

# SCHEDULE A ADDENDUM TO THE SERVICE LEVEL AGREEMENT BETWEEN E-UTAH AND THE UTAH STATE TAX COMMISSION

This document will serve as the latest Schedule A addendum to the Service Level Agreement with the Network, e-Utah, adding additional Utah State Tax Commission, Division of Motor Vehicles transactions or services to the Network, subject to Board approval.

## AGREEMENTS

1. Access By the Network Manager Utah State Tax Commission, Division of Motor Vehicles authorizes the Network Manager, to provide electronic access to information contained in the Utah State Tax Commission, Division of Motor Vehicles' motor vehicle registration database, in accordance with this Agreement. Description of Service is as follows:

This service will allow users to renew their watercraft, snowmobile, off highway vehicle (OHV) and all terrain vehicle (ATV) registrations online. Specifically, Users will be permitted to retrieve their individual vehicle registration record and pay renewal fees online using a credit card or electronic check payment process. This service will also provide an administrative interface that would allow the Utah State Tax Commission, Division of Motor Vehicles to access any or all portions of the log and transaction data for auditing and accounting purposes.

2. Record Classification and User Access Utah State Tax Commission, Division of Motor Vehicles represents to the Network Manager the record classification:

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The Network Manager certifies that they will offer the following security and authorization for access to the application outlined above:

Users will not be required to register with the Network to use this service. A PIN (personal identification number) will identify registration renewal customers and will be provided to them by the Utah State Tax Commission, Division of Motor Vehicles.

The User will be required to enter both the PIN and their individual decal number to access their vehicle registration record. The application will therefore only allow access to those records to which the User is eligible as established by the Utah State Tax Commission, Division of Motor Vehicles.

3. Record Supply Costs and Computer Programs. The Network Manager shall be responsible for costs and expenses in establishing access to the records and providing record transactions to Users, including without limitation, the cost for purchasing or developing and maintaining all programs used to interface with the Utah State Tax Commission, Division of Motor Vehicles computer programs and to access the Records. Computer programs used by the Network Manager shall:
  - a. Protect information from unauthorized access;
  - b. Supply records to users in an accurate, understandable and logical format acceptable to Utah State Tax Commission;

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- c. Be tested by the Network Manager and prototyped for Utah State Tax Commission review and approval before it is offered to the public.
- 4. Use messages. If required by Utah State Tax Commission, Division of Motor Vehicles, the Network Manager shall cause the Network to require Users to signify online that they will comply with any restriction on use of the records required by law, as amended from time to time. Such user agreement will be in the form of a use message displayed online, with a required positive response, all as captured in a log file, prior to the User being permitted to further search or view the record.
- 5. Subscriber Agreements. This service shall not require Subscriber Agreements.
- 6. Transaction Logs. Utah State Tax Commission shall have access to the Network's Subscriber Transaction Log for the purpose of auditing the collection and dissemination of Utah State Tax Commission's records. Unless otherwise specified by Utah State Tax Commission, this Log shall contain the following data: User name, transaction data and time and type of inquiry/transaction.
- 7. Payment and Collection.

A Network Charge is requested for this service. A subscription to the Network shall not be required to access this application.

- a. Collection: The cost to the public for a Utah State Tax Commission registration renewal shall be set by the agency to recover the cost of credit card transactions. The Network Manager shall be totally responsible for the collection of payments according to the chart below. No additional amounts may be charged by the Network Manager for the identified records without the prior written agreement of the Utah State Tax Commission, Division of Motor Vehicles and the Network Board. The fee charged by Network represents a fee for services to gateway system users. The Network hereby represents to the Utah State Tax Commission, Division of Motor Vehicles that it believes the following charges will fairly and reasonably recompense the Network Manager in order to make the Master Contract a success:

<u>Agency/Project/ Priority</u>	<u>USTC Fee</u>	<u>Network Charge</u>	<u>Total</u>
1.) Registration Renewals	Agency Fee	\$1.00	\$1.00 + Agency Fee

- b. Payment: The motor vehicle registration payment processing system facilitates real-time authentication of registration payments. The Network transaction charge will be added to the total order and will be authenticated at the time of transaction. Proceeds from completed credit card transactions will be directly deposited to the agency account through the credit card processor in real time or in a nightly batch. All revenue collected through the electronic check system will be processed and deposited into the agency account within seventy-two hours from the time of transaction. The Network will invoice the agency on a monthly basis for the Network transaction charge.

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8. Records and Finances. All Network documents and records maintained by the Network Manager relating to Utah State Tax Commission, Division of Motor Vehicles motor vehicle registration records shall be available for inspection, auditing and copying by the agency or other authorized representatives.
9. Efficiency Gain Calculation. The Utah State Tax Commission, Division of Motor Vehicles and the Network will establish baseline cost for the processing of vehicles registrations records both prior to making the enhanced service available and after the service is made available to estimate the cost savings of offering this service.

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

Utah State Tax Commission, Division of Motor Vehicles

By *Richard L. Brown* *RLB*

Date 3/20/01

The Network

By *Richard L. Brown*  
Richard L. Brown, General Manager

Date 3-12-2001

The Board

By *Alan Sherwood*  
Alan Sherwood, Chair

Date 3/12/2001