



CITY OF SOUTH PORTLAND

THOMAS E. BLAKE
Mayor

DON GERRISH
Interim City Manager

SALLY J. DAGGETT
Jensen Baird Gardner & Henry

EMILY CARRINGTON
City Clerk

**IN COUNCIL
ORDER #2 -16/17**

District One
CLAUDE V.Z. MORGAN

District Two
PATRICIA SMITH

District Three
EBEN ROSE

District Four
LINDA C. COHEN

District Five
BRAD FOX

At Large
MAXINE BEECHER

At Large
THOMAS E. BLAKE

ORDERED, that the City Clerk execute an agreement between Information Resource of Maine ("InforME") and the City for participation in the Maine Municipal Vital Records Ordering Service in substantially the same form as shown on the attached. Passage requires majority vote.

Dated: August 1, 2016



PayPort Payment Processing
Property Tax Payments
Boat Registration Renewal
Rapid Renewal (Auto Registration)
BMV Data Transfer System
Burn Permits
Dog Licensing
Vital Records
Webshop
Parking Tickets
InforME Subscription Accounts

Vital Records Ordering Service

InforME is now offering an online Maine Municipal Vital Records Ordering Service. Participation is open to all Maine municipalities.

The online service allows citizens to request one or more birth, death, or marriage records from a participating municipality as long as they hold a U.S. driver license.

Service Benefits

- InforME has been processing electronic payments for Maine state and local government since 1999
- InforME services have oversight by the InforME board, with municipal representation
- Offer credit card payments securely and safely – InforME is CyberTrust certified, the industry gold standard for security, and PCI/DSS compliant
- No cost to the municipality to join and you receive the full record fees
- No merchant account needed
- Funds transferred directly to municipal bank account via daily ACH
- Available 24 hours a day, 7 days a week
- Accept Visa, MasterCard, American Express and Discover
- InforME provides customer service via phone, email, and live chat
- No back-end system or digitized records required
- Municipality pays NO credit card or shipping costs
- Each municipality can configure record dates available, shipping options, and contact information

Easy Administration

- Track all orders – received, pending, cancelled, and completed
- Access financial reconciliation reports
- Maintain notes and order history
- Automated email notifications for municipal clerks and status emails for customers.

Compliant with State Requirements

- Automated identity verification using driver license information
- Ability to review proof-of-relationship documents and approve or reject orders

Step 1 – Requestor indicates the Town/City they are requesting a record from.

Step 2 – User indicates the record they are looking to purchase.

The screenshot shows the 'Maine Municipal Vital Record Request Service' page. At the top, there is a navigation bar with 'Maine.gov' on the left and 'Municipal Contact Information | Maine.gov Agencies | Maine.gov Services' on the right. Below this is a blue header with the text 'Municipal Vital Records Ordering System' and 'PROVIDED IN PARTNERSHIP WITH THE INFORMATION RESOURCE OF MAINE'. The main heading is 'Maine Municipal Vital Record Request Service'. Under the heading, there is a section titled 'Certificates' with the instruction 'Select a certificate'. Three radio button options are listed: 'Birth Certificate' (selected), 'Death Certificate (Full Record)', and 'Marriage Certificate'. To the right of these options is a yellow callout box with the text: 'Important: Please refrain from using your browser's back or refresh button when navigating through this site.' Below the radio buttons are two buttons: 'CONTINUE' (green) and 'BACK' (blue). At the bottom of the main content area, there is a red text warning: 'Important: Please refrain from using your browser's back button when navigating through this site.' The footer contains 'Maine.gov | Site Policies | Accessibility Policy' on the left and 'Copyright © 2010 InforME All rights reserved.' on the right.

Step 3 – User is informed of the records available (set by City/Town), costs, and estimated processing time (two business days).

Municipal Vital Records Ordering System

PROVIDED IN PARTNERSHIP WITH THE INFORMATION RESOURCE OF MAINE

Maine Municipal Vital Record Request Service

Birth

Birth Certificates are available for events that occurred in:

- Buxton after 1/1/1840
- China after 1/1/1892
- Elliot after 1/1/1892
- Exeter after 1/1/1954
- Fort Kent after 1/1/1960
- Lisbon after 1/1/1782
- North Berwick after 1/1/1891
- Orrington after 1/1/1893
- Searsport after 1/1/1892
- Standish after 1/1/1850
- Westbrook after 1/1/1892
- Woodstock after 1/1/1910

If you are requesting a genealogy search, copies of birth certificates prior to these dates, it may be possible to obtain them from the [Maine State Archives Search and Order Service](#) or you can contact your municipality directly for assistance. Birth certificates that have been amended or altered are only available from the State of Maine, Department of Health and Human Services. For more information please visit the DHHS, [Vital Records website](#).

Birth Certificate

\$15.00 for first copy, \$6.00 for each additional copy of same record

Processing Fee

Standard Processing Fee \$6.00

Identify Verification Fee

\$2.00 - Non-refundable

Delivery

Your completed request will be submitted to the municipality immediately; however, orders are reviewed and fulfilled during normal operating hours for that municipality (typically within two business days of submission).

NOTE: Estimated shipping dates do not start until the municipality has processed the order. Expedited couriers will not deliver to APO or post office boxes. The average processing time for expedited orders is 3 to 5 business days when shipped UPS Next Day Air. The average processing time for regular mail orders is 5 to 15 business days when sent out by regular US mail. Orders using expedited shipping will be processed first. Maine.gov does not guarantee a delivery date for your order.

[CONTINUE](#) [BACK](#)

Important: Please refrain from using your browser's back button when navigating through this site.

Step 4 – User provides all contact information and required information to request record. Identity is verified via LexisNexis. The user needs to provide proof of relationship where required and the service

allows for uploaded/scanned attachments to accompany the request for the Clerk to inspect before processing the request.

PROVIDED IN PARTNERSHIP WITH THE INFORMATION RESOURCE OF MAINE

Maine Municipal Vital Record Request Service

My Information

My Full Name

* First Name Middle Name or Initial

* Last Name

My Date of Birth

* Date of Birth

Primary Residence

* Address Line 1

Address Line 2

* City * State * Zip Code

Driver's License

* Driver's License State * Driver's License Number

This service collects your date of birth, address and driver's license information for identity verification purposes. You will be charged a \$2.00 non-refundable fee for the identity verification service.

Birth Certificate Information

Order Information

Your relationship to person on record

* Reason for request

Step 5 – User submits payment information (credit/debit card) and submits request. Once the order is submitted, the request is received by the Clerk, processed and mailed. User receives status updates to their request.



City of South Portland, Maine

Maine Online Municipal Vital Records Request Service

Statement of Work

Date: July, 2016

Table of Contents

- 1 Project Contacts.....2
- 2 Overview 3
- 3 Scope Statement5
- 4 Estimated Schedule 8
- 5 Responsibilities9
- 6 Project Fees 10
- 7 Additional Considerations.....12
- 9 Change Process 13
- 10 Acceptance Form 14

1 Project Contacts

1.1 MUNICIPALITY PRIMARY CONTACTS:

Emily Carrington, City of South Portland

(207) 767-7627

Secondary Executive Sponsor:

InforME Contacts:

General Manager

Dan Andrews

Phone: (207) 621-2600 x 033, Email: dandrews@informe.org

Director of Operations and Marketing

Kim Duplisea

Phone: (207) 621-2600 x 057, Email: kim@informe.org

Director of Development

Todd Tolhurst

Phone: (207) 621-2600 x027, Email: todd@informe.org

Project Manager

Deirdre Berglund

Phone: (207) 621-2600 x068, Email: dee@informe.org

2 Overview

InforME (Maine Information Network) proposes to provide the City of South Portland access to the web-based enterprise Maine Online Municipal Vital Records request service (MOMVR). The online service allows the City to perform administrative functions including confirming or cancelling requests, printing shipping labels, and reconciling deposits. It also allows the general public to request a birth, death or marriage certificate, select their preferred shipping method and pay using a valid credit/debit card.

This Statement of Work document identifies the responsibilities between the City of South Portland and InforME. This Statement of Work covers general topics that deal with the Online Municipal Vital Records service.

2.1 MUNICIPALITY SERVICE AGREEMENT

A Service Level Agreement between the City of South Portland and InforME must be executed by both parties. This Statement of Work is subject to all terms and conditions thereof unless specifically designated as exceptions in this agreement. In addition, this document is subordinate to the terms and conditions of the InforME contract between the State of Maine and Maine Information Network (“Master Contract”).

InforME is governed by the InforME Board, which votes on each Service Level Agreement. This proposal, and the subsequent development/provision of the service, is subject to an affirmative vote to proceed with this service by the InforME Board.

2.2 PURPOSE STATEMENT

The purpose of this agreement is to provide access to the Municipal Vital Records service that will allow the public to request a birth, death or marriage certificate online through participating municipalities. Municipal Vital Records is a fully-hosted, web-based solution, which incorporates NIC’s enterprise Payment Engine (TPE), and merchant services through our industry leading strategic partner, ECHO Merchant Services (An Intuit company). The service also offers an administrative site for participating municipalities.

2.2.1 Service Users

This service will be available the general public with access to the Internet, for ordering and paying for a vital record. The administrative site will be available via a secure login, to any Municipal employee who is authorized by the City to access it.

2.2.2 Service Benefits

Benefit to users:

- Citizens will be able to request vital records 24 hours a day, 7 days a week from anywhere in the world.
- Citizens will have the option of paying by Visa, MasterCard, Discover or American Express credit/debit card.
- Citizens will have options for expedited shipping, providing them with added security and a tracking number.

Benefit to the City:



- The City will save time and resources spent processing walk-in or phone in requests, as they will be able to batch orders and fulfill them at a convenient time.
- The City may generate increased user satisfaction as users will be able to request records more conveniently and pay by credit card.
- The Vital Records service utilizes the NIC payment engine, which fully complies with requirements of the Payment Card Industry (PCI) and offers CyberTrust-certified security.
- The City will be provided enhanced batch (deposit) reporting capabilities through the Internet-based administrative site.
- The City will not lose any of the record fees. The full record fee, as well as shipping fees if applicable, will be transferred to the City for online requests. Credit card merchant fees associated with these requests will be covered by the processing fee paid by the end-user.

2.3 CURRENT PROCESS

Currently, if an individual needs to request a vital record, the customer must visit the Municipal office to supply a check or cash for the payment, or they must mail a check to the Municipal office.

InforME understands the current process to include the following general steps:

- Requestor visits the Municipal office to make request or sends request by mail.
- An employee at the City verifies the requestor's identity.
- If the employee verifies that the requestor is eligible to receive the record, the employee locates the certificate, makes an official copy, collects the payment (check/cash) from the customer and manually enters details of the transaction into financial tracking software.
- Checks are sent to the City's Accountant for deposit.

3 Scope Statement

InforME proposes to work with the City of South Portland to provide access to the Maine Online Municipal Vital Records service (MOMVR), which will allow authorized individuals to request official copies of birth, death, and marriage certificates online.

3.1 DELIVERABLES:

Deliverables include:

- Statement of Work and Service Level Agreement
- Live system for end user requests
- Administrative site for participating municipalities
- Standard Municipal Vital Records marketing materials
- Hosting environment, routine maintenance, scheduled enterprise enhancements

3.2 PROJECT GOALS

- To present a simple to use, secure, and PCI-compliant Vital Records request service that will allow citizens to order and pay for birth, death, and marriage certificates online from participating municipalities.
- To provide a user-friendly and efficient web-based administrative solution for participating municipalities to receive, review, and fulfill orders placed by citizens online.
- To facilitate compliance with Maine state law regarding access to vital records.

3.3 BUSINESS PROCESS & RULES

- InforME will add the participating City to the MOMVR system.
- InforME will provide access for the City to the MOMVR web-based administrative site, which will allow the City to access reports, view and confirm/cancel orders, and print shipping labels.
- The service will allow citizens to complete a request online including payment by credit card.
- Up to 5 records may be included in a single order.
- The service will include an electronic identity verification check to facilitate compliance with Maine law regarding restricted access to vital records. This check will require a user fee for each order submitted.
- The service will require the user to upload or mail in proof of relationship documents where required by Maine State law.
- The service will include information specific to each City such as dates of records available, contact information, and shipping options available.
- The system will include address validation features.
- The service is web-based and does not require the City or citizens to install any software to their desktop computer(s). The Municipal users may access the online service from any desktop computer with Internet access and an authorized MOMVR Admin login.
- The service will provide reporting and financial reconciliation functions for the City.

- The system will calculate the record fees, shipping fees, and portal fee due.
- There will be a processing fee for each transaction, paid by the end user. This fee covers credit card merchant fees and the portal fee for development, operation, hosting, and support of the service.
- Shipping fees will be paid by the end user.

3.3.1 Payment Types

The Vital Records service will accept Visa, MasterCard, Discover, and American Express credit/debit cards. Credit card charges will be processed immediately upon submission of the order. If the municipal staff is unable to fill an order because of insufficient eligibility documentation or for lack of a matching record, the City will be able to refund the service fees, with the exception of the identity verification fee.

3.4 DATA STORAGE AND TRANSFER

The MOMVR service is a fully hosted solution. The MOMVR web application and Payment Engine are hosted in the NIC Central Data Center in Ashburn, Virginia, with failover capability in Allen, Texas.

3.5 DATA SECURITY AND PRIVACY

Maine Information Network (InforME) and NIC have comprehensive security programs using a combination of hardware devices (screening routers), specialized application servers (firewalls and intrusion detection systems), and enforceable policies. State-of-the-art technologies have been selected at our hosting facilities to protect the payment-processing infrastructure. In addition, special emphasis has been placed on the ability to audit the security processes and technologies to ensure that they are functioning as designed. NIC uses CyberTrust, a division of Verizon Business, to perform an annual Security Assessment called the Security Management Program that assesses all aspects of security efforts from policy, procedures, standards, networks, and all technical implementations for all of NIC's subsidiaries, including Maine Information Network. CyberTrust's assessment includes related laws, regulations, industry standards, and security best practices, such as: Sarbanes Oxley, PCI DSS, and the ISO 27001 and 27002 standards. As part of this audit, CyberTrust performs external and internal vulnerability scans on a routine basis, comprehensive on-site audits, desktop risk assessments, and email filter checks. Maine's data center and its Vital Records solution, as well as NIC's data center and Payment Engine, have already been certified through this process.

3.6 PAYMENT CARD INDUSTRY (PCI) COMPLIANCE

The Payment Card Industry (PCI) has established a rigorous set of Data Security Standards (DSS) that credit card merchants must implement. This compliance program is commonly referred to as PCI DSS compliance. NIC operates certified PCI DSS compliant systems, and NIC subsidiaries including Maine Information Network, provide PCI DSS compliant systems across all of our contracts.

The MOMVR system and the NIC Payment Engine (TPE) are hosted at NIC's Central Data Center, which is certified by PCI DSS as a Level One Service Provider. TPE has been successfully audited for the PCI Payment Application Data Security Standard ("PA DSS") and has since been approved by Visa as a Validated Payment Application compliant with the PA DSS.

Maine Information Network and NIC perform the following PCI DSS Compliance activities:

- Performing periodic self-evaluation surveys
- Undergoing quarterly perimeter security scans from an approved security firm

- Ensuring that data retention and logging comply with PCI requirements
- Ensuring that applications involved in the collection of payments adhere to PCI standards
- Utilizing key management processes which provide split-knowledge and dual-control
- Performance of rigorous application testing during application development and as part of the production release process
- Providing PCI certified hosting and PCI validated applications to process payments

3.7 USER INTERFACE

The MOMVR service has a user interface designed to be quick and simple for end users. The interface design utilizes accessibility and usability standards required by State of Maine Web Standards and industry best practices.

3.8 SUPPORT

Support for the City:

Since this is a fully hosted solution, most of the components of the proposed solution are fully managed by InforME/NIC. No special software or hardware will be required for municipal participation.

The InforME Vital Records project manager will provide webinar training to Municipal staff at the time of implementation. Typically, training is completed in an hour, with follow up sessions if necessary. The Vital Records administrative site is user-friendly and easy to learn.

Training materials will be provided to the City, including user guides, as well as online resources such as FAQs. InforME will also provide support to the City by telephone and email during business hours (Monday through Friday, 8:00 a.m.- 5:00 p.m.).

Support for the End-Users (Citizens):

InforME will provide technical support to end-users (individuals making requests) of the MOMVR service. Support is available through a standard technical support link on all pages of the online service. Support is provided during business hours via the online form and by telephone. Such support shall include answering user questions and resolving user problems related to screen formats, error messages, payment, and other concerns specifically related to completing the online request.

The City is responsible for general support related to business rules and questions not of a technical nature or not related to the online service.

3.9 MARKETING

InforME will provide the City suggestions for marketing the service and can also assist with writing and distributing an initial press release to announce the availability of the service in the given City. In addition, InforME will provide standard Vital Records marketing materials, as they are developed, such as a website icon, PDF printable posters and brochures.

4 Estimated Schedule

The City wishes to implement the MOMVR service by September 1, 2016. All time estimates can be extended if mutually agreed upon by the City and InforME. The project will be carried out according to the following estimated Milestone Schedule. It is understood that these are estimated milestones, and may be changed to accommodate the requirements of the City or InforME, or to comply with guidance received by InforME from InforME Board.

Task	Duration	Responsible Parties	Start and End Dates
Vital Records Setup	1-2 weeks	InforME	
Training	1 hour	City and InforME	
Full Launch	1 day	InforME	

5 Responsibilities

5.1 RESPONSIBILITIES OF THE MUNICIPALITY

The City will designate a primary contact with responsibility as the primary point of contact for InforME regarding the MOMVR service. If this individual or their contact information should change in the future, the City will provide updated information to InforME.

In order to accomplish the tasks outlined in this proposal and provide the deliverables in accordance with the project plan and timeline, InforME will require the following from the City.

The City will:

- Provide timely authorization for the project and for each approval required during the project.
- Provide the necessary banking information to InforME for transfer of funds processed through Online Vital Records. This information includes the routing number, account number, and account type, as well as a contact name and telephone number for the City's financial institution.
- Assist InforME in resolving any problems that arise related to the City's participation, both during and after the implementation of this project.
- Promote and market the service to eligible users.
- Provide Internet connectivity and computer access to those Municipal clerks/officials who will need access to the MOMVR administrative site.

5.2 RESPONSIBILITIES OF INFORME

InforME will provide a Project Manager to serve as the primary point of contact and support for the City with regard to the MOMVR service. The InforME project manager will:

- Provide management of InforME resources/deliverables for initial service set-up and implementation for the City.
- Provide communications via email to the City regarding updates, known issues, or other important information related to the Vital Records service.
- Provide the Vital Records training and marketing materials, as available.
- Provide or coordinate provision of technical support to the City via web form, telephone, and email.

6 Project Fees

InforME manages Maine.gov as a self-funded portal, meaning that InforME receives its funding through transactions that are processed through applications it builds. The fees detailed below are subject to approval by the InforME Board as part of the Service Level Agreement for this application.

6.1 TRANSACTION/SERVICE FEES

For each:	Total Fee:	InforME Receives:	Municipality Receives:
Identity Verification	\$2.00	\$2.00	\$0
Vital Records Order (up to 5 records per order)	Total Record Fees + shipping fees + \$6.00 processing fee	\$6.00	Total Record Fees, plus USPS shipping fees if applicable
Shipping Fees – UPS*	UPSAir \$15.00	\$15.00	\$0
	UPSAir-Sat \$29.00	\$29.00	\$0
Shipping Fees – USPS	Calculated at current rates for First Class, Priority, or Express	\$0	Actual Fees

*Fees are subject to change based on UPS rate increases.

6.2 FUND FLOW

The MOMVR service works, in conjunction with the NIC Payment Engine (TPE) and ECHO, as described below:

A single InforME merchant account is used for processing all payments. An InforME bank account is used as a clearing account, and then funds are distributed to individual government accounts using a secondary disbursement process.

An individual uses their Internet browser to interact with the public MOMVR application. The online service collects credit card payment information through an encrypted payment screen. The online service then contacts the Payment Engine (TPE) to request authorization for the payment. In real-time, TPE contacts the appropriate payment processor to request the authorization. The results of the authorization are passed back to the vital records. If the authorization succeeds, MOMVR allows the user to complete their request, and then captures the funds for their order. The City reviews the request. If a request cannot be filled for whatever reason, the municipal official will set the order to cancelled status, which will contact TPE to initiate a refund for all charges, with the exception of the identity verification fee.

A single batch is generated for all payments daily. When the batch is settled, funds are deposited into the clearing account. On a nightly basis, TPE initiates the secondary disbursement process to move funds to the correct bank accounts via ACH.

InforME will retain the portal fees, identity verification fees, and UPS shipping fees as applicable, and will transfer the City's funds daily to the City's designated bank account(s) via ACH. InforME is responsible for the merchant fees associated with credit card processing. Funds transferred from InforME to the City should post to the City's accounts within three business days of the transaction. If the date of a transaction falls on a bank or state holiday, the entry will be posted to the InforME account on the next

business day. This will extend the time period in which funds are transferred between the InforME account and the City' accounts by 24 hours.

a. Transfer of funds will not occur on the following days:

- i. All Saturdays
- ii. All Sundays
- iii. New Year's Day (January 1)*
- iv. Martin Luther King's Birthday (third Monday in January)
- v. Washington's Birthday (third Monday in February)
- vi. Patriot's Day (April)
- vii. Memorial Day (last Monday in May)
- viii. Independence Day (July 4)*
- ix. Labor Day (first Monday in September)
- x. Columbus Day (second Monday in October)
- xi. Veteran's Day (November 11)*
- xii. Thanksgiving Day (fourth Thursday in November)
- xiii. Day After Thanksgiving (fourth Friday in November)
- xiv. Christmas Day (December 25)*
- xv. Day After Christmas (December 26)*
- xvi. Other holidays may be included when so declared by the state of Maine.

*If January 1, July 4, November 11, December 25 or December 26 falls on a Sunday, the next following Monday is the observed holiday. *If January 1, July 4, November 11, December 25 or December 26 falls on a Saturday, the previous Friday is the observed holiday.

4.1 REFUNDS AND DISPUTES

The responsibility to issue refunds to their customers at their discretion will remain with the City. The identity verification fee is non-refundable.

The secure administrative site provides a function to facilitate activities surrounding refunds.

In the case of a chargeback (when a customer disputes the charge) the credit card processing bank will automatically debit the InforME account. Chargebacks occur for the following reasons:

- Customer does not recognize charges
- Fraudulent mail or phone order (also applies to Internet transactions)
- Duplicate processing

InforME's customer service staff are well versed in managing the process around returned check and credit card disputes, including managing chargebacks. In the case of a dispute, InforME may request the City to provide InforME with proof of service, receipt, etc. to aid in responding to the dispute. InforME will make every effort to use the proof of service, receipt, etc. to aid in responding to any chargebacks made for the City's Vital Records transactions. However, if resolution of the disputed charges cannot be accomplished, InforME will invoice the City or debit an ACH transfer as necessary for the amount of the disputed transaction.

7 Additional Considerations

7.1 DELIVERY OF FINAL APPLICATION

Following the completion of testing, the City will be requested by InforME to sign a formal Project Completion & Acceptance. This Acceptance form must be executed by the City Manager or equivalent official, and must be received by InforME's General Manager before the application can be placed into production and made available for use by the City. Once InforME receives the executed Acceptance form, the application will be deemed accepted, placed into the production environment and thus the project will be considered complete and delivered.

9 Change Process

The scope of work as specified in this document shall not change except when approved in accordance with the following processes and/or protocols:

9.3 PRIOR TO SOFTWARE DELIVERY:

- The InforME and City Project Managers will review any issues that may arise and determine if the resolution will lead to a change in the scope of work, which is defined as a change that will impact cost, schedule or staffing.
- The proposed change is formally documented, including the impact on schedule, cost and staffing.
- The proposed change in the scope of work is reviewed by the InforME and City Project Managers and approved via a signed Change Order form. The proposed change may be taken before the InforME Board for approval if required.
- Once the change in the scope of work is approved, the change becomes an Addendum to this Statement of Work.

9.4 AFTER SOFTWARE DELIVERY:

9.4.1 Maintenance Requests

After the application is launched, if maintenance issues arise or reporting an error becomes necessary, the City should contact the InforME Customer Support or the InforME Project Manager. Maintenance includes bug fixes or other changes that do not materially change the utility, efficiency, functional capability, or application of the software. All other requested changes will be deemed significant maintenance efforts, requiring the City to submit a written change request to InforME. InforME will then evaluate the request, seek additional information if necessary, and prioritize it in consideration of other ongoing development projects, with the approval of the InforME Board if required.

9.4.2 Software Modifications or Enhancements

At the City's request, InforME may consider developing modifications or additions that materially change the utility, efficiency, functional capability, or application of the software ("Enhancements") at such charge and on such schedule as the parties may mutually agree in writing. Such modifications or additions will be undertaken on a project basis, subject to the review and approval of the InforME Board, if required. For Enhancements, the City will submit a written change request. InforME will then evaluate the request, seek additional information if necessary, notify the City of cost and scheduling impacts, and prioritize it in consideration of other ongoing development projects, with the approval of the InforME Board if required.

9.4.3 Ongoing Maintenance & Support

After the application is delivered, as defined above, InforME will provide support for the proper installation and ongoing general operation of the current release of the application. InforME shall use reasonable efforts to provide troubleshooting to correct alleged errors in the application reported by the City. InforME will make reasonable efforts to correct any errors or provide a work-around solution. If a work-around is the immediate solution, InforME will make reasonable efforts to provide a final resolution for the error. Maintenance and Support as described herein does not include software modifications or additions that materially change the utility, efficiency, functional capability, or application of the software.

10 Acceptance Form

With respect to this Statement of Work, the Agency Project Executive Sponsor has the primary authority to make decisions and give direction to InforME with respect to partner entity services. In the absence of the Agency Project Executive Sponsor, the Secondary Executive Sponsor has authority to make decisions and give direction to InforME with respect to partner entity services.

I have read the above document and understand all implications thereof. By signing, I acknowledge that the project described herein has received any required legal review and is in compliance with current State of Maine statutes and administrative rules.

City

Signed: _____

Date: _____

Printed Name: _____

Title: _____

InforME

Signed: _____

Date: _____

Printed Name: Dan Andrews

Title: General Manager

**Service Level Agreement
Information Resource of Maine &
City of South Portland**

SCHEDULE A

**Electronic Access and Transaction Projects
and Other Portal Services
Provided Under the Service Level Agreement**

Project	Total Fee	InforME Receives	Agency Receives	Town Receives
Rapid Renewal (Vehicle Registration Renewal Service)	Variable (Town Excise Tax Fees, plus State Registration Fees, plus Portal Fees)	Portal Fee \$3.00 + 2% on Excise Tax amount	Variable (State Registration Fees)	Variable (Full excise)
Boat Registration Renewal Service	Variable (Town Excise Tax Fees plus State Registration Fees, plus Processing Fees)	\$3.50	Variable (State Registration Fees plus \$1.00)	Variable (Full Excise Tax Fee amount)
Vital Records Order (up to 5 records per order)	Total Record Fees + shipping fees + \$6.00 processing fee	\$6.00	N/A	Total Record Fees, plus USPS shipping fees if applicable
VR Identity Verification	\$2.00	\$2.00	N/A	\$0
VR Shipping Fees- UPS*	UPS Air \$19.00 UPS Air-Sat \$31.50	\$19.00 \$31.50	N/A	\$0 \$0
VR Shipping Fees- USPS	Calculated at current rates for First Class, Priority, or Express	\$0	N/A	Actual Fees

*Fees are subject to change based on UPS rate increases.

Project Definitions:

(Note: Projects approved after July 2008 are described in separate Statement of Work documents that are addenda to the SLA)

Rapid Renewal Service

Rapid Renewal is an Internet based interface intended to increase the ease and convenience of renewing motor vehicle registrations with The State of Maine. Individuals and corporations can renew most vehicle registrations from their personal computers while communicating and paying via a secure and encrypted connection. InforME will serve as agent for the Bureau of Motor Vehicles (BMV) and the City to collect and distribute all associated fees and registration updates. The BMV will be responsible for mailing the registration certificate and decals to the registrant.

Payments will be collected from users electronically, via credit card or electronic check. InforME, as agent for the State, will collect all payments into a settlement account and distribute payments to appropriate parties via electronic disbursements. Merchant bank and ACH details are outlined in the Rapid Renewal Manual document. The City has the option to have the Portal Fee associated with credit card payments

***Service Level Agreement
Information Resource of Maine &
City of South Portland***

withheld from monies disbursed to the City by InforME or paid by the service end user. All other merchant and ACH fees are the responsibility of MIN.

Fee Citation: Title 29-A Chapter 3 §201

Boat Registration Renewal Service

The web-based Boat Registration Renewal service allows individuals to renew any Maine State Boat Registration Individuals can renew any boat registration from their personal computers while communicating and paying via a secure and encrypted connection. InforME will serve as agent for the Department of Inland Fisheries and Wildlife (IF&W) and the City to collect and distribute all associated fees and registration updates. IF&W will be responsible for mailing the registration certificate and decals to the registrant.

Payments will be collected from users electronically via credit card. The InforME merchant account will be used to process credit card charges. InforME, as agent for both IF&W and the Town, will collect all payments into a settlement account and distribute payments to appropriate parties via electronic disbursements. From the total fees collected, InforME will separate the excise tax fees from registration fees and from processing fees. Excise tax fees will be electronically deposited on a daily basis to the bank account specified by the Town; State Registration fees plus \$1.00 for every transaction will be electronically deposited on a weekly basis to the bank account specified by the Department of Inland Fisheries and Wildlife. InforME is responsible for all credit card merchant fees associated with online transactions.

Fee Citation: Title 12 Chapter 935 §13051 and Resolve, 123rd Maine State Legislature, Chapter 227, LD 2088/LR 2769

Vital Record Ordering Service

The online Vital Records Ordering service allows the general public to request a birth, death or marriage certificate, select their preferred shipping method and pay using a valid credit/debit card. The service also allows the City to perform administrative functions including confirming or cancelling requests, printing shipping labels, and reconciling deposits.

Payments will be collected from users electronically via credit card. The InforME merchant account will be used to process credit card charges. InforME, as agent for the City, will collect all payments into a settlement account and distribute Municipal funds via electronic disbursements. From the total fees collected, InforME will separate the identity fee, UPS shipping fees and processing fee from the record fees and USPS fees. Record fees and USPS fees will be electronically deposited on a daily basis to the bank account specified by the City. InforME is responsible for all credit card merchant fees associated with online transactions.

Approvals:

**Maine Information Network
Dan Andrews, General Manager**

Date

**City of South Portland
City Official**

Date

Print Name and Title