License Application	https://appengine.egov.com/apps/co/DeBeque/BusinessLicense	Yes
Town of De Beque Sales Tax Exemption Certificate	https://appengine.egov.com/apps/co/DeBeque/SpecialReviewUse	No
Town of De Beque Sign Permit Application	https://appengine.egov.com/apps/co/DeBeque/SignPermit	Yes
Town of De Beque Special Review Use Application	https://appengine.egov.com/apps/co/DeBeque/SpecialReviewUse	Yes
Town of De Beque Town Property Rental Form	https://appengine.egov.com/apps/co/DeBeque/TownPropertyRental	Yes
Town of De Beque Utility Account Change Form- Adding Service	https://appengine.egov.com/apps/co/DeBeque/UtilityAccountAddService	Yes
Town of De Beque Utility Account Change Form- Cancelling Service	https://appengine.egov.com/apps/co/DeBeque/UtilityAccountCancelService	No
Town of De Beque Vendor Business License	https://appengine.egov.com/apps/co/DeBeque/VendorBusinessLicense	Yes
DNR DRMS Training Materials	https://appengine.egov.com/apps/co/DRMSTrainingMaterials	Yes

Application Name	URL Link	Take Payment?
DRMS Coal Mine Official Certification	https://appengine.egov.com/apps/co/miningexam	Yes
DOR - Liquor Enforcement - Event Application	https://appengine.egov.com/apps/co/DOR/EventApplication	No
DOR OTC Tax Payments	https://appengine.egov.com/apps/co/DOR/OTCTAX	Yes
DPA State Archives Online Payment	https://appengine.egov.com/apps/co/DPA/online-payment	Yes
Governor's Residence Event Scheduling Request	https://appengine.egov.com/apps/co/Governor/ResidenceEventSchedulingRequest	No
Green Mountain Falls Gazebo Rental Application	https://appengine.egov.com/apps/co/GrnMtnFalls/GazeboRental	Yes
Green Mountain Falls Kudos/Concern	https://appengine.egov.com/apps/co/GrnMtnFalls/Kudos_Concern	No
NWS Automated Tests Permanent App	https://appengine.egov.com/apps/co/NWSAutomatedTests/PermanentApp	No
HIGHLAND RESCUE TEAM AMBULANCE DISTRICT MEMBERSHIP APPLICATION	https://appengine.egov.com/apps/co/hrtad/membershipapp	No
2020 Colorado Renaissance Festival Application for Business/Sales Tax License	https://appengine.egov.com/apps/co/larkspur/2020crfbusinessandsalestaxlicense	Yes
2020 Colorado Renaissance Festival Weekly Tax Reporting Form	https://appengine.egov.com/apps/co/larkspur/2020crtaxform	Yes
Town of Larkspur Admissions Tax Return	https://appengine.egov.com/apps/co/larkspur/admissionstaxreturn	Yes
Town of Larkspur Application for Business/Sales Tax License 2020	https://appengine.egov.com/apps/co/larkspur/businessandsalestaxlicense	Yes
Town of Larkspur Lodging Tax Return	https://appengine.egov.com/apps/co/larkspur/lodgingtaxreturn	Yes
Town of Larkspur Sales Tax Return	https://appengine.egov.com/apps/co/larkspur/salestaxreturn	Yes
Town of Larkspur Water/Sewer Payment	https://appengine.egov.com/apps/co/larkspur/waterandsewerpayment	Yes
City of Leadville Business License Application	https://appengine.egov.com/apps/co/Leadville/BusinessLicense	Yes
Leadville Conditional Use Permit Application	https://appengine.egov.com/apps/co/Leadville/ConditionalUsePermit	No
Leadville Excavation Permit	https://appengine.egov.com/apps/co/Leadville/ExcavationPermit	Yes
Leadville Lot Line Adjustment Application	https://appengine.egov.com/apps/co/Leadville/LotLineAdjustment	Yes
Leadville Open Records Request	https://appengine.egov.com/apps/co/Leadville/OpenRecords	No
Leadville Residential Parking	https://appengine.egov.com/apps/co/Leadville/ResidentialParking	Yes
Leadville Sign Permit Application	https://appengine.egov.com/apps/co/Leadville/SignPermit	Yes
Leadville Special Event Permit Application	https://appengine.egov.com/apps/co/Leadville/SpecialEventPermit	Yes
Leadville Zoning Variance Application	https://appengine.egov.com/apps/co/Leadville/ZoningVariance	Yes
Mosca-Hooper Conservation District Soil Moisture Sensors	https://appengine.egov.com/apps/co/MoscaHooper/MoistureSensors	Yes
Mountain BOCES Induction and Mentor Certification Registration	https://appengine.egov.com/apps/co/MountainBOCES/IMCR	No
Mountain BOCES Induction, Mentor Certification, and CLDL Registration (Pay Now)	https://appengine.egov.com/apps/co/MountainBOCES/IMCR-Pay-Now	Yes
Phillips County Building Permit Application	https://appengine.egov.com/apps/co/Phillips/PhillipsCoBuildingPermit	Yes
Phillips County Employment Application	https://appengine.egov.com/apps/co/Phillips/PhillipsCoEmploymentApplication	No
Poudre Canyon Fire Protection District Donations	https://appengine.egov.com/apps/co/FPD/Donations	Yes
Town of Red Cliff Colorado Application for Business License	https://appengine.egov.com/apps/co/redcliff/business-license-application	Yes
Department of the Treasury - Scheduling Request	https://appengine.egov.com/apps/co/Treasury/SchedulingRequest	No
Ventana Metro District ACH Authorization	https://appengine.egov.com/apps/co/ventana/ACH_Auth	No

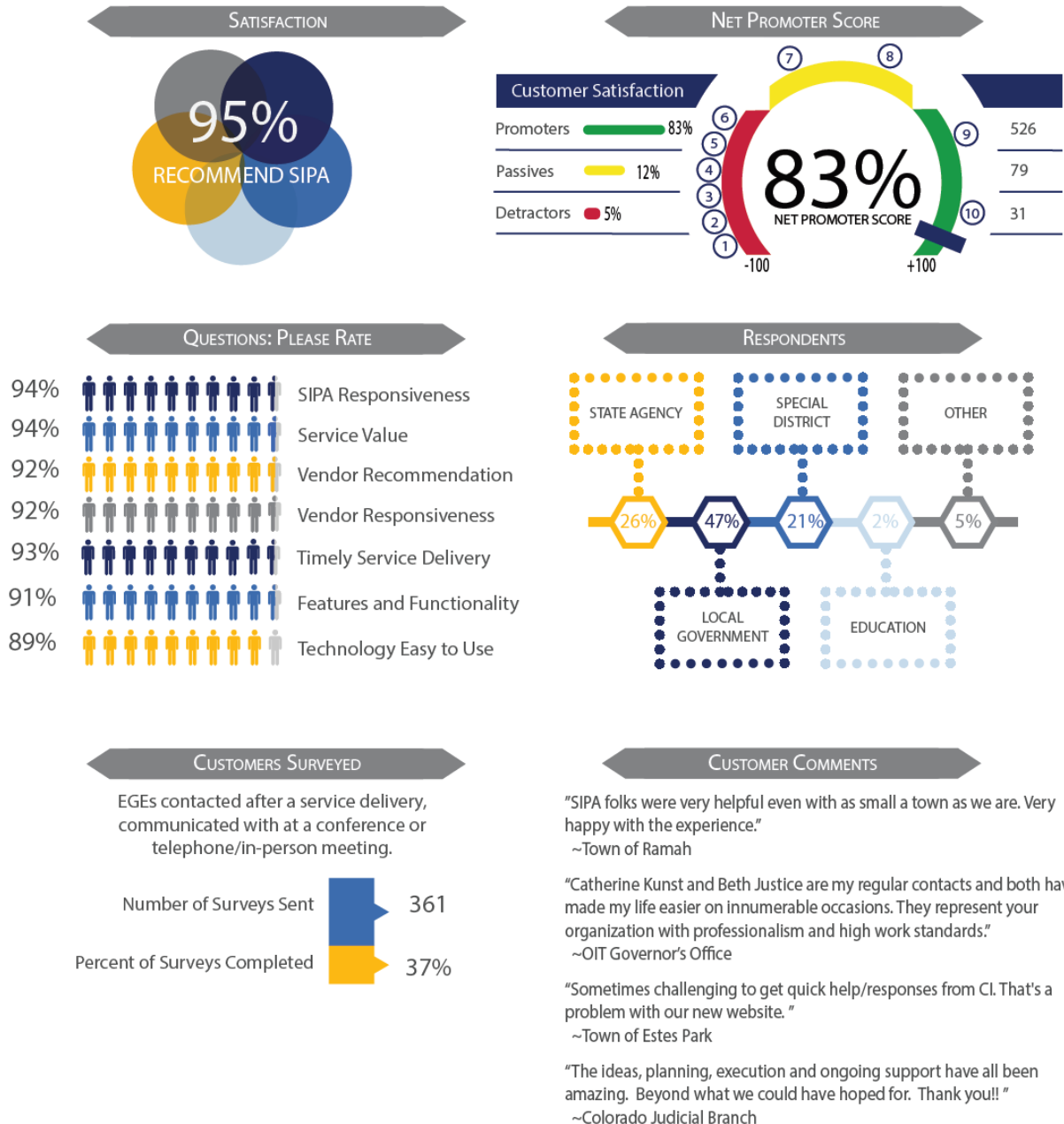
Application Name	URL Link	Take Payment?
Ventana Metro District Architectural Request Form	https://appengine.egov.com/apps/co/ventana/ArchitecturalReview	No
Ventana Metro District Great Room/Pool Area Rental Agreement	https://appengine.egov.com/apps/co/Ventana/GreatRoomPoolRentalAgreement	No
Ventana Metropolitan District – Key Fob Request Form	https://appengine.egov.com/apps/co/ventana/KeyFobRequest	No
Wiggins Parks & Recreation- Sports Registration	https://appengine.egov.com/apps/co/Wiggins/Parks-Recreation-Registration	Yes
City of Yuma Recreation Department Registration Form 2020-2021	https://appengine.egov.com/apps/co/recreation-registration-option2	Yes

APPENDIX 5: FY 2019 – 2020 Customer Experience Scorecard



SIPA CUSTOMER EXPERIENCE 2019 - 2020 SCORECARD

Customer experience and satisfaction is a key indicator of the overall impression of SIPA. Information was collected through customer phone calls, communication at conferences, in-person meetings, and email surveys to complete the overall metrics. These metrics let SIPA determine, at a glance, if they are meeting the needs of the Colorado governments they serve.



APPENDIX 6: SIPA Draft Legislation

BILL DRAFT

CONCERNING THE AUTHORITY OF THE STATEWIDE INTERNET PORTAL AUTHORITY TO ENTER INTO A CONTRACT WITH A STATEWIDE PORTAL INTEGRATOR PURSUANT TO A COMPETITIVE PROCUREMENT PROCESS.

Bill Summary

The mission of the statewide internet portal authority (SIPA) is, in part, to develop the officially recognized statewide internet portal; to enter into a contract with a statewide internet portal integrator for the development, support, maintenance, and enhancement of the equipment and systems utilized for the statewide internet portal; and to provide appropriate administration and oversight of the statewide internet portal integrator. Pursuant to statute, SIPA shall not enter into a contract with a statewide portal integrator unless the statewide portal integrator was chosen by the authority pursuant to a request for proposals issued by the authority.

SIPA is a body corporate and a political subdivision of the state, is not a state agency, and is not subject to administrative direction by any department, commission, board, or agency of the state. SIPA is not bound by state procurement rules, which was intended to provide SIPA more flexibility, rather than limitations, in its procurements. The only statutory requirement related to SIPA's procurements is for the statewide portal integrator contract.

Prior to 2018, the most widely accepted and authorized competitive procurement process was the request for proposals. In October 2018, the Invitation to Negotiate (ITN) was added to the Code of Colorado Regulations as an additional procurement method for competitive procurements. The invitation to negotiate is intended to solicit responses from potential vendors to determine the best method for achieving a specific goal or solving a particular problem to identify one or more responsive vendors with which the state may negotiate to determine the response that is most advantageous. Given the complex nature of the statewide portal integrator contract, an ITN may be a more effective procurement method.

The bill retains the requirement for a competitive solicitation for the contract with the statewide portal integrator, but extends the type of competitive solicitation beyond the request for proposals and provides flexibility to explore other competitive solicitation types, including the invitation to negotiate.

Be it enacted by the General Assembly of the State of Colorado:

SECTION 1. In Colorado Revised Statutes, 24-37.7-104, **amend** (1) as follows:

24-37.7-104. Powers of the statewide internet portal authority. (2) The authority shall not enter into a contract with a statewide portal integrator unless the statewide portal integrator was chosen by the authority pursuant to a request for proposals OR OTHER COMPETITIVE PROCUREMENT METHOD SUCH AS AN INVITATION TO NEGOTIATE issued by the authority.

SECTION 2. Safety clause. The general assembly hereby finds, determines, and declares that this act is necessary for the immediate preservation of the public peace, health, and safety.