

## 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 transactions or services to the Network, subject to Board approval.

### AGREEMENTS

1. Access By the Network Manager Utah State Tax Commission authorizes the Network Manager, to provide electronic access to information contained in the Utah State Tax Commission Title, Lien and Registration Database , in accordance with this Agreement. Description of Service is as follows:

This service will allow users to access certain portions of the Motor Vehicle Title, Lien and Registration Database. A user will be able to search by a License Plate number, Vehicle Identification Number, or name to retrieve a record. If a match is found, the record will display to the user except in instances where the record requested is identified as a protected record. If a protected record is requested the user will receive a message that stating that the requested record is protected and is not available for review.

There are certain classes of individuals identified by the Utah State Tax Commission who are eligible to have access to protected records. These users, after identifying themselves as eligible, will be placed in a user group that will allow them access to protected records.

2. Record Classification and User Access Utah State Tax Commission represents to the Network Manager the record classification: \_\_\_\_\_

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

Users will be required to register with the network through the subscription agreement and issued a unique username and password. This username and password will be required to access the service. The application will allow access to only those records to which the user is eligible to access as established by the Utah State Tax Commission.

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 and Subscribers, including without limitation, the cost for purchasing or developing and maintaining all programs used to interface with the Utah State Tax Commission 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 Subscribers on a timely basis in an accurate, understandable and logical format acceptable to Utah State Tax Commission;
  - c. Be tested by the Network Manager and prototyped for Utah State Tax

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Commission review and approval before it is offered to the public.

4. Use messages. If required by Utah State Tax Commission, 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. The Network Manager shall obtain initial written agreements from all Subscribers that they will comply with any other applicable federal or Utah laws, regulations, or policies relating to record use and confidentiality. Such agreements shall be maintained by the Network Manager for inspection by the Utah State Tax Commission.
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: Subscriber name, transaction data and time and type of inquiry/transaction.
7. Payment and Collection.

A Premium Service Charge is requested for this phase of the TLR record access. A subscription to the Network would be required to access this application.

- a. Collection: The cost to the public for a Utah State Tax Commission TLR records is set by statute and is currently \$2.00. The Network Manager shall be totally responsible for the collection of payments from Users and Subscribers 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 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 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>Statutory Fee</u>	<u>the Network Charge</u>	<u>Total</u>
1.) TLR Requests	\$2.00	\$1.00	\$3.00

- b. Payment: Payments of the statutory fee (currently \$2.00) for each TLR record accessed (regardless of whether the Network Manager has collected the amount from the applicable User or Subscriber) shall be made from the Network via check or ACH transaction directly to a designated account or accounts furnished by Utah State Tax Commission. In addition, a payment/deposit statement shall be mailed to the following address or transmitted electronically as mutually agreed to the parties to:

Project contact: **Rick Leimbach**  
E-Commerce Coordinator,  
Utah State Tax Commission

Statements shall reflect the quantity of the records accessed for the full previous month. The statement shall indicate the type of record access if more than one record is available.

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- c. Payment Due Date. The Network Manager shall remit payments with the required statements to the Utah State Tax Commission for access during the previous month of Utah State Tax Commission records no later than the last working day of the month after the month in which the fees due to the Utah State Tax Commission were incurred.
8. Records and Finances. All Network documents and records maintained by the Network Manager relating to Utah State Tax Commission TLR 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 and the Network will establish baseline cost for the processing TLR 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

By 

Date 1/20/00

The Network

By   
Richard L. Brown, General Manager

Date 11.22.99

The Board

By   
Alan Sherwood, Chair

Date 1/22/99



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December 22, 1999

Mr. Rick Leimbach  
Electronic Commerce Coordinator  
Utah State Tax Commission  
210 North 1950 West  
Salt Lake City, UT 84134

Re: Titles, Liens and Registration (TLR) Application

Dear Rick:

This letter will serve to confirm that the Utah State Tax Commission (USTC) has fully reviewed the above referenced application and determined that the e-Utah network has met the agency's pre-implementation specifications and requirements. The USTC therefore authorizes the e-Utah network to begin the implementation and/or roll out of the application to agency customers.

Titles, Liens and Registration will be offered initially to a subset of Utah State Tax Commission customers that have volunteered to test the application. Among this subset are customers that have access to records deemed protected by the USTC. At this time, protected records will *not* be accessible to these customers through the TLR application. Although the initial user group will be subject to transaction (or per record) charges, the network registration fee will be waived for these users for the first three months of service. General roll out of the application to remaining TLR customers will occur approximately 30 days after initial introduction.

Please sign below indicating the Utah State Tax Commission's authorization to begin implementation of the TLR application. We thank you for your cooperation and continuing support of the e-Utah network.

Very Truly Yours,

Ric Brown, General Manager

The above letter represents the understanding of the Utah State Tax Commission regarding authorization to implement the TLR application offered through the e-Utah network.

by Rick Leimbach

Rick Leimbach  
Electronic Commerce Coordinator  
Utah State Tax Commission

Dated 12.22.99

your solutions network



cc: Al Sherwood, Chair, Utah Electronic Commerce Council

www.e-utah.org