Colorado Statewide Internet Portal Authority
Annual Legislative Report
November 1, 2021

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 composed of elected officials, state legislators, government stakeholders, and private residents.

SIPA serves as the oversight body of the **Colorado.gov portal**, which is a gateway to Colorado governments and is intended to be a comprehensive delivery channel for Colorado's e-Government services. SIPA's online services allow Coloradans to complete tasks such as paying taxes, starting a business, and renewing professional licenses, driver's licenses, and vehicle registrations.

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 more – using solutions provided through SIPA. SIPA works with eligible governmental entities (EGEs) 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.

In FY 2020 – 2021, SIPA focused on:
- Responding to HB20-1039 regarding state rule making
- Managing the NIC Colorado Innovation Fund Process and Projects
- Responding to the Office of the State Auditor (OSA) Audit for web application security
- Preparing for the Portal Integrator Reprocurement
- Managing the Transition to a new Executive Director

STATUTORY MISSION

SIPA's statute, C.R.S § 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.*"

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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.

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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 (1) representative from the Office of the Governor and three (3) Executive Directors of principal agencies of the State, all appointed by the Governor; three (3) members from the private sector and one (2) member of local government, all appointed by the Governor with consent of the Senate; two (2) Senators; two (2) Representatives; one (2) 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**.

Current Board Officers

- Chair, Rick Garcia, Executive Director, Colorado Department of Local Affairs
- Vice-Chair, Tony Neal-Graves, Executive Director and CIO, Governor's Office of Information Technology
- Treasurer, Kara Veitch, Executive Director, Colorado Department of Personnel & Administration[1]
- Secretary, Hannah Parsons, 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 14, 2021, SIPA had agreements in place with 785 governments or subdivisions, including all principal departments of state government, 56 counties, 183 municipalities, 89 water and/or sanitation districts, 41 fire protection districts, 13 public higher education institutions, and 30 school districts.
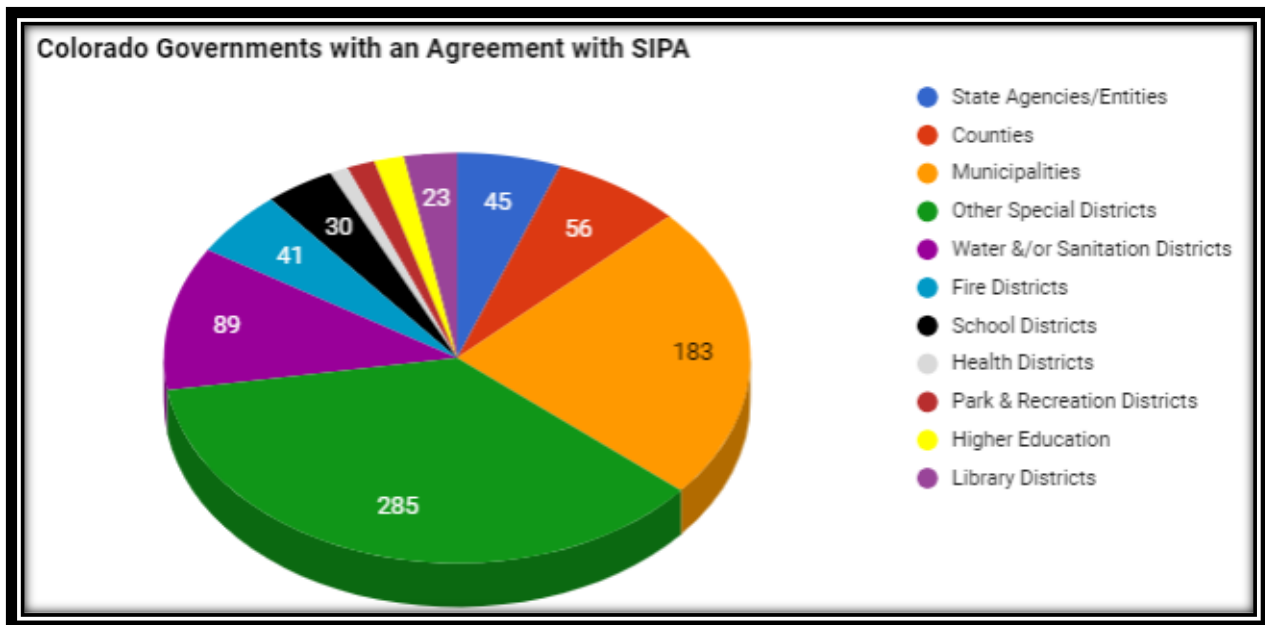
SIPA entered into agreements with 51 new eligible governments over the past year. While many of SIPA's initial customers were state agencies predominately located in the Greater Denver metropolitan region; today, SIPA serves governments across Colorado. One of SIPA's goals is to ensure that the

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[1] Kara Veitch was appointed by Governor Polis to be his Chief Legal Counsel on September 29, 2021. Ms. Veitch's replacement has not yet been appointed to SIPA's Board.

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. The SIPA team and its vendor partners are highly motivated to ensure that industry-leading solutions are available at competitive prices.

SIPA's Value Proposition – Government Procurement
SIPA's unique advantage is vetting and contracting with technology vendors to mitigate risk for Colorado governments. SIPA negotiates a favorable pricing structure and contract terms and conditions. Governments only need to sign an eligible government entity agreement which identifies them as a government in Colorado to receive access to SIPA services.

SIPA's total revenue has grown as more cloud-based services (software licenses and implementation services) have been added to SIPA's portfolio. However, operating revenue (total revenue minus the cost of licenses and services sold), has not kept pace because SIPA offers many services at no additional cost to government customers. When a government retains services (and licenses) over several years, SIPA earns a small margin on the software licenses.

As shown in the figure on the next page, which shows SIPA's revenue growth over time, SIPA's Operating Revenue largely tracks the Margin Share received from its portal integrator, NIC Colorado (dba Colorado Interactive), which consists of a monthly fee and a percentage of net revenue from offering **Portal Services**, predominantly payment processing. Transaction volume through some applications has been increasing at similar rates to the growth of Colorado's population.

The slight increase in Operating Revenue, beyond the NIC Colorado Margin Share, over the last few years is largely due to the increase in adoption of the Salesforce, Five9, MuleSoft, and Google platforms. The Governor's Office of eHealth Information (OeHI) also asked SIPA to retain several providers of electronic health records and related services. SIPA earns a small margin on software licenses and professional service implementations, which allows SIPA to offset the costs associated with carrying enough insurance, managing the contracts, handling customer questions, invoicing, and billing.
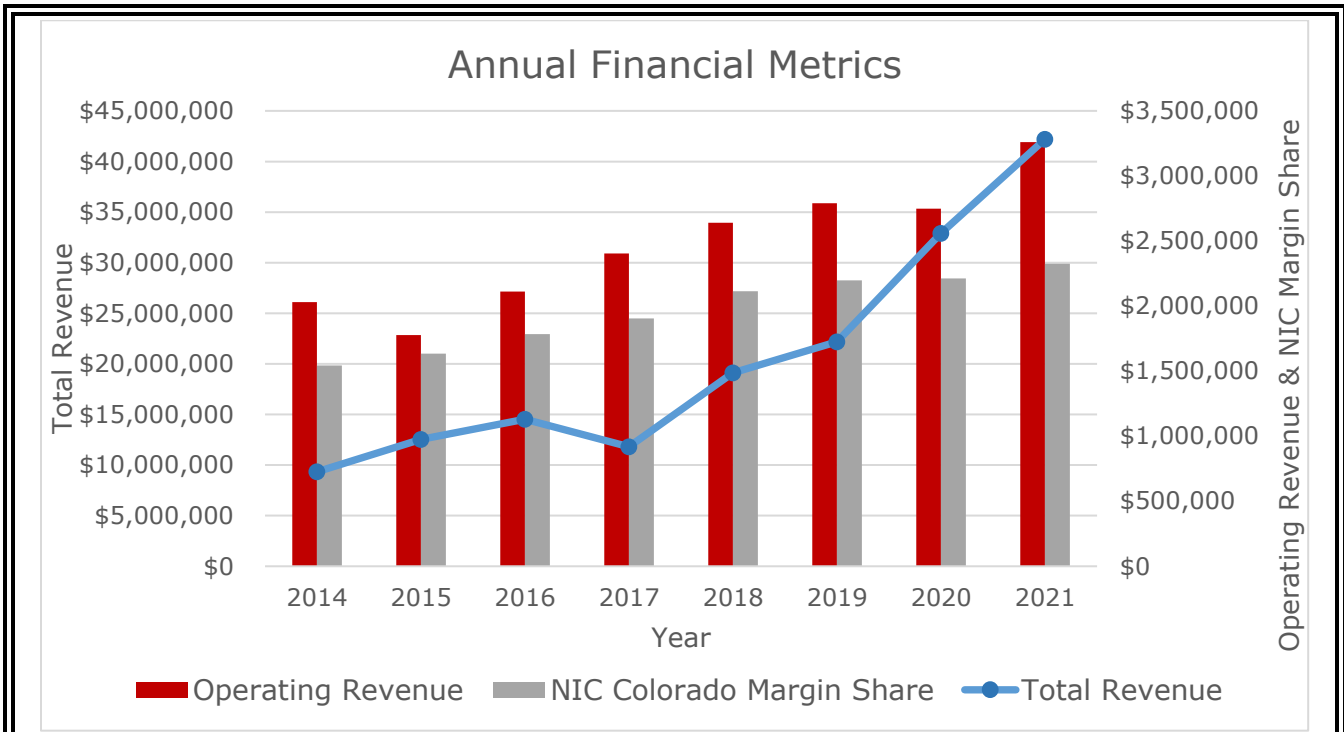

Annual Financial Metrics: Operating Revenue = Total Revenue − Costs of Goods (Software Licenses & Professional Services) Sold
SIPA's total revenue has grown from $9.3 M in 2014 to $42.2 M in 2021 as it added more software licenses and professional services to its portfolio of offerings. SIPA's customer base has increased from 293 to 771 Colorado governments during that time. Total Revenue growth tracks the adoption of Software as a Service Platforms such as Salesforce, Mulesoft, Five9, and Google by Colorado Governments. SIPA keeps its profit margins small to provide great value to its government customers. Operating Revenue largely tracks NIC Colorado's 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 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, which operates the Colorado.gov portal, and provides payment processing and other services to governments.

Revenues from 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. Most of the services

offered in partnership with NIC Colorado are not self-sustaining but instead are supported by a small handful of profitable services.
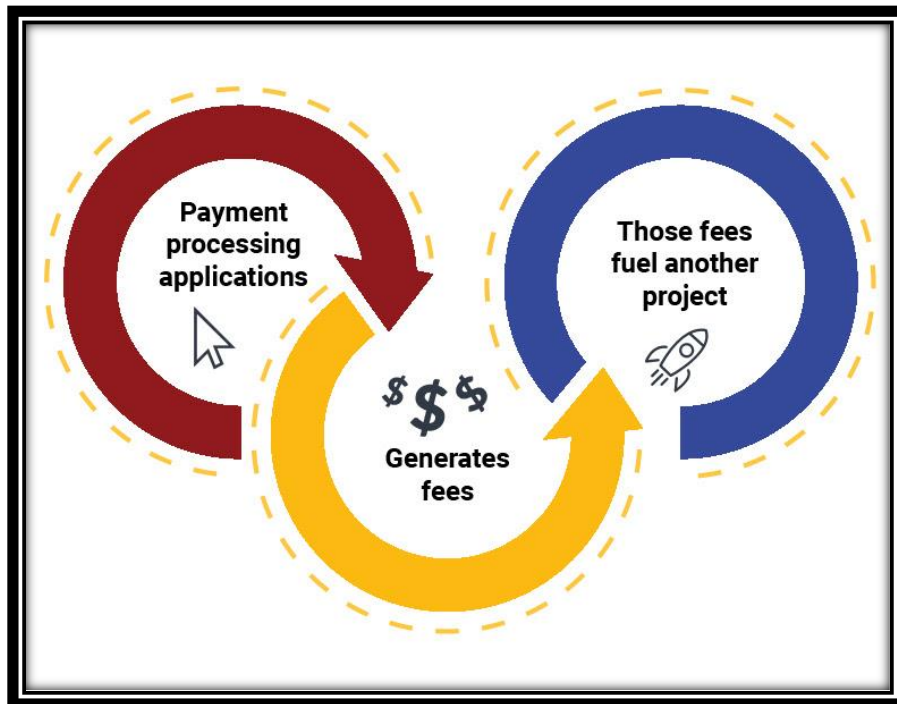
Payment processing transaction fees create a sustainable funding stream to support long-term growth. With this funding source in place, many digital government services are provided at no cost to Colorado governments. The ongoing funding is reinvested in building new services to connect residents to 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 a government's ability to address its evolving needs.
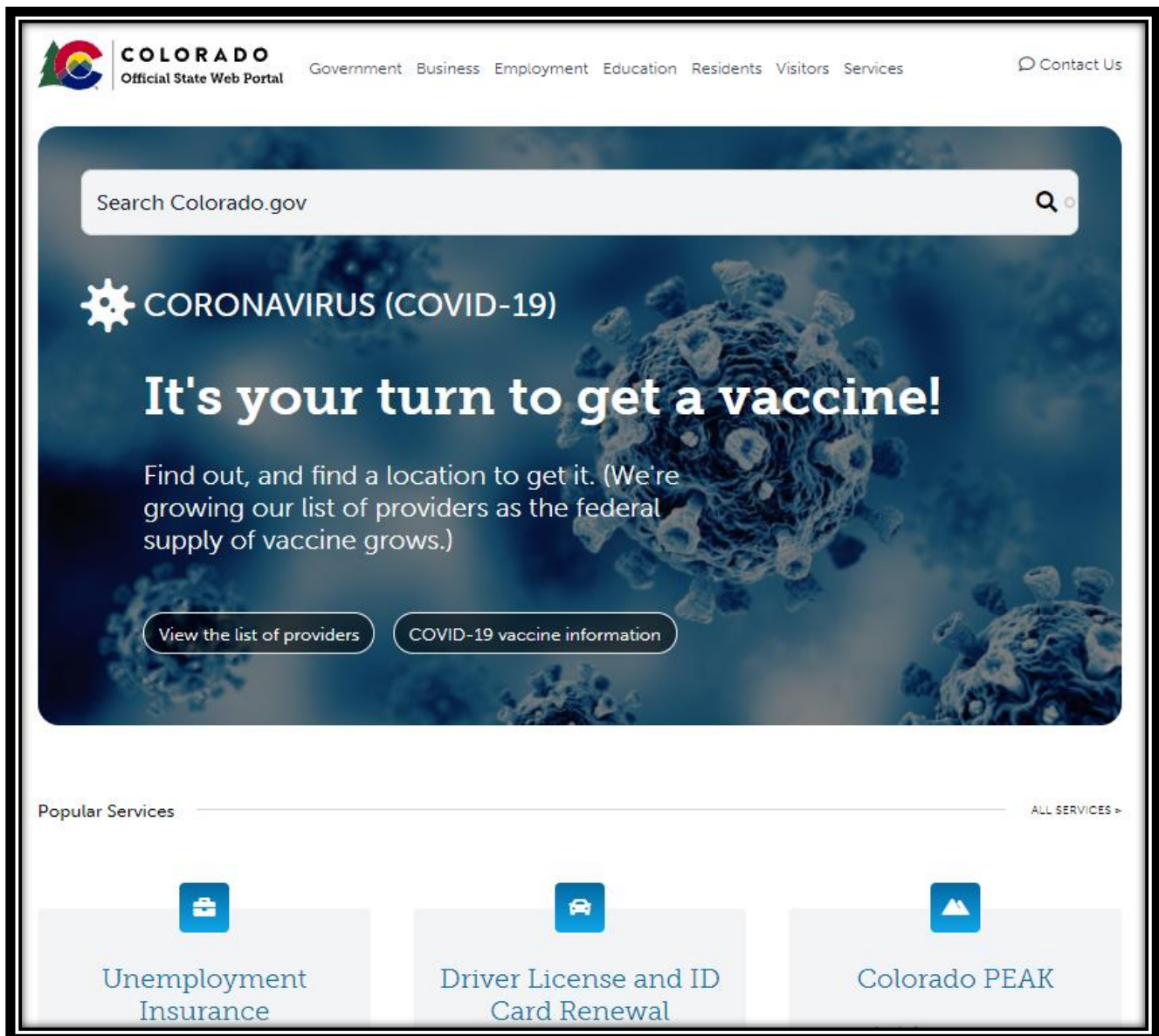
SERVICES

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 Software as a Service (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

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's Board unanimously approved a final one-year contract extension (to April 30, 2023) that was executed on October 27, 2021. This contract extension provides several new benefits to SIPA and the governments it serves. NIC Colorado has agreed to comply with SIPA's Vendor Management Policy and SIPA's Information Security Policy as needed for

compliance with recommendations from SIPA's recent OSA Web Application Security Audit. The contract amendment also extends and increases the NIC Colorado Innovation Fund Program in the final contract year. An Innovation Team composed of a business analyst, project manager, program manager and solution architect will be added to identify and create innovative and transformational services for Colorado governments. The contract amendment also provides for continued access to and support for the AccessGov application development platform currently being used by state agencies.

SIPA provides key 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 427 state agencies and local governments take advantage of at least one NIC Colorado portal service.

As mentioned above, SIPA's statute, C.R.S § 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 a 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.

In September of 2021, the Colorado.gov portal was migrated to Drupal 8 and redesigned to create a better user experience. SIPA and NIC Colorado coordinated with key state agency partners, the Center for Digital Government, and UX Foundry on new functionality and design. The redesigned Colorado.gov portal included several recommended key improvements:

- Search
    - Unique content
    - Top 5 results options
    - Filters and categories to refine results
- Menu experience
    - Simple navigation with subcategories
- Message and design consistency
    - Appealing graphics and text for six main categories

The new portal features a Chatbot to help residents find the information or services they are seeking. Finally, state agencies can promote news articles from their individual websites to the Colorado.gov portal.

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.

NIC Colorado is a PCI (Payment Card Industry) Data Security Standards (DSS) Merchant Level 1 vendor.[2] NIC Colorado manages more than 600 independent payment systems for more than 222 Colorado governments, including 59 of Colorado's 64 counties. While electronic payment processing is often provided as a stand-alone 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**).

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

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[2] http://pcipolicyportal.com/what-is-pci/merchants/

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.

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 monies 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.

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 $4 million related to PCI compliance alone.[3] In FY 2020 - 2021 NIC Colorado's payment engine was used for more than 8.3 million transactions for government payments of more than $3.1 billion.
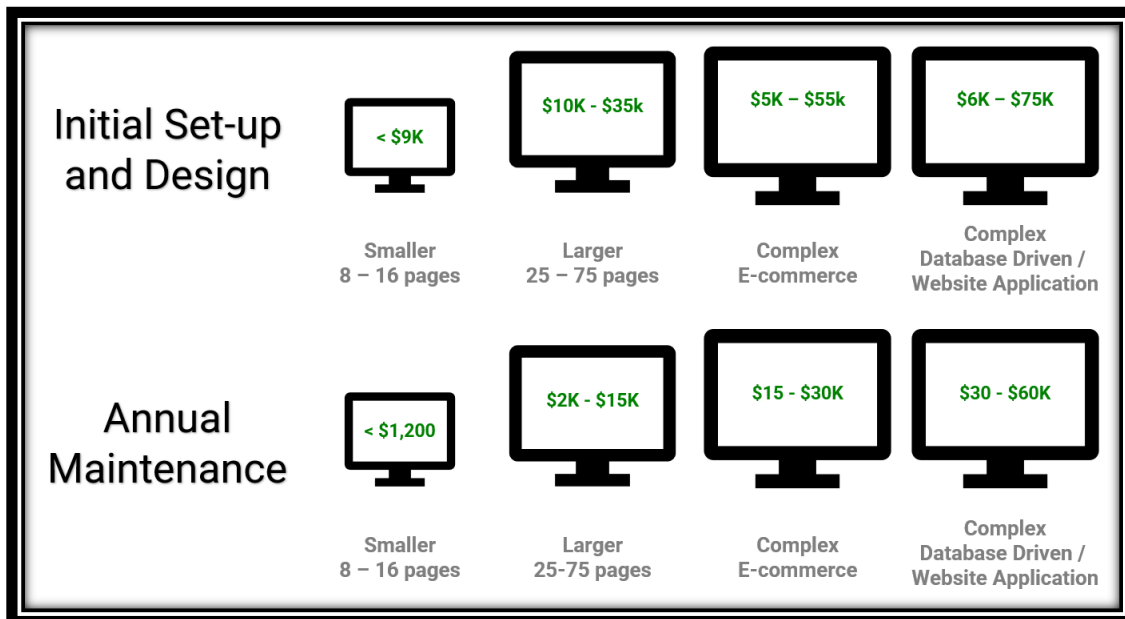
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[3] PCI Level 1 costs average $50,000 per level 1 merchant per year. Smaller merchants may just need to complete a SAQ (or Self-Assessment Questionnaire) for about $15,000. The average SAQ-A costs $15,000. SIPA has 222 governments using payment processing. If 20 are large and 202 are small governments then the estimate above

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 400+ government entities receiving services from NIC Colorado as additional insureds on NIC Colorado's General Liability insurance policy. In the event of a breach of personally identifiable information, all impacted Colorado residents will receive at least one (1) 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 360 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.

The migration of Colorado government websites to the new Drupal 8 based Colorado.gov platform was completed in April 2021. More information on the current platform can be found at: cms.colorado.gov. Website hosting and development costs average between about $5,000 to $75,000 per site depending on complexity.[4] Using a conservative estimate of $7,500 per larger website and $1,000 per small website per year, SIPA saves governments ***approximately $1.3 million for website hosting each year***[5] for the 360 websites it currently hosts.

Initial Set-up and Design

	Smaller 8 – 16 pages	Larger 25 – 75 pages	Complex E-commerce	Complex Database Driven / Website Application
	< $9K	$10K - $35k	$5K – $55k	$6K – $75K

Annual Maintenance

	Smaller 8 – 16 pages	Larger 25-75 pages	Complex E-commerce	Complex Database Driven / Website Application
	< $1,200	$2K - $15K	$15 - $30K	$30 - $60K

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is for PCI compliance: 20 governments x $50,000 per merchant (level1) + 202 governments x $15,000 (SAQ-A) = $4,030,000 See e.g. https://www.emerchantpay.com/insights/pci-compliance/ and https://www.securitymetrics.com/blog/how-much-does-pci-compliance-cost

[4] 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

[5] Cost estimated for 215 small websites x $1,000 per website per year + 145 larger websites x $7,500 per website per year = $1,302,500.

The costs of website development, security updates, and hosting are absorbed by SIPA and its partner NIC Colorado. NIC Colorado also ensures that the Colorado.gov portal and the websites hosted on it, are responsive (i.e., available on any device including mobile devices), and maintain the highest security features. The website platform complies with state and federal rules related to accessibility.[6]

Customer Service

NIC Colorado maintains a local support desk to respond to government customers (e.g. password resets, change of banking information, website support) and consumers (e.g. explanation of credit card entries, invoicing, etc.). In FY 2020 – 2021, NIC Colorado responded to 3,772 requests by online-chat, 16,070 by phone, and 66,626 by email.
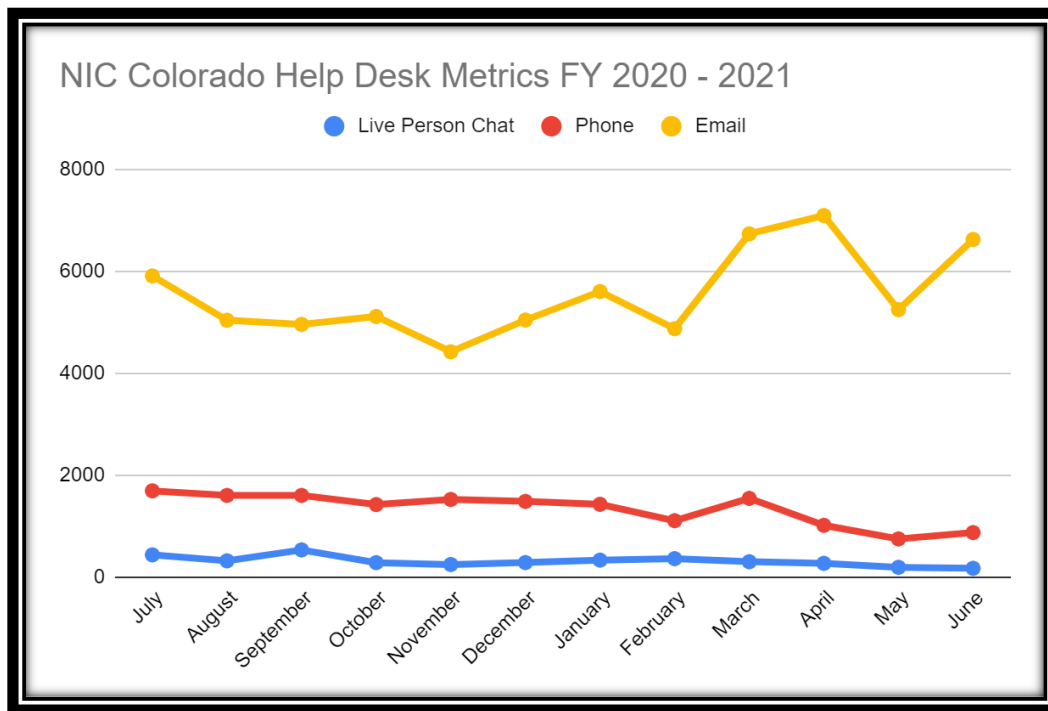
SIPA government customers are satisfied with the quality of support and services being received by NIC Colorado and SIPA's other vendor partners. (**Appendix 5: SIPA Customer Experience Scorecard**).

Custom and Rapid Application Development

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 Sex Offender Registry, MyBizColorado, Professional License Renewals, Online Vehicle Registration,

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[6] https://www.colorado.gov/accessibility-standards - these standards include: Section 508 of the U.S. Rehabilitation Act of 1973; C.R.S. 24-85-104, ARTICLE 85. "INFORMATION TECHNOLOGY ACCESS FOR INDIVIDUALS WHO ARE BLIND OR VISUALLY IMPAIRED"; State of Colorado Technical Standard TS-OEA-001: Technology Accessibility for Persons with Disabilities; State of Colorado Technical Standard TS-OEA-002: Technology Accessibility for Web Content and Applications ; and https://www.w3.org/ for comprehensive WCAG 2.0 standards

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.

In the last few years, NIC Colorado has deployed more than 130 custom web applications[7] for state agencies and local governments, many that take payments, using their rapid application development platform App Engine. These form-based custom applications range in scope from reserving a gazebo, providing resident feedback, registering for a conference, applying for a municipal business license, or applying for a burn permit. A complete listing can be found in **Appendix 4**.

Additional custom applications, generally for state agencies, are being developed and hosted on AccessGov. AccessGov allows governments to create and modify their own custom resident facing applications. This Software as a Service enterprise license is typically licensed for a fee but it being provided to Colorado state agencies at no cost. The recent contract addendum provides for continued support and access to AccessGov beyond the expiration of the Portal Integrator contract on April 30, 2023.

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 solutions include: Salesforce, MuleSoft, Google Workspace, Google Cloud Platform, DocuSign, Granicus, Qualtrics, AODocs, and Five9. More than 125 state agencies and local governments procure one or more of SIPA's SaaS offerings.

SIPA's goal is to offer SaaS products below list price and still cover SIPA's costs of administration.

Professional Services

SIPA has a variety of professional service partners such as Resultant, Istonish, Slalom, CORHIO, QHN, CCMCN, Revision, Prime Health, and RubinBrown who provide professional services for software implementations, business process improvement, electronic health records, and cyber-security. For these professional service contracts, SIPA has negotiated a small margin to offset some of the costs associated with contract management, project management, and invoicing. More than 87 state agencies and local governments have procured professional services from one or more SIPA partners.

Micro-Grant Program

SIPA is entering the twelfth year of its Micro-Grant Program.[8] 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 327 grants totaling $1,521,760 across the State of Colorado. The grant program is open to all Colorado government entities that are eligible to work with SIPA.

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[7] https://appengine.egov.com/appstore/co
[8] https://sipa.colorado.gov/micro-grant

Grant winners have used their funds creatively to put more services and information online: digitizing historic resources (maps, newspapers, art collections, video collections) and making them available online, creating 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, creating a Colorado Parks and Wildlife mobile fishing application, and creating 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 2020-2021, SIPA received 92 requests for micro-grants and funded 33 of those, totaling $161,192. Three grants were awarded in partnership with DOLA to expand broadband access statewide. SIPA moved its micro-grant program to the fall for FY 2021-2022 and will be awarding an additional 35 grants, one in partnership with DOLA, totaling $158,544.

Grant Recipients – FY 2020 - 2021		
Organization	**Amount**	**Purpose**
Adams County E911 Emergency Telephone Authority	$4,500.00	Colorado.gov website
Arvada, City of	$1,890.00	The Arvada Police Department is building a website based on transparency, including incorporating public-facing Department policies. The grant purpose is to purchase public-facing document capabilities.

Grant Recipients – FY 2020 - 2021		
Organization	**Amount**	**Purpose**
Canon City Fire Protection District	$6,500.00	This Grant will establish a public interface website to manage open burn permits, daily burn requests, and restriction notifications for Fremont and Custer County, Colorado.
Canon City, City of	$2,000.00	Purchase desktop public use computers to better serve our customers, for homework, job searching, research.
Colorado Department of Higher Education	$2,333.36	We will use the funds to add ADA Compliance feature to: http://masterplan.highered.colorado.gov/ https://coapprentice.com/ https://cdhe.colorado.gov/
Colorado Department of Higher Education	$6,500.00	In collaboration with CDLE and CWDC, CDHE will use the funds to enhance functionality and data collection capabilities of Colorado's Eligible Training Provider List (ETPL).
Colorado Department of Public Safety	$6,500.00	We hire AODocs to set up a back-end interface & searchable document "library" on the CSSRC site.
Colorado Department of Public Safety	$2,610.00	We will implement the Granicus Communications Cloud, a software solution that enables us to connect with Patrol members across Colorado, by leveraging the Cloud.
Colorado Department of Public Safety	$6,500.00	Bring best practice and a consumer perspective to this project at a higher rate of speed than could be performed internally.
Colorado First Conservation District	$2,250.00	To increase public reach and educational opportunities to further fulfill the mission of the Colorado First Conservation District.
Colorado Springs, City of	$2,500.00	The City will improve access to legislative documents for persons with disabilities and those who use assistive technology to connect with City programs and services.
Colorado Springs, City of	$6,500.00	The Colorado Springs Sales Tax Department will implement MuniRevs sales tax system, enhancing customer service for nearly 20,000 business license holders and tax filers.
Department of Natural Resources	$5,000.00	Embed a statewide, digital, interactive story map using the ArcGIS platform into our Drupal 8 site to make county-specific trust land data available to the public.
Department of Natural Resources	$6,500.00	Moving reclamationcolorado.com from a privately hosted environment to SIPA; using a SIPA partner to assist in design of the new site.
Department of Revenue	$8,500.00	Implement an accessible yet secure docketing system that supports socially distanced Zoom hearings for licensing proceedings to aid Colorado licensing hearings through secure document capture.
Evergreen Metropolitan District	$6,500.00	Funds will be used to assist EMD in upgrading and maintaining our cyber-security posture to maintain resilience of its critical infrastructure.
Fowler, Town of	$5,000.00	This grant will be used to purchase public computers for the Fowler Library.
Golden, City of	$3,000.00	Golden History Museum & Park is digitizing and making accessible online 150 years of newspapers from the Golden Transcript, Colorado's second oldest, continuously published newspaper.
Haxtun, Town of	$4,250.00	The town would like to offer a high-quality website to effectively communicate and accommodate residents with a user-friendly SIPA webpage.
Department of Health Care Policy & Financing	$6,500.00	Modernization of HCPF's online survey system to better serve Coloradans by digitally managing feedback, analyzing survey results, and automating the process, including gift card distribution.
Huerfano County	$6,500.00	Funds will be used to help Huerfano County transition from Zimbra and a Linux file server to Google Suite.
Kremmling, Town of	$6,500.00	Hiring a professional to assist in building a new colorado.gov Town website and migrating data from our current website to the new Colorado.gov website.

Grant Recipients – FY 2020 - 2021		
Organization	**Amount**	**Purpose**
Nederland Community Library District	$1,441.00	Transition to the secure cloud G Suite platform with SIPA and Tempus Nova to further enhance security of Library operations.
Niwot Sanitation District	$6,500.00	Migrate website to Colorado.gov to allow greater ease of editing and provide more information to customers via website.
Ophir, Town of	$5,000.00	"This grant request is to acquire funding to purchase an engineering and implementation plan for the last mile of Broadband Fiber to The Home."
Orchard City Irrigation District	$4,500.00	Provide central location for dissemination of critical information for new and existing owners of property within the district.
Ordway, Town of	$2,500.00	To enhance the usage of our governmental website. This will allow for a safer more secure website.
Red Feather Mountain Library District	$6,000.00	Having moved from 50mbs internet to 1gbs -- we'd like a professional evaluation done as to how to improve existing infrastructure, especially outside wireless.
Rico Fire Protection District	$2,000.00	Migration of existing web site to SIPA platform; update of website to streamline and improve user experience.
San Miguel County	$4,500.00	To upgrade, enhance, and streamline communication strategies to make the public meeting process more transparent and efficient by saving time, effort, paper, and money.
Trinidad, City of	$8,500.00	We are seeking funds to create an interactive, online version of our new Trinidad and Las Animas County Regional Guide for gravel bicycling.
Upper Pine Fire Protection District	$4,918.00	Enable UPFPD to access broadband and wireless technologies to support all aspects of our fire/rescue/EMS operations, utilizing recent infrastructure improvements.
Wiggins, Town Of	$6,500.00	To create a high quality, secure and easy to navigate website that provides information, maps, online applications, and transparency to the residents of Wiggins.

Innovation Fund

As part of its first contract extension, NIC Colorado agreed to invest $500,000 per year to equipment, hardware, goods, and services for projects directed by SIPA to innovate technology in the State of Colorado. SIPA's Board selected the following projects for Innovation Fund Investment in the third year of the program at their October 7, 2021, Board meeting:

- **DOL Law Enforcement Records Management System** ($250K) - The funds will be used to develop a standardized and efficient system to facilitate the storage, retrieval, retention, manipulation, archiving, and viewing of information, records, documents, or files pertaining to our law enforcement unit operations. The total project cost, per DOL, is $300K of which they can fund the remainder if receiving an Innovation Fund award.
- **DOR WIG For Underserved and Underrepresented** ($160K) - The funds are to pay for a gap analysis to understand underserved and underrepresented Coloradoans as it pertains to DMV services (who the population contains and how they are underserved).
- **CDHS Salesforce Application for Aging and Adult Services** ($95K) - The funds will pay for the first year of Salesforce licensing for the Aging and Adult Services Division's new data system. This new data system will streamline data entry for the services to over 55,000 aging Coloradans per year, thereby making the work easier for the providers and volunteers that offer these critical services.

- **CDLE DVR Online Referral and Application Form** ($47K) - The funds will be used to develop an online referral and application form so Coloradans with disabilities can easily apply for Division of Vocational Rehabilitation (DVR) services virtually, reducing the time and cost to secure necessary information, consents, and signatures leading to increased employment success and inclusion for those with disabilities in the Colorado workforce. DVR has a significant Federal match and is able to match any non-federal funds at 78.7%. A $47,000 investment by SIPA and NIC Colorado will equate to a total of just over $200,000 DVR is able to dedicate toward the cost of this project.
- **CDA Farm Fresh Program Support** ($15K) - The funds will help increase CDA's ability to elevate the Farm Fresh publication. CDA hopes to translate it into Spanish, include EBT, Double Up Food Bucks, and ADA designations in our directory, and have an interactive version online.
- **DPA State-Owned Facilities Map Tool** ($10.8K) - The funds will be used to provide a user-friendly map-based tool for parties interested in the beneficial use of unused or underutilized state land in accordance with HB21-1274.

The contract extension with NIC Colorado that was executed on October 27, 2022, provides a fourth year of the Innovation Fund program, and increases the investment to $600,000 for the final year (FY 2022- 2023) of the program.

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.

Risk mitigation was a major focus for FY 2020 - 2021 and will continue in FY 2021 - 2022. Risks to SIPA's performance include the ongoing impact of the COVID-19 pandemic, SIPA's ability to diversify sources of operating revenue, SIPA's relationships with key partners such as OIT and the Colorado Department of Revenue, the quality of SIPA's vendor partners, vendor pricing (i.e., license and professional service prices), and whether SIPA is appropriately staffed to deliver its products and services in a timely and high-quality fashion.

SIPA expected that the COVID-19 pandemic, which started to significantly impact the lives of Coloradans in March of 2020, with a concomitant rise in unemployment, and deferral of tax and other government payments, would negatively impact the financial transactions running through NIC Colorado's services – both online and over-the-counter. Similarly, some governments asked SIPA to

further reduce its already small margins on licenses and services. Therefore, for FY 2020 – 2021, SIPA reduced planned expenses and revenues by about 25%. Instead, both state and local governments invested in SIPA services to put more resident-facing services online during the pandemic. Some agencies, such as the Colorado Department of Labor and Employment needed to add more capacity to existing services to manage the deluge of unemployment claims. All of this led to an unexpected increase in total revenue for FY 2020 - 2021.

FY 2020 - 2021: Unaudited SIPA Profit and Loss - July 1, 2020 to June 30, 2021		
REVENUE		
	NIC Colorado Margin Share	$2,324,661
	Professional Services Revenue	$14,268,888
	SaaS License Revenue	$25,603,534
	Interest & Sponsorships	$22,449
Total Revenue		**$42,219,532**
COST OF SERVICES		
	Professional Services Expense	$13,974,063
	SaaS License Expense	$24,954,677
	SIPA Funded Projects	$21,483
Cost of Services		**$38,950,223**
OPERATIONS		
	Personnel, PERA liability, Training	$1,054,343
	Office Operations - Insurance, Equipment, Lease, Phones, Office Supplies, etc.	$239,104
	Functions - Board, Annual Micro-grants, Marketing, Meetings & Events	$189,591
	Professional fees - accounting, audit, legal, consulting, technical assistance	$257,840
Cost of Operations		**$1,740,878**
NET INCOME		**$1,528,432**

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, MuleSoft, Granicus, Qualtrics, DocuSign, and Salesforce are the main license types offered by SIPA.

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. We were cautiously optimistic that we could host the annual User Conference in November 2021 but have decided to postpone due to the continuing COVID-19 pandemic. The $13,000 in sponsorship support that was collected will be returned to vendors.

<u>Cost of Services</u>

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.

<u>Expenses</u>

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. Due to the COVID-19 pandemic, many typically expenses were not incurred during FY 2020-2021.

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 2020 - 2021 for FY 2021 – 2022

SIPA's board approved a budget for FY 2021 – 2022 that planned for using approximately $630,000 of FY 2020 – 2021 net income to support the Portal Integrator Reprocurement process, increase "SIPA-Funded Projects", increase the annual micro-grant program by 10% each year, invest in consulting services related to remediation efforts related to the OSA Web Application Security Audit, and expand the SIPA team to support ongoing operations.

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. Some net income from FY 2020 – 2021 was included in the Board approved budget for FY 2021 – 2022. The remainder was 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 2020-2021.

Receipts & Revenues

NIC Colorado shares revenue, generated by offering portal services, with SIPA through a formula set by contract. For FY 2020 - 2021, SIPA was paid a flat fee ($43,033.48 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 $2,324,660.56 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 number of professional service projects offered on a time and materials basis.

The revenue (unaudited) SIPA received for FY 2020 - 2021 related to the transaction services provided to state agencies is approximately $2,164,259 (i.e. 93.1% of the margin share received from NIC Colorado).

It is important to note that the 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. In FY 2020-2021, SIPA, through its partnership with NIC Colorado, processed more than 7.9 million transactions for state agencies, which collected almost $2.7 billion for their information, products, and services. More than 70

million records were delivered on behalf of the Department of Revenue, generating an additional $620,662 for that agency. Records requested by other state agencies and approved by the Department of Revenue are provided at no cost.

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.

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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, a credit card transaction fee is not charged to residents for motor vehicle-related transactions for less than $10.00; 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. Some entities can receive bulk records for no fee.

The table, **FY 2020-2021: Bulk Record Deliveries for the Colorado Department of Revenue**, provides information related to bulk record transactions completed for the Colorado Department of Revenue.

FY 2020-2021: Bulk Record Deliveries for the Colorado Department of Revenue			
Bulk Record Deliveries (Department of Revenue)	**Fee Exceptions**	**Transactions**	**Agency Payment**
Bulk Motor Vehicle Records - Count includes $0.00 Transactions	NIC Colorado: $0.005 per record; Partner $0.025 per record	37,833,220	$518,870
Crash Data Records (and Archived) - Count includes $0.00 Transactions	NIC Colorado: $0.075 per record; $0.025 per archived record; Partner: $0.005 per record or archived record	358,320	$1,792
Additional Record Delivery - Count includes $0.00 Transactions	NIC Colorado: Varies per lookup type: $0.03 - $5.00; Partner: $100,000/year	32,387,821	$100,000
Subtotal		**70,579,361**	**$620,662**

The table, **FY 2020-2021: 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 2020 - 2021: Fees & Payments Collected by State Agencies (Online & Over the Counter) *CI Standard Fees: 2.25% + $0.75 per credit card transaction, $1.00 per eCheck transaction.*			
Department or Agency	**Fee Exceptions**	**Transactions**	**Agency Payment**
Department of Agriculture		21,911	$8,716,232
Department of Education		26,841	$2,332,877
Department of Health Care Policy and Financing		2	$800
Department of Higher Education		1,228	$664,670
Department of Human Services		69,392	$1,068,213
Department of Labor & Employment		6,166	$6,276,811
Department of Law & Office of Attorney General		1,760	$2,757,146
Department of Local Affairs		14,517	$2,444,052
Department of Military and Veteran Affairs		73	$6,462
Department of Natural Resources		8,543	$5,132,567
Department of Personnel & Administration		1,171	$128,403
Department of Public Health & Environment		128,889	$19,191,697
Department of Public Safety			
Bureau of Investigation		4,627	$2,086,280
Fire Prevention and Control		3,553	$2,264,079
State Patrol		13,723	$1,215,990
Other		5	$9,409
Department of Regulatory Agencies			
Banking		230	$5,456,560
Financial Services		76	$1,180,527
Insurance		825	$30,618,581
Premium Tax		3,400	$250,401,466
Professions & Occupations		26,502	$6,197,726
Public Utilities Commission		3,344	$563,808
Registrations		243,044	$32,870,759
Real Estate		72,482	$8,034,774
Department of Revenue			
Driver Services (Over the Counter & Online, State & County Offices)		1,281,193	$55,831,369
Motor Vehicle (Online & Over the Counter)	Credit Card: 2.7% over $10.00, under is $0.	3,523,706	$830,477,312
Taxation (Multidirectional Tax & MyBizColorado)		523,951	$1,333,926,754
Enforcement		28,410	$5,547,215
Colorado Governor's Office		9	$213
Colorado Judicial Branch	$1.90/Statutory Filing $0.50/Case History	1,892,924	$43,501,417
Colorado State University		23,837	$30,635,820

Office of Economic Development and International Trade		89	$346,152
Multiple Agencies (Gambling Intercept)	$10.00/intercept	855	$1,689,506
Subtotal		**7,927,248**	**$2,691,565,649**

Fees charged by Local Governments

In addition to processing payments for state agencies, SIPA, through its partnership with NIC Colorado, processed more than 458,980 transactions, collecting $497 million, for Colorado local governments. Municipalities were responsible for 274,300 transactions and $449,356,173. Of this total, 149,586 transactions were for Colorado County Governments, which collected $42,712,793. Special districts, such as water and sanitation districts, were accountable for 35,097 transactions and $5,663,305.

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. The tables below separate fees collected for municipalities, counties, and special districts.

FY 2020 – 2021: 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**
Building Departments & Permits		8,117	$2,600,482
Clerk - Misc./Unspecified		1,488	$229,469
Fairgrounds, Events, Parks, Community Development, Libraries		848	$49,180
Finance Departments/Treasurer – Misc.		5,525	$1,340,797
Finance Departments/Treasurer – Tax (Sales, Use, Property, etc.)		126,978	$306,389,110
General / Unspecified		77,133	$42,292,719
Licenses & Permits		3,179	$572,192
Municipal Courts & Fines		1,270	$156,988
Planning and Use, Public Works		20,873	$90,149,920
Police Departments (Traffic Tickets, Community Justice)		145	$1,582
Utility Payments (Water, Sewer, Waste Disposal, etc.)		28,744	$5,573,734
Total Municipalities		**274,300**	**$449,356,173**

FY 2020-2021: Fees & Payments Collected by Special Districts (Online & Over the Counter) *CI Standard Fees: 2.25% + $0.75 per credit card transaction, $1.00 per eCheck transaction.*			
Special Districts	**Fee Exceptions**	**Transactions**	**Gov. Payment**
Associations		923	$541,343
District - Fire Districts		1,111	$302,048
District – Misc./General		8,166	$1,183,752
District - Utility Payments (Water, Sewer, Sanitation)		24,634	$3,612,078

		260	$24,084
Total Special District		**35,094**	**$5,663,305**

FY 2020 – 2021: Fees & Payments Collected by Counties (Online & Over the Counter)			
CI Standard Fees: 2.25% + $0.75 per credit card transaction, $1.00 per eCheck transaction.			
Counties	**Fee Exceptions**	**Transactions**	**Gov. Payment**
Assessor, Public Trustee		50	$667
Building Departments		2,719	$415,495
Clerk & Recorder - Misc./Unspecified		26,797	$590,817
Denver County Courts	$1.90/Statutory Filing; $0.50/Case History	32,130	$1,613,473
Fairgrounds, Events, Parks, Community Development, Libraries, Lodging		5,740	$2,306,763
Finance Departments/Treasurer - Misc.		8,548	$3,625,268
Finance Departments/Treasurer – Tax		8,644	$23,532,796
General / Misc.		5,434	$507,690
Health & Human Services (Clinic, Ambulance, Public Health, etc.)		2,363	$509,614
Land Use, Planning and Use, Public Works		7,819	$4,176,544
Sheriff Departments (Traffic Tickets, Community Justice)		29,665	$3,526,245
Utility Payments (Water, Sewer, Landfill, Waste Disposal, etc.)		19,677	$1,907,423
Total Counties		**149,586**	**$42,712,793**

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.

No legislation is requested at this time.

APPENDIX 1: SIPA BOARD OF DIRECTORS ROSTER

**Board of Directors Roster (October 2021)**

	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	Dionne Williams	Department of Local Affairs	Executive Director	Governor
4	William Griffin	n/a	Private Sector Member		Governor*
5	Jena Griswold	Chris Beall	Department of State	Secretary of State	Ex officio
6	Benjamin Henderson	n/a	Governor's Office	Director of Operations and Cabinet Affairs	Governor
7	Danielle Morrill	n/a	Private Sector Member		Governor*
8	Anthony Neal-Graves	William Chumley	Governor's Office of Information Technology	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	Mark Ferrandino	Heidi Humphreys	Department of Revenue	Executive Director	Governor
12	Bob Rankin	n/a	Colorado State Senate	Senator	Senate Minority Leader
13	Kara Veitch[9]	Jack Wylie	Department of Personnel & Administration	Executive Director	Governor
14	Brianna Titone	n/a	Colorado House of Representatives	Representative	Speaker of the House
15	Rachel Zenzinger	n/a	Colorado State Senate	Senator	President of the Senate
					* Requires Senate Confirmation

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[9] Kara Veitch was appointed by Governor Polis to be his Chief Legal Counsel on September 29, 2021. Ms. Veitch's replacement has not yet been appointed to SIPA's board.

APPENDIX 2: COLORADO.GOV GOVERNMENT WEBSITES

As of October 14, 2021, there were 369 Colorado government websites on the Colorado.gov portal. All sites were migrated from Drupal 7 to Drupal 8. A further upgrade to Drupal 9 is expected in the coming weeks but will not require a user assisted migration. A list of Colorado.gov website can also be found at https://cms.colorado.gov/
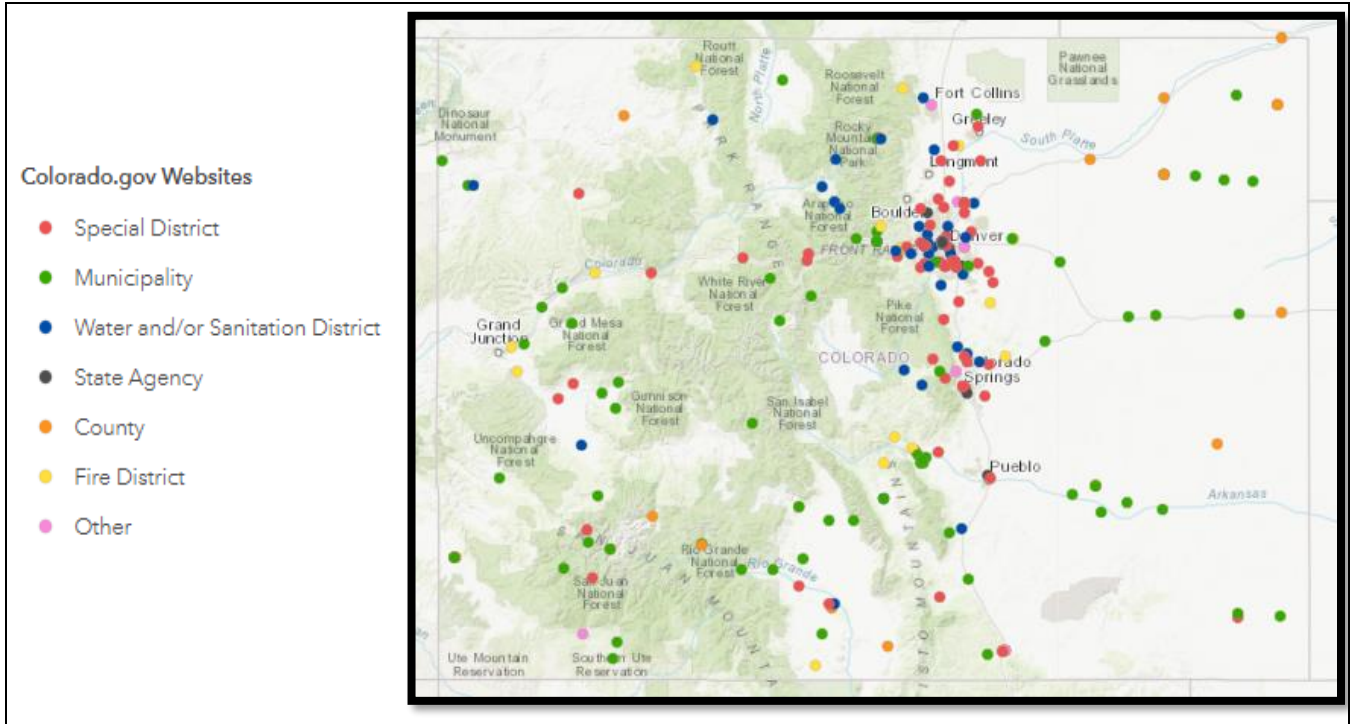
Government Entity	Website URL	Type
Academy Water & Sanitation District	https://academywsd.colorado.gov/	Special District
ACC Metro District	https://accmd.colorado.gov/	Special District
Akron, Town of	https://townofakron.colorado.gov/	Municipality
Alameda WSD	https://alamedawsd.colorado.gov/	Special District
Alamosa County	https://alamosacounty.colorado.gov	County
Alamosa County Ambulance District	https://alamosacountyambulance.colorado.gov/	Special District
ALERT SAM	https://alertsamccrn.colorado.gov/	Special District
Altamira Metro District 1-4	https://altamiramd1-4.colorado.gov/	Special District
Arabian Acres Metro District	https://arabianacresmd.colorado.gov/	Special District
Arapahoe County E911	https://ace911.colorado.gov/	Special District
Arriba, Town of	https://townofarriba.colorado.gov	Municipality
Aspen Reserve Metro District	https://aspenreservemd.colorado.gov/	Special District
Association of Colorado County Administrators	https://acca.colorado.gov/	Special District
Aurora Highpoint at DIA Metro District	https://aurorahp.colorado.gov/	Special District
Baca County Conservation District	https://bacacountycd.colorado.gov/	Special District

Government Entity	Website URL	Type
Bayfield, Town of	https://townofbayfield.colorado.gov/	Municipality
Bear Creek WSD	https://bearcreekwsd.colorado.gov	Special District
Beebe Draw Farms Authority	https://beebedrawfarmsauthority.colorado.gov/	Special District
Belleview Place Metro District	https://belleviewplacemd.colorado.gov/	Special District
Bennett Economic Development	https://whybennett.colorado.gov/	special District
Bennett-Watkins Fire Rescue District	https://bennettwatkinsfire.colorado.gov	Special District
Bennett, Town of	https://townofbennett.colorado.gov	Municipality
Bennt Creek Regional Water Authority	https://benntcreekrwa.colorado.gov/	Special District
Bent Grass Metro District	https://bentgrassmd.colorado.gov/	Special District
Blue River, Town of	https://townofblueriver.colorado.gov/	Municipality
Bow Mar, Town of	https://townofbowmar.colorado.gov	Municipality
Bromley Park Metro District 3	https://bromleyparkmetrodistrict.colorado.gov/	Special District
Brookside, Town of	https://townofbrookside.colorado.gov/	Municipality
Buffalo Mountain Metro District	https://bmmd.colorado.gov/	Special District
Canon City Fire	https://canoncityfiredist.colorado.gov/	Special District
Canon City Parks & Recreation	https://ccrec.colorado.gov/	Special District
CARO	https://coloradoregions.colorado.gov/	Special District
Carter Lake Filter Plant	https://clfp.colorado.gov	Special District
Cascade Metropolitan District	https://cascademd1.colorado.gov/	Special District
Cathedral Pines Metro District	https://cathedralpinesmd.colorado.gov/	Special District
CDHS - Behavioral Health Ombudsman	https://behavioralhealthombudsman.colorado.gov/	State Agency
Center, Town of	https://townofcenter.colorado.gov/	Municipality
Central City	https://centralcity.colorado.gov	Municipality
CEO - Energy Office	https://energyoffice.colorado.gov	State Agency
CGAIT	https://cgait.colorado.gov/	State Agency
Chaffee County Clerk	https://chaffeeclerk.colorado.gov/	County
Chapparal Metropolitan District	https://chapparalmd.colorado.gov/	Special District
Chatfield South Water District	https://chatfieldsouthwd.colorado.gov/	Special District
Cheraw, Town of	https://townofcheraw.colorado.gov/	Municipality
Cherry Creek Village WD	https://cherrycreekvillagewd.colorado.gov	Special District
Cherry Hills Heights WSD	https://cherryhillsheightswsd.colorado.gov/	Special District
Chicago Creek Sanitation District	https://chicagocreeksanitation.colorado.gov/	Special District
Chimney Rock Metro District	https://chimneyrockmd.colorado.gov/	Special District
CISC	https://cisc.colorado.gov/	Special District
City Center West Commercial Metro District	https://citycenterwestcommercialmd.colorado.gov	Special District
City Center West Residential Metro District 1& 2	https://citycenterwestresidentialmd1-2.colorado.gov	Special District
Clifton Fire Protection District	https://cliftonfire.colorado.gov	Special District
Coal Creek, Town of	https://townofcoalcreek.colorado.gov/	Municipality
Cokedale, Town of	https://townofcokedale.colorado.gov/	Municipality
Collbran, Town of	https://townofcollbran.colorado.gov	Municipality

Government Entity	Website URL	Type
Colorado Capitol Art	https://coloradocapitolart.colorado.gov/	State Agency
Colorado City Metro District	https://coloradocitymd.colorado.gov/	Special District
Colorado City Parks and Rec	https://cocityparksandrec.colorado.gov/	Special District
Colorado Combined Campaign	https://coloradocombinedcampaign.colorado.gov/	State Agency
Colorado Coroner's Association	https://coloradocoronersassociation.colorado.gov/	Special District
Colorado Department of Agriculture	https://ag.colorado.gov/	State Agency
Colorado Department of Corrections	https://cdoc.colorado.gov/	State Agency
Colorado Department of Higher Education	https://cdhe.colorado.gov/ or https://highered.colorado.gov	State Agency
Colorado Department of Human Services	https://cdhs.colorado.gov/	State Agency
Colorado Department of Human Services - APS - CCU 1	https://ccu.colorado.gov/	State Agency
Colorado Department of Labor & Employment: Colorado Workforce Development Council	https://cwdc.colorado.gov/	State Agency
Colorado Department of Labor & Employment: Oil & Public Safety	https://ops.colorado.gov/	State Agency
Colorado Department of Labor and Employment - FAMLI	https://famli.colorado.gov/	State Agency
Colorado Department of Labor and Employment: DVR	https://dvr.colorado.gov/	State Agency
Colorado Dept of Labor & Employment	https://cdle.colorado.gov/	State Agency
Colorado Dept of Public Safety - CBI	https://cbi.colorado.gov/	State Agency
Colorado Dept of Public Safety - CCJJ	https://ccjj.colorado.gov/	State Agency
Colorado Dept of Public Safety - CICJIS	https://cicjis.colorado.gov/	State Agency
Colorado Dept of Public Safety - COBEOC	https://cobeoc.colorado.gov/	State Agency
Colorado Dept of Public Safety - CSP	https://csp.colorado.gov/	State Agency
Colorado Dept of Public Safety - CSSRC	https://cssrc.colorado.gov/	State Agency
Colorado Dept of Public Safety - DCJ	https://dcj.colorado.gov/	State Agency
Colorado Dept of Public Safety - ORS	https://ors.colorado.gov/	State Agency
Colorado Dept of Public Safety - Fire	https://dfpc.colorado.gov/	State Agency
Colorado Dept of Public Safety - MARS	https://mars.colorado.gov/	State Agency
Colorado Dept of Public Safety Main Website	https://publicsafety.colorado.gov/	State Agency
Colorado Dept of Public Safety - DHSEM	https://dhsem.colorado.gov/	State Agency
Colorado Dept. of Treasury	https://treasury.colorado.gov/	State Agency
Colorado Empowered Learning (CEL)	https://cel.colorado.gov/	Special District
Colorado General Assembly - Redistricting	https://redistricting.colorado.gov	State Agency
Colorado Interactive D8 Reference Site	https://cms.colorado.gov/	NIC Site

Government Entity	Website URL	Type
Colorado Interactive DEMO	https://demo.colorado.gov	NIC Site
Colorado International Center MD3	https://cicmd3.colorado.gov	Special District
Colorado Judicial Learning Center	https://cjlc.colorado.gov/	State Agency
Colorado River Fire Rescue (CRFR)	https://crfr.colorado.gov/	Special District
Colorado School for the Deaf and Blind	https://csdb.colorado.gov	school
Colorado.gov Portal	https://www.colorado.gov	State Agency
Columbine Water Sanitation District	https://columbinewsd.colorado.gov/	Special District
Costilla County	https://costillacounty.colorado.gov/	County
Crawford, Town of	https://townofcrawford.colorado.gov/	Municipality
Creede, City of	https://cityofcreede.colorado.gov/	Municipality
Crestone, Town of	https://townofcrestone.colorado.gov	Municipality
Crowfoot Metro District 1 & 2	https://crowfootmd1-2.colorado.gov/	Special District
Crowley County	https://crowleycounty.colorado.gov/	County
Cuchares Ranch Metro District	https://cucharesranchmd.colorado.gov/	Special District
Dancing Willows Metro District	https://dancingwillowsmd.colorado.gov/	Special District
De Beque, Town of	https://townofdebeque.colorado.gov/	Municipality
Deer Mountain FPD	https://deermountainfpd.colorado.gov/	Special District
Deer Trail, Town of	https://townofdeertrail.colorado.gov/	Municipality
Delta County Mosquito Control District No1	https://deltacountymosquitocontroldistrictno1.colorado.gov/	Special District
Denargo Market Metro Districts 1 - 3	https://denargo.colorado.gov/	Special District
Denver Connection West Metro District	https://dcwmd.colorado.gov/	Special District
Denver Justice High School	https://denverjusticehighschool.colorado.gov/	School
Department of Law - POST	https://post.colorado.gov/	State Agency
Department of Local Affairs - Emergency Rental Assistance & Mortgage Assistance	https://cdola.colorado.gov/dola/rental-mortgage-assistance	State Agency
Department of Military & Veteran Affairs - VETS	https://vets.colorado.gov/	State Agency
Department of Natural Resources - Colorado Water Conversation Board	https://cwcb.colorado.gov/	State Agency
Department of Natural Resources - CSLB	https://slb.colorado.gov/	State Agency
Department of Natural Resources - Division of Water Resources	https://dwr.colorado.gov/	State Agency
Department of Natural Resources - DWR - Decision Support Systems	https://cdss.colorado.gov/	State Agency
Department of Natural Resources - Main Site	https://dnr.colorado.gov/	State Agency
Department of Natural Resources - Reclamation Mining & Safety	https://drms.colorado.gov/	State Agency
Department of Personnel & Administration	https://dpa.colorado.gov/	State Agency
Department of Personnel & Administration - Careers	https://careers.colorado.gov/	State Agency

Government Entity	Website URL	Type
Department of Personnel & Administration - DCA (division of capital assets)	https://dca.colorado.gov/	State Agency
Department of Personnel & Administration - Disability Funding Committee	https://disabilityfundingcommittee.colorado.gov/	State Agency
Department of Personnel & Administration - Office of State Architect	https://osa.colorado.gov/	State Agency
Department of Personnel & Administration - Office of State Controller	https://osc.colorado.gov/	State Agency
Department of Personnel & Administration - State Capitol	https://capitol.colorado.gov/	State Agency
Department of Personnel & Administration - State Personnel Board	https://spb.colorado.gov	State Agency
Department of Personnel & Administration -C-SEAP State Employees Assistance Program	https://cseap.colorado.gov/	State Agency
Department of Personnel & Administration-Archives	https://archives.colorado.gov/	State Agency
Department of Personnel & Administration-Division of Central Services	https://dcs.colorado.gov/	State Agency
Department of Personnel & Administration-Division of Human Resources	https://dhr.colorado.gov/	State Agency
Department of Personnel & Administration: Office of Administrative Courts	https://oac.colorado.gov/	State Agency
Department of Public Health & Environment	https://cdphe.colorado.gov	State Agency
Department of Public Health & Environment - Cancer Plan	https://cancerplan.colorado.gov/	State Agency
Department of Public Health & Environment - Cannabis	https://cannabis.colorado.gov/	State Agency
Department of Public Health & Environment - Colorado Environmental Public Health Tracking	https://coepht.colorado.gov/	State Agency
Department of Public Health & Environment - COVID19	https://covid19.colorado.gov	State Agency
Department of Public Health & Environment - LPHA	https://cdphe-lpha.colorado.gov/	State Agency
Department of Public Health & Environment - Marijuana Health	https://marijuanahealthinfo.colorado.gov/	State Agency
Department of Public Health & Environment- Canabis (spanish)	https://canabis.colorado.gov/	State Agency
Department of Regulatory Agencies	https://dora.colorado.gov/	State Agency
Department of Regulatory Agencies - Broadband	https://broadbandfund.colorado.gov/	State Agency

Government Entity	Website URL	Type
Department of Regulatory Agencies - Colorado Civil Rights Division	https://ccrd.colorado.gov/	State Agency
Department of Regulatory Agencies - Colorado Office of Policy, Research, and Regulatory Reform	https://coprrr.colorado.gov/	State Agency
Department of Regulatory Agencies - Colorado Public Utilities Commission	https://puc.colorado.gov/	State Agency
Department of Regulatory Agencies - Division of Banking	https://banking.colorado.gov/	State Agency
Department of Regulatory Agencies - Division of Conservation	https://conservation.colorado.gov/	State Agency
Department of Regulatory Agencies - Division of Financial Services	https://financialservices.colorado.gov/	State Agency
Department of Regulatory Agencies - Division of Insurance (DOI)	https://doi.colorado.gov/	State Agency
Department of Regulatory Agencies - Division of Professions and Occupations	https://dpo.colorado.gov/	State Agency
Department of Regulatory Agencies - Division of Real Estate	https://dre.colorado.gov/	State Agency
Department of Regulatory Agencies - Division of Securities	https://securities.colorado.gov/	State Agency
Department of Regulatory Agencies - Office Of Consumer Counsel	https://occ.colorado.gov/	State Agency
Department of Regulatory Agencies - Public Utilities Commission	https://puc.colorado.gov/	State Agency
Department of Regulatory Agencies - Take 5	https://dora.colorado.gov/consumer-protection	State Agency
Department of Revenue	https://revenue.colorado.gov/	State Agency
Department of Revenue - Motor Vehicle	https://dmv.colorado.gov/	State Agency
Department of Revenue - Specialized Business Group	https://sbg.colorado.gov/	State Agency
Department of Revenue - Taxation	https://tax.colorado.gov/	State Agency
Dept of Local Affairs	https://cdola.colorado.gov/	State Agency
Dinosaur, Town of	https://townofdinosaur.colorado.gov/	Municipality
DMVA - Department of Military and Veterans Affairs	https://dmva.colorado.gov/	State Agency
Dolores County	https://dolocnty.colorado.gov/	State Agency
Dolores, Town of	https://townofdolores.colorado.gov/	Municipality
Dove Creek Ambulance District	https://dovecreekad.colorado.gov/	Special District
Dove Creek, Town of	https://townofdovecreek.colorado.gov/	Municipality
Dublin North Metro District 2	https://dublinnorthmetrodistrict2.colorado.gov/	Special District
Dublin North Metro District 3	https://dublinnorthmetrodistrict3.colorado.gov/	Special District
Eagle Shadow Metro District No 1	https://eagleshadowmd1.colorado.gov/	Special District
East Alamosa Water & Sanitation District	https://eastalamosaws.colorado.gov/	Special District
East Creek Metropolitan District No 1.	https://eastcreekmd1.colorado.gov/	Special District
Eastpark 70 Metro District	https://eastpark70md.colorado.gov/	Special District

Government Entity	Website URL	Type
Eaton, Town of	https://townofeaton.colorado.gov	Municipality
Ebert Metro District	https://ebertmd.colorado.gov	Special District
Eckley, Town of	https://townofeckley.colorado.gov/	Municipality
Elizabeth Fire Protection District	https://elizabethfpd.colorado.gov/	Special District
Elkhorn Ranch Metropolitan District 1	https://elkhornranchmd.colorado.gov/	Special District
Empire, Town Of	https://townofempire.colorado.gov/	Municipality
Estes Park Housing Authority	https://esteshousing.colorado.gov/	Special District
Estes Park, Town of	https://estespark.colorado.gov/	Municipality
Estes Valley Rec and Parks District	https://evrpd.colorado.gov	Special District
Evergreen Metro District	https://evergreenmetro.colorado.gov/	Special District
Florence, City of	https://cityofflorence.colorado.gov/	Municipality
Florissant Water & Sanitation District	https://florissantwsd.colorado.gov/	Special District
Foothills Fire and Rescue	https://foothillsfire.colorado.gov/	Special District
Forest View Acres Water District	https://forestviewacreswd.colorado.gov/	Special District
Foxfield, Town Of	https://townoffoxfield.colorado.gov/	Municipality
Fruitdale Sanitation District	https://fruitdalesd.colorado.gov/	Special District
Garfield County EMT Advisory Council	https://garcoemtac.colorado.gov/	Special District
Garfield County Federal Mineral Lease District	https://gcfmld.colorado.gov/	Special District
Gateway Regional Metro District	https://gatewayregionalmd.colorado.gov/	Special District
Genesee Fire Protection District	https://geneseefpd.colorado.gov/	Special District
Genoa, Town of	https://townofgenoa.colorado.gov/	Municipality
Governor - Aging Strategy	https://agingstrategy.colorado.gov/	State Agency
Governor's Covid19 State Information	https://covid.colorado.gov	State Agency
Governor's Dashboard	https://dashboard.colorado.gov	State Agency
Governor's Office	https://www.colorado.gov/governor	State Agency
Governor's Office - Climate	https://climate.colorado.gov/	state Agency
Governor's Office of Information Technology	https://oit.colorado.gov	State Agency
Governor's Office of Operations	https://operations.colorado.gov/	State Agency
Governor's Residence	https://governor-residence.colorado.gov/	State Agency
Granby Sanitation District	https://granbysd.colorado.gov/	Special District
Grandview Estates Rural Water & Conservation District	https://gerwcd.colorado.gov/	Special District
Great Western Park Metro District 2	https://greatwesternparkmd2.colorado.gov/	Special District
Great Western Park Metro District 3	https://greatwesternparkmd3.colorado.gov/	Special District
Greatrock North Water & Sanitation District	https://greatrocknorthwsd.colorado.gov/	Special District
Green Mountain Falls	https://greenmountainfalls.colorado.gov/	Municipality
Hamilton Creek Metro District	https://hamiltoncreekmd.colorado.gov/	Special District
Harmony Tech Park Metro District	https://harmonytechparkmd.colorado.gov/	Special District
Haxtun, Town of	https://townofhaxtun.colorado.gov	Municipality
Headwaters Metropolitan District	https://headwatersmd.colorado.gov/	Special District

Government Entity	Website URL	Type
Health Care Policy & Financing	https://hcpf.colorado.gov/	State Agency
Hess Ranch Metro District	https://hessranchmd4-8.colorado.gov/	Special District
Hidden Valley Water District	https://hiddenvalley.colorado.gov/	Special District
High View Water District	https://highviewdaniels.colorado.gov/	Special District
Highland Rescue Team Ambulance District	https://highlandrescue.colorado.gov/	Special District
Highlands Metro District No 2	https://highlandsmd2.colorado.gov/	Special District
Highline Crossing Metro District	https://highlinecrossingmd.colorado.gov/	Special District
Hinsdale County	https://hinsdalecounty.colorado.gov	County
Holly Hills Water & Sanitation District	https://hollyhillswsd.colorado.gov/	Special District
Hotchkiss, Town of	https://townofhotchkiss.colorado.gov/	Municipality
Huerfano County Federal Mineral Lease District	https://hcfmld.colorado.gov/	Special District
Hunting Hill MD	https://huntinghillmd.colorado.gov/	Special District
Idaho Springs, City of	https://cityofidahosprings.colorado.gov/	Municipality
Idledale Waster Sanitation District	https://idledalewsd.colorado.gov/	Special District
Ignacio, Town of	https://townofignacio.colorado.gov/	Municipality
Independent Ethics Commission	https://iec.colorado.gov/	State Agency
Indy Oaks Metro District	https://indyoaktodmd.colorado.gov/	Special District
Jefferson Center Metro District No 1	https://jeffersoncentermd1.colorado.gov/	Special District
Jefferson Center Metro District No 2	https://jeffersoncentermd2.colorado.gov/	Special District
Johnstown, City of	https://johnstown.colorado.gov/	Municipality
Jordan Crossing Metro District	https://jordancrossingmd.colorado.gov/	Special District
Judicial Performance Evaluation	https://judicialperformance.colorado.gov/	State Agency
Judicial Well Being	https://judicialwellbeing.colorado.gov/	State Agency
Kiowa County	https://kiowacounty.colorado.gov/	County
Kit Carson County	https://kitcarsoncounty.colorado.gov/	County
Kit Carson County Collaborative Management Program	https://kitcarsoncountycmp.colorado.gov/	Special District
La Jara, Town of	https://townoflajara.colorado.gov/	Municipality
Lands End Fire Protection District	https://landsendfpd.colorado.gov/	Special District
Larkridge Metro Districts 1&2	https://larkridgemd1-2.colorado.gov/	Special District
Las Animas Huerfano CD Health Dept	https://la-h-health.colorado.gov/	Special District
Las Animas, City of	https://cityoflasanimas.colorado.gov/	Municipality
Leadville, City of	https://cityofleadville.colorado.gov/	Municipality
Lincoln County	https://lincolncounty.colorado.gov/	County
Little Thompson Water District	https://littlethompsonwd.colorado.gov/	Special District
Logan County	https://logancounty.colorado.gov	County
Logan County Shooting Complex	https://lcssc.colorado.gov/	Special District
Louviers Water & Sanitation District	https://louvierswsd.colorado.gov/	Special District
Lt-Gov-Office - Indian Affairs	https://ccia.colorado.gov/	state Agency
Lt. Governor's Office	https://ltgovernor.colorado.gov/	State Agency
Lt. Governor's Office - Serve Colorado	https://servecolorado.colorado.gov/	State Agency

Government Entity	Website URL	Type
Mead Western Meadows Metropolitan District	https://meadwesternmeadowsmd.colorado.gov/	Special District
Miller's Landing Business Improvement District	https://millerslandingbid.colorado.gov/	Special District
Mineral County	https://mineralcounty.colorado.gov/	County
Moffat County	https://moffatcounty.colorado.gov/	County
Moffat, Town of	https://townofmoffat.colorado.gov/	Municipality
Monte Vista, City of	https://cityofmontevista.colorado.gov	Municipality
Monument Sanitation District	https://monumentsd.colorado.gov/	Special District
Morgan County	https://morgancounty.colorado.gov	County
Mosca Hooper Conservation District	https://mhcd.colorado.gov/	Special District
Mount Vernon Country Club Metro District	https://mvccmd.colorado.gov/	Special District
Mountain Vista Metro District	https://mountainvistamd.colorado.gov	Special District
Muegge Farms Metro District	https://mueggefarmsmd.colorado.gov/	Special District
New Energy Improvement District	https://neid.colorado.gov/	Special District
North Front Range WQPA	https://nfrwqpa.colorado.gov/	Special District
North Lincoln Water and Sanitation District	https://northlincolnwsd.colorado.gov/	Special District
North Routt Fire Protection District	https://northrouttfire.colorado.gov/	Special District
North Vista Highlands Metro District Nos. 1-5	https://northvistahighlandsmd1-5.colorado.gov/	Special District
North Washington Street Water and Sanitation District	https://nwswsd.colorado.gov/	Special District
Nucla, Town	https://townofnucla.colorado.gov/	Municipality
OeHI Telemedicine - Health at Home	https://healthathome.colorado.gov/	State Agency
Office of Economic Development and International Trade	https://oedit.colorado.gov/	State Agency
Office of eHealth Innovation (OeHI)	https://oehi.colorado.gov/	State Agency
OIT - Broadband Office	https://broadband.colorado.gov	State Agency
Onley Springs, Town of	https://townofolneysprings.colorado.gov/	Municipality
Ophir, Town of	https://townofophir.colorado.gov	Municipality
Ordway, Town of	https://townofordway.colorado.gov/	Municipality
Otero County	https://oterocounty.colorado.gov	County
Otis, Town of	https://townofotis.colorado.gov/	Municipality
Paint Brush Hills Metro District	https://pbhmd.colorado.gov/	Special District
Palisade, Town of	https://palisade.colorado.gov	Municipality
Paonia, Town of	https://townofpaonia.colorado.gov/	Municipality
Parachute Battlement Mesa Parks & Rec District	https://pbmprd.colorado.gov/	Special District
Parachute, Town of	https://townofparachute.colorado.gov/	Municipality
Park Forest Water District	https://parkforestwd.colorado.gov/	Special District
Penrith Park Metro District	https://penrithparkmd.colorado.gov/	Special District
Penrose Parks and Recreation District	https://penroseparkrec.colorado.gov/	Special District
Perry Park Metro District	https://perryparkmd.colorado.gov/	Special District

Government Entity	Website URL	Type
Peyton Fire Protection District	https://peytonfpd.colorado.gov/	Special District
Phillips County	https://phillipscounty.colorado.gov	County
Phillips County Economic Development	https://phillipscountyed.colorado.gov/	Special District
Pitkin, Town of	https://townofpitkin.colorado.gov	Municipality
Poudre Canyon Fire Protection District	https://poudrecanyonfpd.colorado.gov/	Special District
Prairie Center Metro District 5	https://prairiecentermd5.colorado.gov/	Special District
Prairie Center Metro District 7	https://prairiecentermd7.colorado.gov/	Special District
Prairie Center Metro Districts	https://prairiecentermd.colorado.gov/	Special District
Purgatory Metro District	https://purgatorymetrodistrict.colorado.gov/	Special District
Rainbow Valley Water District	https://rainbowvalleywd.colorado.gov/	Special District
Ralston Valley Water Sanitation District	https://ralstonvalleywsd.colorado.gov/	Special District
Ramah, Town of	https://ramah.colorado.gov/	Municipality
Rangely, town of	https://townofrangely.colorado.gov	Municipality
Red Cliff, Town of	https://townofredcliff.colorado.gov/	Municipality
Regency Metro District	https://regencymd.colorado.gov/	Special District
Rico Fire Protection District	https://ricofpd.colorado.gov/	Special District
Rico, Town Of	https://townofrico.colorado.gov/	Municipality
Ridgway, Town of	https://townofridgway.colorado.gov	Municipality
Rio Blanco Water Conservation District	https://rioblancowatercd.colorado.gov/	Special District
Rio Grande County Library District	https://carnegiepubliclibraries.colorado.gov/	Special District
Ritoro Metro District	https://ritoromd.colorado.gov/	Special District
Rockvale, Town of	https://townofrockvale.colorado.gov/	Municipality
Rocky Ford, City of	https://cityofrockyford.colorado.gov/	Municipality
Round Mountain Water & Sanitation District	https://roundmountainwsd.colorado.gov	Special District
Rye, Town of	https://townofrye.colorado.gov	Municipality
Saddle Rock South Authority	https://saddlerocksouthauthority.colorado.gov/	Special District
Saguache County	https://saguachecounty.colorado.gov/	County
Saguache County Clerk and Recorder	https://saguachecoclerk.colorado.gov	County
San Juan County	https://sanjuancounty.colorado.gov/	County
San Miguel Regional Transit (SMART)	https://smarttelluride.colorado.gov/	Special District
Sanford, Town of	https://townofsandford.colorado.gov/	Municipality
Second Creek Ranch Metro District	https://gvra.colorado.gov/	Special District
Section 14 Metro District	https://section14md.colorado.gov/	Special District
Sedgwick County	https://sedgwickcounty.colorado.gov	County
Sheridan Station West MD	https://sheridanstationwestmd.colorado.gov/	Special District
Silver Peaks Metro Districts 1-4, 6-7	https://silverpeaksmd.colorado.gov/	Special District
Silverton, Town Of	https://townofsilverton.colorado.gov/	Municipality
Sky Ranch Community Authority Board	https://skyranch.colorado.gov/	Special District

Government Entity	Website URL	Type
South Central Council of Governments	https://sccog.colorado.gov/	Special District
South Conejos Fire Protection District	https://southconejosfpd.colorado.gov/	Special District
South Fork, Town of	https://townofsouthfork.colorado.gov/	Municipality
South Pueblo County Conservation District	https://southpuebloccd.colorado.gov/	Special District
Southeast Public Improvement Metropolitan District	https://southeastpublicimprovementmd.colorado.gov/	Special District
Southlands Metro District 1	https://southlandsmd1.colorado.gov/	Special District
Spring Valley Metro District No 1 - 4	https://springvalleymd1-4.colorado.gov/	Special District
Springfield, Town of	https://townofspringfield.colorado.gov/	Municipality
State Courts - Legal Help Center	https://lawhelp.colorado.gov	State Agency
State Employees Leading Colorado	https://selc.colorado.gov/	Special District
State Parole Board	https://paroleboard.colorado.gov/	State Agency
Statewide Internet Portal Authority (SIPA)	https://sipa.colorado.gov	Special District
Stay At Home Colorado	https://stayathomeco.colorado.gov	State Agency
STC Metro District	https://stcmd1-3.colorado.gov/	Special District
Steamboat Lake Water and Sanitation District	https://steamboatlakewsd.colorado.gov/	Special District
Sterling Hills West Metro District	https://sterlinghillswestmd.colorado.gov/	Special District
Stone Creek Metropolitan District	https://stonecreekmd.colorado.gov/	Special District
Stoneridge Metropolitan District	https://stoneridgemetrodistrict.colorado.gov/	Special District
Stratton, Town of	https://townofstratton.colorado.gov/	Municipality
Tabernash Meadows Water & Sanitation District	https://tmwsd.colorado.gov/	Special District
Table Mountain Metro District	https://tablemountainmd.colorado.gov/	Special District
Tallahassee Fire Protection District	https://tallahasseefpd.colorado.gov/	Special District
Three Lakes Water & Sanitation District	https://threelakesws.colorado.gov/	Special District
Thunderbird Water & Sanitation District	https://thunderbirdwsd.colorado.gov/	Special District
Timberline Fire Protection District	https://timberlinefpd.colorado.gov/	Special District
Trinidad Welcome Center	https://trinidadwelcomecenter.colorado.gov/	Special District
Upper Thompson Sanitation District	https://utsd.colorado.gov/	Special District
Valley Sanitation District	https://valleysd.colorado.gov/	Special District
Ventana Metro District	https://ventanamd.colorado.gov/	Special District
Vista Ridge Metro District	https://vistaridgemd.colorado.gov/	Special District
Walsenberg, City of	https://cityofwalsenburg.colorado.gov/	Municipality
Walsh, Town of	https://townofwalsh.colorado.gov/	Municipality
Washington County	https://washingtoncounty.colorado.gov	County
West Fort Collins Water District	https://westfortcollinswd.colorado.gov/	Special District
West Montrose Sanitation District	https://westmontrosesanitation.colorado.gov/	Special District
Westcliffe, Town of	https://townofwestcliffe.colorado.gov/	Municipality
Westown Metro District	https://westownmd.colorado.gov/	Special District

Government Entity	Website URL	Type
White River and Douglas Creek Conservation Districts	https://wrcd-dccd.colorado.gov/	Special District
Wiggins, Town of	https://townofwiggins.colorado.gov/	Municipality
Williamsburg, Town of	https://townofwilliamsburg.colorado.gov/	Municipality
Willow Brook Metropolitan District	https://willowbrookmd.colorado.gov	Special District
Willow Springs Ranch Metropolitan District	https://willowspringsmd.colorado.gov/	Special District
Winter Park Ranch Water & Sanitation District	https://winterparkranchwsd.colorado.gov/	Special District
Woodmen Heights Metro District	https://woodmenheightsmetro.colorado.gov/	Special District
Yuma, City of	https://cityofyuma.colorado.gov/	Municipality

APPENDIX 3: NIC COLORADO PORTAL SERVICES

NIC Colorado currently provides many services to more than 430 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)	More than 360 websites deployed.
Payments	
Payment Integrations	Approximately 100 payment integrations.
Checkout	Approximately 328 integrations to Checkout.
PayPort	More than 436 simple payment applications on Colorado.gov
Third Party Software	
CAVU eLicense system (MicroPact/Tyler Technologies)	2 implementations (DORA/DPO & DRE), 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 or in partnership with ACF Technologies.
Search Engine	Supports Colorado.gov functionality.
Geocoder	Supports Colorado.gov functionality.
NIC Services	
Customer Database (CDB)	More than 12,000 Customer accounts managed. Accounts can have up to 10 associated users.
Transaction Payment Engine (TPE)	TPE Transactions Payment Engine - 100s of merchants and services. Service is offered centrally through NIC, provides payment processing and funds disbursement capabilities.
CCP (Common Checkout Page)	Secure interface for accepting payment method information. Ties into PayPort, Payment Integrations, App Engine, Event Registration and Custom Applications.
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 resident 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	
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	An integrated payment engine and customer billing solution that enables the creation of customer billing accounts.
Courts Payment and Billing	An integrated payment engine and customer billing solution that enables the creation of customer billing accounts.
MyBizColorado	Business one-stop application enabling users to submit an application for a sales tax license, wage withholding account, and/or unemployment insurance account.
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.

NIC Colorado Service	More Information
Cold Case	DPS CBI Colorado Cold Case Files is an application displaying unsolved criminal cases in Colorado. Application stores information pertaining to cold 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 vehicles 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.
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.
CDPHE Invoice Payments	This is a custom application that allows users to search and pay for CDPHE invoices that are extracted from CORE. Payments are also reported directly into CORE.
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

The NIC Colorado App Engine tool allows the rapid creation of simple, custom web applications. More than 130 applications have been developed and deployed in the last few years. A current list of applications can be found at: https://appengine.egov.com/appstore/co

Application Name	Application URL	Takes Payment?
Brand Inspection Division - Brand Assessment Payment	https://appengine.egov.com/apps/co/brandassessment	Yes
Brand Inspection Division - Lost Brand Inspection	https://appengine.egov.com/apps/co/Agriculture/BrandInspection	Yes
Brand Inspection Division - Lost Horse Permit	https://appengine.egov.com/apps/co/Agriculture/LostHorse	Yes
Brand Inspection Division - New Brand Application	https://appengine.egov.com/apps/co/Agriculture/BrandApplication	Yes
CDA Commercial Pesticide License Renewal	https://appengine.egov.com/apps/co/commercialrenew	Yes
CDA Commercial Pesticide License Renewal - Payment App	https://appengine.egov.com/apps/co/commerciallicenserenewpay	Yes
CDA LC or PA Pesticide License Registration App	https://appengine.egov.com/apps/co/lc-pa-registration	Yes
CDA LC or PA Pesticide License Registration Payment	https://appengine.egov.com/apps/co/lcparegistrationpay	Yes
CDA New Commercial Pesticide Applicator License	https://appengine.egov.com/apps/co/newcommercialapplicator	Yes
CDA New Commercial Pesticide Applicator License - Payment App	https://appengine.egov.com/apps/co/newcommerciallicensepay	Yes
CDA New Private Pesticide Applicator License	https://appengine.egov.com/apps/co/Agriculture/Pesticide	Yes
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	Yes
CDA Private Pesticide Applicator License (Legacy app)	https://appengine.egov.com/apps/co/agriculture/pesticide/pa	Yes
CDA Private Pesticide Applicator License Renewal	https://appengine.egov.com/apps/co/palicenserenew	Yes
CDA Private Pesticide Applicator License Renewal Payment	https://appengine.egov.com/apps/co/parenewalpayment	Yes
CDA QS-CO Pesticide Applicator License Renewal	https://appengine.egov.com/apps/co/QSCOrenew	Yes
CDA QS-CO Pesticide Applicator License Renewal Payment App	https://appengine.egov.com/apps/co/QSCO-renewal-application-pay	Yes
CDA Reciprocal CO Pesticide Applicator License Application	https://appengine.egov.com/apps/co/COreciprocal	Yes
CDA Reciprocal CO Pesticide Applicator License Payment	https://appengine.egov.com/apps/co/coreciprocalpay	Yes
CDA Reciprocal Private Pesticide Applicator License	https://appengine.egov.com/apps/co/ppareciprocal	Yes
CDA Reciprocal Private Pesticide Applicator License -Payment	https://appengine.egov.com/apps/co/pareciprocalpay	Yes

CDA-Conservation Services Division-Request A Bug	https://appengine.egov.com/apps/co/agconservation/request-bug	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/FarmFreshDirectory	Yes
Department of Agriculture - Private Pesticide Applicator Exam Materials Request	https://appengine.egov.com/apps/co/Agriculture/PesticideExam	Yes
Non workflow Pesticide Applicator License Renewal	https://appengine.egov.com/apps/co/Agriculture/Pesticide	Yes
Staff Pesticide Applicator Application	https://appengine.egov.com/apps/co/staff-pesticide-applicator	Yes
Arapahoe 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/CurbsideRecycling	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
Town of Bennett Facility Rental Permits	https://appengine.egov.com/apps/co/bennettfacilityrental	No
Town of Bennett Facility Rental Permits Payment App	https://appengine.egov.com/apps/co/bennettfacilityrentalpay	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/CCIconferencesponsorOTC	Yes
CCI Summer Conference Registration	https://appengine.egov.com/apps/co/CCI/SummerConferenceRegistration	Yes
CCI Winter Conference Registration	https://appengine.egov.com/apps/co/CCI/WinterConferenceRegistration	Yes
Clear Creek Metropolitan Recreation District Youth Scholarship Application	https://appengine.egov.com/apps/co/CCMRD/slackeryouthscholarship	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/cdleselfinsuredfilingspayment	Yes
CDLE Self Insured Filings Payments	https://appengine.egov.com/apps/co/cdleselfinsuredfilingspayment	Yes
Become a Member Agency	https://appengine.egov.com/apps/co/become-member-agency	No
City of Yuma Recreation Department Registration Form 2021-2022	https://appengine.egov.com/apps/co/recreation-registration	Yes
Colorado Parks and Wildlife Donations ONL	https://appengine.egov.com/apps/co/donatetocpw	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.Gov Feedback	https://appengine.egov.com/apps/co/COGov/Feedback	No

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 - 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 - Short Term Rental Permits ACH	https://appengine.egov.com/apps/co/cospringsshorttermrentals	Yes
Colorado Springs - Short Term Rental Permits CC	https://appengine.egov.com/apps/co/cospringsshorttermrentalscc	Yes
Colorado Springs - Short Term Rental Permits OTC	https://appengine.egov.com/apps/co/cospringsshorttermrentalsotc	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 High School Senior Scholarship Application	https://appengine.egov.com/apps/co/hs-senior-scholarship-application	No
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
Town of De Beque- 3rd/4th Boys Basketball Registration	https://appengine.egov.com/apps/co/3rd4thbasketballregistration	Yes
Town of De Beque- 3rd/4th Girls Basketball Registration	https://appengine.egov.com/apps/co/3rd4thgirlsbasketballregistration	Yes
Town of De Beque- 5th/6th Boys Basketball Registration	https://appengine.egov.com/apps/co/5th6thboysbasketballregistration	Yes
Town of De Beque- 5th/6th Girls Basketball Registration	https://appengine.egov.com/apps/co/5th6thgirlsbasketballregistration	Yes
Town of De Beque- T-Ball Registration	https://appengine.egov.com/apps/co/t-ballregistration	Yes
Town of De Beque-U8 Soccer Registration	https://appengine.egov.com/apps/co/U8soccerregistration	Yes

DNR DRMS Training Materials	https://appengine.egov.com/apps/co/DRMSTrainingMaterials	Yes
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 - PTC Appt. Scheduling Prescreen	https://appengine.egov.com/apps/co/dortaxappointments	No
DOR - PTC Virtual Scheduling Instructions	https://appengine.egov.com/apps/co/ptcvirtual	No
DOR OTC Tax Payments	https://appengine.egov.com/apps/co/DOR/OTCTAX	Yes
DORA - Certified Holder Application	https://appengine.egov.com/apps/co/dora/conservation/certifiedholderapplication	Yes
DORA - Certified Holder Renewal Application	https://appengine.egov.com/apps/co/dora/conservation/certifiedholderrenewalapplication	Yes
DORA - Conservation Easement Tax Credit Application	https://appengine.egov.com/apps/co/dora/conservation/taxcreditcertificateapplication	Yes
DORA - Preliminary Advisory Opinion	https://appengine.egov.com/apps/co/dora/conservation/preliminaryadvisoryopinion	Yes
DPA State Archives Online Payment	https://appengine.egov.com/apps/co/DPA/online-payment	Yes
Elizabeth Fire Protection - Events	https://appengine.egov.com/apps/co/efpdcourses	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
Hotchkiss Building Permit Application	https://appengine.egov.com/apps/co/hotchkiss/buildingpermit	Yes
Hotchkiss Dog License Application	https://appengine.egov.com/apps/co/hotchkiss/doglicense	Yes
Hotchkiss Request for Street Closure	https://appengine.egov.com/apps/co/hotchkiss/streetclosure	Yes
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/2020crftaxform	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 2021	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
App Engine Onboarding Questionnaire	https://appengine.egov.com/apps/co/CI/AppEngineOnboarding	No
CI Office Guest Registration	https://appengine.egov.com/apps/co/ciguest	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
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 Ophir Building Permit	https://appengine.egov.com/apps/co/ophir-buildingpermit	Yes
Town of Ophir Business License Application	https://appengine.egov.com/apps/co/ophir/business-license	Yes
Town of Ophir Dog Registration Form	https://appengine.egov.com/apps/co/ophir/dog-registration	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
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/GreatRoomPoolRentalGgreement	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

APPENDIX 5: Customer Experience Scorecard (Q1-Q2 of FY 2020 − 2021)

Customer experience and satisfaction is a key indicator of the overall impression of SIPA. Information was collected through 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.
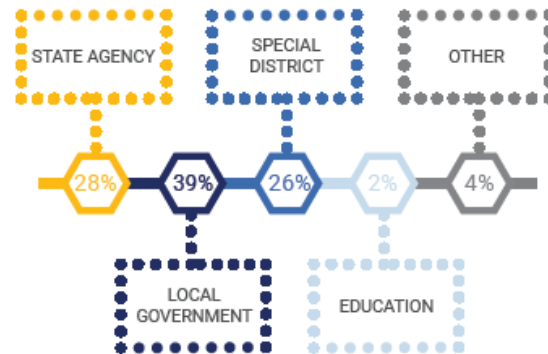
SATISFACTION

88%
RECOMMEND SIPA

QUESTIONS: PLEASE RATE

89%	SIPA Responsiveness
89%	Service Value
82%	Vendor Recommendation
82%	Vendor Responsiveness
85%	Timely Service Delivery
84%	Features and Functionality
78%	Technology Easy to Use

RESPONDENTS

STATE AGENCY — 28%
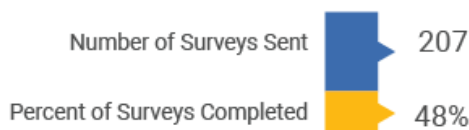LOCAL GOVERNMENT — 39%
SPECIAL DISTRICT — 26%
EDUCATION — 2%
OTHER — 4%

CUSTOMERS SURVEYED

EGEs contacted after a service delivery, communicated with at a conference or telephone/in-person meeting.

Number of Surveys Sent — 207
Percent of Surveys Completed — 48%

CUSTOMER COMMENTS

"SIPA has been wonderful to work with. If it weren't for SIPA I doubt the Town would have been able to afford to have a website designed, maintained or to have readily available technical support. This is an awesome program. ."
~Town of Cokedale

"Did not have to negotiate contract terms."
~Colorado Mesa University

"I always recommend SIPA solutions to all applicable entities as an option."
~Canon City Area Fire Protection District

"We have worked with SIPA on a few projects now, and have had a very positive experience with each. We have recommended our solutions to sister agencies as well."
~Colorado Department of Labor and Employment