



**Solicitation Information**  
28 April 06

**RFP # B06298**

**TITLE:** Design / Implement Self-Supporting Web Portal

**OPENING DATE AND TIME:** 23 May 06 @ 2:20 PM

<b>PRE-BID/ PROPOSAL CONFERENCE:</b> Yes <b>DATE:</b> 10 May 06 <b>TIME:</b> 3:00 PM (EDT) <b>MANDATORY :</b> No <b>LOCATION:</b> Department of Administration, Division of Purchases (2 <sup>nd</sup> fl), One Capitol Hill, Providence, RI
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Questions concerning this solicitation may also be e-mailed to the Division of Purchases at [questions@purchasing.state.ri.us](mailto:questions@purchasing.state.ri.us) **no later than 10 May 06 @ 12:00 Noon (EDT)**. Please reference the RFP / LOI number on all correspondence. Answers to questions received, if any, will be discussed at the pre-proposal meeting and included in the meeting summary, which will be posted on the internet at [www.purchasing.state.ri.us](http://www.purchasing.state.ri.us).

<b>SURETY REQUIRED:</b> No
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<b>BOND REQUIRED:</b> YES
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**Jerome D. Moynihan, C.P.M., CPPO**  
**Administrator of Purchasing Systems**

**Vendors must register on-line at the State Purchasing Website at [www.purchasing.state.ri.us](http://www.purchasing.state.ri.us).**

**NOTE TO VENDORS:**

Offers received without the entire completed three-page RIVP Generated Bidder Certification Form attached may result in disqualification.

**THIS PAGE IS NOT A BIDDER CERTIFICATION FORM**

## **Section I: INTRODUCTION**

The Rhode Island Department of Administration/Office of Purchasing, on behalf of the Rhode Island Department of Administration Division of Information Technology (DoIT), is soliciting Letters of Interest and Statements of Qualifications from qualified firms to continue providing e-government applications and services to departments, agencies, commissions, boards, etc. of the State of Rhode Island based on a self funded model, in accordance with the terms of this Request and the State's General Conditions of Purchase (available at [www.purchasing.ri.gov](http://www.purchasing.ri.gov)).

The State thus seeks a single application service provider (ASP) to can continue design and implementation of RI.gov ([www.RI.gov](http://www.RI.gov)), the State's Web Portal for e-government service as described elsewhere herein. That World Wide Web Portal is currently maintained under a contract with NEI, Inc., a subsidiary of NIC, Inc.

The State's General Conditions of Purchase may be obtained at the Rhode Island Division of Purchases Home Page on the web at [www.purchasing.ri.gov](http://www.purchasing.ri.gov). It is the intent of the State to establish a multi-year contract to a responsible vendor that meets all of the requirement set forth herein.

### ***1.1: INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:***

Potential offerors are advised to review all sections of this solicitation carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.

Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.

The State reserves the right to award to one or more offerors and to negotiate the final terms conditions and scope of the contract with up to the top three (3) finalists.

All costs associated with developing or submitting a proposal in response to this request, or to provide oral or written clarification of its content shall be borne by the offeror. The State assumes no responsibility for these costs.

Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.

All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.

Proposals misdirected to other State locations or which are otherwise not present in the Office of Purchases at the time of opening for any cause will be determined to be late and will not be considered. PROPOSALS FAXED OR E-MAILED TO THE STATE WILL NOT BE CONSIDERED.

It is intended that an award pursuant to this Request will be made to a prime contractor, who will assume responsibility for all aspects of the work. Joint venture and

cooperative proposals will not be considered, but subcontracts are permitted, provided their use is clearly indicated in the offeror's proposal, and the subcontractor(s) proposed to be used identified in the proposal.

In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401) 222-3040.

Bidders are advised that all materials submitted to the State of Rhode Island for consideration in response to this Request for Proposals will be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request, once an award has been made.

The State of Rhode Island has a goal of ten per cent (10%) participation by MBE's in all State procurements. For further information, visit the web site [www.rimbe.org](http://www.rimbe.org). To speak with an M.B.E. Officer, call (401) 222-6253.

Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP / LOI

### **Equal Employment Opportunity (RIGL 28-5.1)**

**§ 28-5.1-1 Declaration of policy.** - (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies in all areas where the state dollar is spent, in employment, public service, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090

### ***1.1.2: Performance Bond***

Within ten days of award, the successful vendor will be required to provide to the State a performance bond, equal to five hundred thousand dollars (\$500,000).

## **Section II: Requirements**

### ***II.1: Introduction***

The State of Rhode Island has been providing government services and information through RI.gov ([www.RI.gov](http://www.RI.gov)) since 2001. RI residents, visitors, businesses, local governments and employees - its customers - have consequently come to increasingly expect government services to be available via the World Wide Web. RI.gov makes it easy and convenient for government and its customers to do business with each other electronically. RI.gov aims to be a single-point of access on the World Wide Web

(WWW) to a comprehensive collection of online government services, information and transactions, as well as of relevant links to federal and local government services and information.

The State therefore has a need to continue its efforts to bring everyday transactions between itself and its customers to the Internet. The State will benefit from reduced operating expenses and more effective and efficient communications. Customers will benefit from the convenience of having government offices available to them anytime from anywhere.

The State of Rhode Island currently has over 100 applications available through the central portal, RI.gov, in more than 20 State and municipal agencies. The current contract is a self funded model that provides for the design, development and operation, hosting, technical and customer support of e-government services and the portal that provides access to them at no upfront cost to the State. However for the new contract, the State wishes to consider proposals outlining either a revenue/cost sharing arrangement, a continuation of the current no upfront cost/self-funded model (the same level of service and support at no cost to the State), or any other funding model that is used in the public sector and may make sense for Rhode Island.

## **II.2: Scope of Work**

In this Request for Letters of Interest (LOI), the Division of Purchases, on behalf of the Department of Administration Division of Information Technology (DoIT) invites responses from qualified vendors, to propose continuation of the contractual arrangement currently in place, whereby the vendor serves as Rhode Island's *partner* in both managing and providing state government services and information to the public through a *self-supporting* Portal service on the WWW. DoIT also invites responses from qualified vendors to propose a Portal service based upon a *revenue/cost sharing* arrangement, or another model used in the public sector. The *partner* acts as the manager for the portal and as a resource for helping agencies deploy Internet-based services and transactions to be accessed from the Portal.

### **II.2.a: The Portal**

The Portal includes, but is not limited to four aspects:

- 1) design, development and maintenance of an online gateway to state, local and federal government services, information and transactions,
- 2) the ability of state government to process interactive applications for licenses, permits and other government documents, including integration with the existing state computer systems that provide the information and support the transactions to be facilitated by the portal,
- 3) the ability of state government to sell goods and services through interactive applications,
- 4) the ability of state government to receive documents for filing electronically, including the ability of customers to electronically sign those documents when necessary,

- 5) the ability of State government to receive required payments electronically by multiple methods, including detailed financial data for all transactions processed for accounting reconciliation.

### ***II.2.b: Portal Goals***

The project will continue to:

- 1) establish the portal as the preferred method of doing business with State government
- 2) expand business and citizen access to government services and information;
- 3) make it easy and convenient for anyone to conduct transactions with state government online,
- 4) accelerate the development and delivery of an increased volume of quality, online government services;
- 5) improve the level of customer service from state government; and
- 6) minimize the cost to taxpayers for development and deployment of online transactions with state government.

### ***II.2.c: Services Required***

- 1) Continuation of existing e-government applications with no interruption of service as a result of migration or conversion efforts.
- 2) Rapid implementation of new e-government applications to support the processing of licenses, filings, permits, registrations, renewals and database searches, preferably utilizing an application architecture that easily integrates back office systems through a loosely coupled service oriented approach.
- 3) Integration of the state's current portal and State agency web pages to create a universal look and feel.
- 4) Utilization of customizable applications and/or applications developed for State agencies that deliver services and/or information electronically
- 5) Marketing of RI.gov both within State government to increase participation by State agencies and to the public
- 6) Customer support for both State agencies and for users
- 7) Hosting of the State's e-government applications
- 8) Migration of the portal within one year to an off-the-shelf JSR 168 compliant platform.

### ***II.3: Funding Models***

Vendors may propose one funding model or multiple funding models in accordance with the descriptions below:

#### ***A. Self-Supporting Portal***

It is intended that the RI Portal continue to be developed and operated without increasing the tax burden on the residents of Rhode Island. The successful vendors will present a plan to expend private capital to effect a seamless transition from the existing

implementation of RI.gov to its continued maintenance, management and development including all of the current services, information and transactions, and to propose a method of recovering transition costs, supporting the portal, and finding benefit to the vendor at no cost to the State.

The vendor is required to host the State's e-government portal site at no additional cost to the State. All hosting costs must be included in the fee structure proposal. The vendor will, moreover, be responsible for the acquisition and operation of all hardware, software and network support related to the portal.

While most of the services and information available through the Portal are intended to be free to the public, it is expected that some "premium services" will also be offered. These premium services would be those that are of sufficient commercial value that businesses and other users would be willing to pay for the ease of accessing them online, or for the added value provided by the Portal. Convenient, online searches of existing state databases, online filings, or online payments of fees and fines, are examples of premium services that could be conducted via the Portal. Revenue might also be generated through such strategies as subscription fees or "My Government" type customizations. (Appendix II: Services Available online at RI.gov, the Rhode Island State Portal).

To date, the Portal has been able to generate sufficient revenue to enable the current recovery of start-up and operational costs, subsidize free Portal services, use excess revenues for the development of new online services and still earn a reasonable rate of return on its investment. It is expected that the Vendor would continue to recover statutory fees on behalf of the state, and pass these through to the appropriate agency as directed by the State Controller.

#### **B. Cost / Revenue Sharing Portal**

Another potential funding model allows the RI Portal be developed and operated as a potential revenue-generating source for the Rhode Island State Government to provide ongoing support of internet services. The successful vendor may present a model that is mutually beneficial to both the state and organization managing the RI Portal. Development of the portal may require investment funds from both the State and vendor, however the long-term contract will provide an opportunity for both of these parties to share in the increasing visibility of e-government.

Although the vendor will host the State's portal, the State may be willing to provide an up-front infrastructure investment in order to offset the hosting costs. This investment will also provide funds for the acquisition and operation of all hardware, software and network support related to the portal.

While most of the services available through the Portal will be free to the public, a listing of "premium services" will be offered as part of a revenue generating effort. These premium services would be those that are of sufficient commercial value that businesses and other users would be willing to pay for the ease of accessing them online. One aspect of this revenue producing endeavor is for the State to better leverage

the recent and numerous e-licensing initiatives. In addition, the “premium services” content could offer online searches of existing state databases, online filings as well as payments of various state-related fees or fines.

As part of the cost/revenue sharing proposal, a marketing plan must be included that will allow for sufficient promotion of the RI Government Portal. This plan should describe the effort that will be undertaken in order to promote interest in the Portal and market the services provided by the website.

The current Portal model has been able to generate revenue to enable the recovery of start-up and operational costs along with the subsidizing of free Portal services. Any excess revenue would then be re-invested for the development of new online services. The proposed model will include a cost sharing component where money will be invested in research & development (R&D). The goal of R&D will be to develop new online services designed to help the overall RI Portal reach a reasonable rate of return that will be shared between the State and the vendor. As part of the RI Portal program, any statutory fees recovered on behalf of the state, will pass through to the appropriate process as directed by the State Controller.

### C. Other Funding Models

The State will consider any other funding models that are used in the public sector. However, the State may give preference to the two models described above.

#### ***II.4: Availability***

The portal must be available to agencies and WWW users 24 hours per day, 365 days per year with a 99.999% uptime service level.

#### ***II.5: Security and Access***

The importance of securing the networks, systems, applications and data of the Portal cannot be underemphasized. The vendor must demonstrate that it shall:

- 1) Ensure that State information is protected with maximum security measures,
- 2) Move immediately to a three-tier application development architecture, separating user interface, control logic and database for maximum security.
- 3) Migrate within one year to an off-the-shelf JSR 168 compliant web platform as described below.
- 4) Promote and maintain among the Vendor’s employees and agents an awareness of the security needs of the State of Rhode Island,
- 5) Safeguard the confidentiality of information and the integrity and availability of data while it is created, entered, processed, communicated, transported, disseminated, stored or disposed of by means of information technology,
- 6) Ensure that appropriate security measures are put into place to protect the Vendor’s internal systems from intrusions and other attacks, whether internal or external.

- 7) Provide a plan to address identity theft issues that may arise from a breach of security including but not limited to notification, credit monitoring and case management.
- 8) Indemnify the State against damages that result from a security breach directly to the portal.

The Vendor must fully describe their approach to security, including, but not limited to the use of firewalls and how these will be configured in their network. Proposals must include description of how the Vendor will address each element of the security infrastructure, including, but not limited to how the Vendor will:

- 1) Assure confidentiality of data
  - a. In transit – provide the ability to execute secure, authenticated two way transactions as well as ensuring that all data is encrypted beyond the reasonable threat of a brute force attack
  - b. At rest – ensure that confidential data in databases from which public data is being extracted will not be compromised,
- 2) Assure integrity of data – how will Vendor maintain data integrity and customer confidentiality and privacy including legal issues.
- 3) Maintain access control – what method will prohibit customers from accessing data or computer facilities when such access was not expressly approved or appropriate as determined by the State?
- 4) Provide authentication
- 5) Provide audit capabilities
- 6) Respond to State requests for independent audits of network, application, transaction and data security.

#### ***II.5.a: IT Standards***

All services will be performed in accordance with state information processing and telecommunication standards and policies as defined by DoIT. The Vendor shall work with DoIT to develop any additional standards that DoIT or the Vendor believes are appropriate for the successful implementation of this initiative. The Vendor shall also work with DoIT to document all systems analysis and programming activities. Copies of all such work shall be furnished to the state before programs are implemented.

#### ***II.5.b: Accessibility***

The Portal and the state web pages that support it must be accessible to all Internet users. The Vendor will be responsible for ensuring that the Portal and its supporting web pages meet the following criteria, and for advising state agencies that maintain separate web pages to which the Portal links of their need to conform thereto. The Portal and its supporting websites and web pages must:

conform to the state's Handicap Access policy, including conformance to the federal Section 508 standards in keeping with the spirit of the Americans with Disabilities Act, and to the criteria established by the World Wide Web Consortium's Web Accessibility Initiative (See [www.w3.org/wai/](http://www.w3.org/wai/))

be accessible to users dialing in to their Internet Service Provider over standard phone lines at all standard rates as well as via other standard methods of Internet access: DSL, cable modem, wireless, etc.

be accessible via popular browsers such as Microsoft's Internet Explorer, Netscape Navigator, Firefox, Opera, Safari, etc.

plan for accessibility to non-English speakers

adhere to any other policies and/or procedures the state shall require including, but not limited to language or technologies that protect the rights or safety of children or other user-groups.

#### ***II.5.c: Authentication:***

Some premium service applications and some customer service applications will need to be accessed by a unique identification code assigned to an individual or an entity using the service. Vendor must describe recommended access security options in their proposal.

#### ***II.5.d: Privacy and Ownership of Information***

Personal information obtained by the vendor will become and remain the property of the State of Rhode Island. At no time will any information belonging to or intended for the State be copied, disclosed or retained by the Vendor or any party related to the vendor for subsequent use in any transaction that does not include the State.

The Vendor may not use any personal information collected in connection with the Portal for any purpose other than development and maintenance of the Portal.

The State agency that is the designated Data Custodian of specific data must approve all access to that data. The Data Custodian is the agency that is charged with generating, collecting, storing or disseminating information. The Vendor will not have any ownership of any data at any time.

The Vendor must comply with any state, local or federal laws or policies regarding privacy, confidentiality and/or security of data or information.

#### ***II.5.f: Audit***

Vendor's proposal must define the parameters of regular comprehensive security audits for approval by the State. The Vendor will arrange to have the approved security audit conducted by a State-approved unbiased third party at least quarterly at no cost to the State. The Vendor must provide the State its plan for correcting or remedying any audit exceptions identified by the audit within sixty (60) days of completion of the audit. Vendor's proposal must describe a plan for independent security audits and provide technical specifications relative to those audits.

#### ***II.6: Governance, Management and Administration***

The state CIO will oversee this project, and will establish a steering committee under which the Vendor will execute the project. That Committee will work with the Vendor to determine which services are to be developed in what priority order, decide what

additional convenience or value-add fees may be charged for premium services, and monitor performance under the contract. The State will oversee and approve the allocation of development resources into priority projects, direct investments the portal may make into off the shelf technology solutions, and the use of third party services or subcontractors.

Portal charges to users, either on a transaction basis or a subscription arrangement, and other revenue generating strategies will be reviewed and approved by the Steering Committee and approved by the CIO. That Committee will also review and the CIO approves the disbursement of revenues from user charges. A portion of these revenues as determined by the Steering Committee and approved by the CIO will be allocated to recover the Vendor's costs including transition costs. Another portion would be invested in further development, off the shelf technology solutions, and the use of third party services or subcontractors. Another portion of gross revenues could be used to develop services that do not have commercial value but are of value to the public. Another portion could be retained by the Vendor as profit. In some cases, a portion might also be remitted to an agency for the cost of providing the content or data. This would be determined on a case by case basis and governed by appropriate state statutes and regulations. A detailed accounting of revenues and expenses would be submitted to the state at least monthly and at any time upon demand by the CIO.

The State will designate a day-to-day manager for the contract resulting from this LOI. The manager will serve as liaison between the Vendor and the CIO as well as between the Vendor and State agencies.

Agencies requesting services from the Vendor will be responsible for identifying the business and technical requirements, working with DoIT staff to define interfaces between Portal e-government applications and existing or planned agency production systems, acceptance testing, customer service relative to specific business rules for the application, and any constraints, fees, or special requirements. The requesting agency with the Vendor and DoIT will prepare a proposal to the Steering Committee and the CIO for approval.

Vendor must designate a full-time Portal Manager who will be responsible for all activities from the Vendor perspective. The Portal Manager will meet regularly with the state designated manager and will report regularly to the Steering Committee and the CIO. The Vendor's Portal Manager must be a full-time resource located in Providence and dedicated exclusively to RI.gov.

Vendor must, within 30 days of contract award, define a Project Management procedure for Portal projects. Portal projects will become part of the State's Project Management System. Vendor proposals must include a description of their project management practice.

#### ***II.6.a: Hardware and Software***

The Vendor, in consultation with the DoIT, will host the Portal by providing the hardware, managing the platform and providing system design and support, documentation, security planning, account administration and billing, reporting,

development of training materials and selection and management of suppliers and carriers. Vendor must ensure that the host site is used to meet the objectives set forth by the State in this procurement.

The site environment must include at minimum, redundant power, fire suppression and 24/7 on-site security. The host site must also include redundant internet connectivity, firewalls, VPN service by a state-approved industry recognized vendor, secure remote access capability through recognized methods such as secure shell and/or desktop VPN clients. Internally, the site must include a fault tolerant network with gigabit Ethernet backbone, clustered central file and database servers, load balanced FTP, application and web servers, hardware SSL accelerator, three-tier development environment, nightly backups and 24/7 monitoring of all servers and services.

Costs associated with and maintenance of communications links from state facilities to Vendor facilities shall be the responsibility of the Vendor, or shall be explicitly addressed in the funding model discussion.

All code and content developed in association with or for the purposes of this project will be the property of the State unless explicitly agreed otherwise.

In the event of termination of this agreement, all content and code will continue to be the property of the State of Rhode Island, and the state shall have an opportunity to purchase the operation, including hardware, software and training in its operation.

The Vendor shall deploy a three tier architecture for application development, separating the user interface, control logic and database layers, using appropriate hardware and software, compatible with DoIT standards, to enable interactive exchange and to adhere to all standards, policies, and guidelines issued by the state relative to participation in the use of the state's central computing and telecommunications facilities.

#### ***II.6.b: Portlets - JSR168 Platform***

It is the intent of the State within the first year of this procurement to migrate the portal to the use of a JSR 168 compliant off the shelf portal toolset product platform (eg., Websphere) capable of consuming portlets, webservices, XML and HTML. Following migration, the state will no longer tolerate any custom web front end applications (with the exception of simple interface validation logic as approved by the State) in any language, but will require that the vendor provided toolset separate user interface from application logic.

Vendor proposal must include such a migration plan, stipulating platform and technical information about functionality, security, etc

### ***II.6.c: Training***

The Vendor must provide on-site training as required for State staff on the implementation, initiation, maintenance, monitoring, management and administration of every service developed and implemented as part of the Portal at no cost to the State.

### ***II.6.d: Reporting Requirements***

The State and the Vendor will jointly develop reporting requirements, including content, format, and transmittal schedule of reports. These will include, but not be limited to: a Portal Business Plan, progress reports, ongoing analysis of operations, users, customer relations parameters, etc. (see Appendix III: Most Recent General Manager's Report) In addition, reports describing the Portal's future needs, fiscal projections, as well as other relevant forward-looking reports should be submitted to the state monthly (unless otherwise specified by the state). The Vendor, in consultation with the CIO, will also annually update the Portal business plan.

### ***II.7: Customer Service***

Vendor must provide for customer service help to users of State e-government.. The Vendor will frequently be the first level of customer service, referring users to the appropriate agency when questions involve business practices. Vendor proposal must address the vendor's experience with and strategies for addressing the following aspects of customer service.

#### ***II.7.1: Telephone, email, and interactive online support***

All customer questions and inquiries must be answered within one business day. Proposal must provide a plan for telephone, e.mail and interactive online support, specifying the type and level of customer support, response time standards, non-English response strategies and a description of how customers will be made aware of that support. How will customer support be built into the Portal and its applications?

#### ***II.7.2: On-line help***

How will online help and reference be provided to customers, eg., icons, directories, navigation aids, tutorials. What is the Vendor's philosophy of organization of online services? How will customers access online help?

#### ***II.7.3: Customer Relations Management***

What steps will the Vendor take to effect customer satisfaction and encourage repeat business?

#### ***II.7.4: Customer Feedback***

How will the Vendor measure customer satisfaction? What methods will the Vendor use to solicit customer response? What strategies will the Vendor employ to encourage customer feedback? How will the Vendor report findings back to the State?

### **II.8: Scope of Service**

Vendor must describe their migration strategy or conversion plan, testing procedures and documentation for assuming responsibility for the applications in Appendix II.

Vendor must list and describe service applications similar to the ones listed that Vendor has developed and implemented that could be customized for use by the State.

Vendor must demonstrate experience in hosting and maintaining a portal of the sophistication of RI.gov.

Vendor must agree to provide secondary domain name service for ri.gov, www.rhodeisland.gov, rhodeisland.gov and any other domains the State may require.

### **II.9: Funding Strategy**

Vendor proposal must include a detailed discussion of the funding strategy or funding strategies that will make the Portal self-supporting on a sustainable basis.

## **Section III: Proposal Questions, Submission, and Requirements**

PRE-BID/ PROPOSAL CONFERENCE : As per page one of this solicitation

Questions concerning this solicitation may also be e-mailed to the Division of Purchases, in accordance with the terms and conditions expressed on page one of this solicitation.

Proposals (an original plus [5] copies) should be mailed or hand-delivered in a sealed envelope marked "RFP No.B06298: Design / Implement Self-Supporting Web Portal" to:

**RI Dept. of Administration  
Division of Purchases, 2<sup>nd</sup> floor  
One Capitol Hill  
Providence, RI 02908-5855**

**NOTE:** Proposals received after the above-referenced due date and time may not be considered. Proposals misdirected to other State locations or which are otherwise not presented in the Division of Purchases by the scheduled due date and time will be determined to be late and may not be considered.

Each proposal should include:

A completed and signed three-page **RIVIP Bidder Certification Cover Form**, which may be obtained from [www.purchasing.ri.gov](http://www.purchasing.ri.gov)

A completed and signed W-9 (taxpayer identification number and certification). Form is downloadable at [www.purchasing.ri.gov](http://www.purchasing.ri.gov)

In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in electronic format (CDRom or Diskette).

Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested.

Executive summary

**Project Overview Narrative** - this section provides the vendor with an opportunity to give a brief summary of its overall approach to providing the public with access to state government information and services. Vendors should use this section to express the uniqueness of their solution and business case, as well as their capability of providing the needed resources. Here also is the opportunity to present the value proposition of the vendor's approach.

**Technical Proposal Narrative** - this should be a detailed discussion of the vendor's understanding of the Portal and how the Vendor proposes to design and operate it, following the Requirements as outlined above in Section II

**Qualifications and References** - Background, size and resources of the Vendor and proposed business partners and subcontractors, including experience and staff qualifications relevant to the Portal project. Should include:

Vendor's vision of WWW, the Portal concept, and the self funding model

Vendor's most recent three annual reports

Proposed staffing and qualifications of staff

Other evidence of the vendor's financial status and ability to carry out the project.

References from past clients for whom the vendor has completed projects of similar size, scope sophistication and funding strategy.

Five (5) separate customer references including customer name, address, telephone number, contact person and email address if available to clients currently using products and/or services similar to those proposed.

URLs of portals built and maintained by vendor

#### **Section 4: Evaluation**

DoIT will establish a technical review committee to evaluate proposal using the following criteria:

Quality and fit of technical proposal	35%
Quality (soundness, appropriateness, etc.) of business case and funding model.	30%
Qualifications and references of vendor	20%
Quality of vendor (aesthetics, user friendliness, etc.) portfolio	15%

The State reserves the right to accept or reject any or all offers, bids, or proposals. The State also reserves the right to make one award as a result of this solicitation, to award on the basis of cost alone, and to act in its best interest.

The ranked findings and selection recommendation will be submitted to the State's Architectural/Engineering Consultant Services Selection Committee, and forwarded to the Director of Administration for final selection consideration.

## **Appendix I: Online Payment Strategies: Internet-based and Interactive Voice Response (IVR) based Credit Card processing**

### **1. Processing Specifications**

Portal proposals must include both Internet-based and IVR based credit card processing services. Those services must meet the following minimum requirements, which will be specifically incorporated into the contract between the successful offeror and the State.

**Internet-based payment:** The Portal must have the capability of coordinating with Rhode Island State agency websites, and guiding persons making payment to agencies through the payment process on-line. The Vendor must produce written plans and screen structures (web pages) that effect a universal payment interface for state agencies. These web pages must be able to aggregate payment for all of a user's fees, taxes, fines, etc. into a single payment. An example of such an interface is the shopping cart model already familiar to users of commercial web sales sites. The system, however, must be able to transfer accurately to each state agency account only those payments made to that agency account.

**IVR-based payment:** The Portal vendor must provide a toll free telephone access interface to computer-based voice scripts and menus that guide the user through the payment process just as do the web pages on the Portal.

Any and all associated fees to the person must be clearly stated prior to confirming the payment transaction and allow the transaction to be discontinued and not charged.

These credit card payment systems must

Be capable of processing VISA, MasterCard, Discover, American Express/Optima, Carte Blanche and Diners, contingent on their willingness to participate

Be capable of processing ACH and e-check payments.

Automatically capture payment details;

Obtain authorizations for payment amounts;

Provide rejection detail for non-authorized transactions;

Process transactions for any of the previously mentioned major credit cards;

Store payment detail records for a minimum of two years;

Provide reports listing daily detail transactions and daily summaries of transactions;

Allow participating agencies to download the daily transaction detail file, daily transaction detail reports and daily summary reports either asynchronously or using the Internet FTP, preferably encrypted, (in which case the vendor would also provide the decryption software), or

Transmit the daily detail file, the daily transaction detail file and daily summary reports to the State's computer via Internet FTP, preferably encrypted (in which case the vendor would also provide the decryption software).

Be available 7 days a week, 24 hours a day. The vendor must indicate any days, if any, that the system will not be available, e.g., holidays.

Be fully integrated with the Portal.

### **2. TRANSFER OF FUNDS**

State funds must be transferred directly from the credit card companies to an account specified by the State. The method of payment must be by an Automated ClearingHouse (ACH) credit. Any convenience fees should be sent directly to the Vendor.

The Vendor will make deposits to the depository bank stipulated by the State.

The state will not be responsible for any convenience fees; nor will it be responsible for a processing cost fee imposed on a payment remitter if the transaction should occur in a charge-back.

### **3. TRANSACTION REQUIREMENTS AND SUPPORTING DOCUMENTATION**

Authorization shall be provided for all transactions.

Proposals must describe how the service will authenticate the validity of the consumer/taxpayer's credit card; for example, social security number or mailing address of the cardholder.

Proposals must describe the interface between payment systems and the State Agency's page.

Vendor will bill on a monthly basis for all charge back items, in addition to individual billings to agency locations during the month. Billing will be by agency unless the agency has more than one account. The Vendor will not reduce sales proceeds or charge back any items, as all returns must go through accounting process as an expense.

Electronic files on individual transactions must be received by the State by 8:00 a.m. (Eastern Time) the next business day after the transactions have been authorized and accepted by the consumer/taxpayer. The transmission of data must be accomplished in a time frame established by the State and in a manner that is compatible with existing State platforms. The State currently supports most transfer protocols, i.e., FTP, MIME, and SMTP.

The Vendor will provide transaction listings, daily summaries and work with the State in producing reports deemed necessary to reconcile transactions. Transaction reports must provide detail categorized by payment type or code relating to, and totaling to, the daily deposit amount transferred to the State's bank account. The State reserves the right to add payment types and codes without additional cost to the State.

Electronic files on individual transactions must be sent or received by participating agencies by 8:00 a.m. (Eastern Time) the next business day after the transactions have been authorized and accepted by the consumer/taxpayer.

### **4. TELEPHONE SUPPORT**

The vendor must provide a toll free number to users/consumers/taxpayers for making inquiries about their credit card IVR/AVR or e-check payments.

The vendor must provide to the State a toll free number for inquiry and customer service. This number must be available at minimum during standard business hours between 7:30 a.m. and 5:00 p.m. (Eastern Time).

### **5. STATE SECURITY AND PRIVACY REQUIREMENTS**

The Social Security Number, credit card number, and any other information obtained by Vendor, from a person using the Vendor's system, that might be used to identify or locate an individual *is confidential and may not be used by the Vendor, or other parties, for any purpose other than processing of the credit card payment. Specifically prohibited is the selling of, or otherwise transmitting, this information to third parties for the purpose of preparing mailing lists or other third party use.*

## Appendix II: Services Available online at RI.gov, the Rhode Island State Portal

(see also RI.gov)

### RI.gov online services

Application Name	Application Description	Application URL	Number of Online Transactions*)
Central Mail Services Supply Order Form	Supplies Order Form	<a href="http://cmf.olis.ri.gov/supplies.htm">http://cmf.olis.ri.gov/supplies.htm</a>	
Division of Motor Vehicles Interactive Driver's License Records Search	Access to driver records	<a href="http://www.ri.gov/interactive">http://www.ri.gov/interactive</a>	433,517
RI.gov postcard tool	Send a postcard via email	<a href="http://www.ri.gov/postcard/">http://www.ri.gov/postcard/</a>	
Dept. of Environmental Management Boat registration renewal	Renews boat registration	<a href="https://www.ri.gov/dem/boatrenewal/">https://www.ri.gov/dem/boatrenewal/</a>	1,588
RI.gov MyRI tool	Site personalization	<a href="http://www.ri.gov/my/index.cgi">http://www.ri.gov/my/index.cgi</a>	
Individual Sewage Disposal System (ISDS) Search	Individual Sewage Disposal System status search	<a href="https://www.ri.gov/dem/isdssearch/">https://www.ri.gov/dem/isdssearch/</a>	
RI.gov calendar	Calendar for use by any agency	<a href="http://www.ri.gov/calendar/index.php?Dept=1">http://www.ri.gov/calendar/index.php?Dept=1</a>	
Dept. of Environmental Management Marine license renewal	Renews marine licenses	<a href="http://www.ri.gov/services/licensing.php">http://www.ri.gov/services/licensing.php</a>	102
Division of Motor Vehicles Auto registration Renewal	Renews auto registration	<a href="https://www.ri.gov/reg/index.php">https://www.ri.gov/reg/index.php</a>	47,376
RI State Police Application: Full Application	State Police application form for new recruits	-	2,628
Department of Homeland Security threat level	Homeland security threat level include which alerts users to the current threat level as set forth by this federal agency	<a href="http://www.ri.gov/index.php">http://www.ri.gov/index.php</a>	
Secretary of State Fast Start System	Allows a new business to complete several forms from one unified portal	<a href="http://www.faststart.state.ri.us/">http://www.faststart.state.ri.us/</a>	93
TAX/DLT Business Application & Registration	This application is used to register a business with DLT, Retail Tax and UI Tax	<a href="http://www.ri.gov/cgi-bin/SABIZREG/dlt_bizcodes.pl?form_id=11">http://www.ri.gov/cgi-bin/SABIZREG/dlt_bizcodes.pl?form_id=11</a>	2,227
Fire Marshal Frequent Violators Tool	Allows the office of the Fire Marshal to track and post establishments which are in frequent violation of fire codes.	<a href="https://www.ri.gov/cgi-bin/FireMarshal/admin/login">https://www.ri.gov/cgi-bin/FireMarshal/admin/login</a>	1,050
RI.gov City and Town Database	A browsable database of information about the 39 municipalities in	<a href="http://www.ri.gov/towns/">http://www.ri.gov/towns/</a>	

	RI which includes tax, demographics and other statistical information.		
TAX Refund Status	Citizens can use this easy and free web tool to get the latest status of their RI State tax return.	<a href="https://www.ri.gov/cgi-bin/taxation/refund/status.cgi">https://www.ri.gov/cgi-bin/taxation/refund/status.cgi</a>	40,352
Corrections Employment Application	Those interested in job openings at the DOC can apply online.	-	2,140
RI.gov Instant Answers	Live help tool built on PHP Live, hosted by the portal and staffed by members of the Providence Public Library.	<a href="http://www.ri.gov/help/ask.php">http://www.ri.gov/help/ask.php</a>	
Dept. of Environmental Management Recreational Fishing Licenses	Users can buy a variety of fishing licenses online and pay by credit card.	<a href="https://www.ri.gov/cgi-bin/dem/fishinglicense/fllicense?START=now">https://www.ri.gov/cgi-bin/dem/fishinglicense/fllicense?START=now</a>	945
Division of Motor Vehicles Driving Test Schedule System	An internal system used to schedule and track students taking their drivers road test at one of several available locations.	<a href="http://www.ri.gov/DMV/roadtests/admin/">http://www.ri.gov/DMV/roadtests/admin/</a>	
Housing Resource Commission: Lead Inspection Certificates	Interface for creating and viewing lead inspection compliance certificates	<a href="http://www.ri.gov/cgi-bin/HRC/inspections/login.cgi">http://www.ri.gov/cgi-bin/HRC/inspections/login.cgi</a>	
TAX Business Tax Filing WEB	Businesses can file and pay every one of the 53 tax types to the state via a secure web service.	<a href="https://www.ri.gov/taxation/business/index.php">https://www.ri.gov/taxation/business/index.php</a>	59,451
RI.gov Webmakers Toolbox CMS	A series of self publishing tools for webmasters including press releases, news headlines, FAQ's and a blog-like posting tool.	<a href="http://www.ri.gov/toolbox/">http://www.ri.gov/toolbox/</a>	
RI.gov News tool	News item self-publishing & browsing (Part of Toolbox)	-	
RI.gov FAQ tool	FAQ self-publishing tool (Part of Toolbox)	-	
RI.gov Press Releases tool	Press Releases self-publishing & browsing (Part of Toolbox)	-	
RI.gov RI eGovernment Exchange Initiative (REX) RSS Parser	Based on Magpie the REX Parser allows webmasters to easily integrate RSS feeds into their content pages.	<a href="https://www.ri.gov/rex/rex_parser.php">https://www.ri.gov/rex/rex_parser.php</a>	

RI Higher Ed. Assistance Authority Online Payments	Allows the collection staff at RIHEAA to take credit card payments over the phone to those that owe on student loans.	<a href="#">(Available only through authorized IP addresses)</a>	1,620
ROGER Transaction Tracking System	A fully integrated and searchable database driven tool that tracks all transactions made via the portal paid or unpaid	<a href="http://www.ri.gov/ACH/roger/login.php">http://www.ri.gov/ACH/roger/login.php</a>	
TAX Business Tax Filing IVR	Businesses can file and pay 54 tax types via a toll free phone number.	<a href="tel:866-430-1272">866-430-1272</a>	20,180
TAX TX-17 Quarterly Wage Tax Filing System	Businesses can file and pay quarterly wage taxes online.	<a href="https://www.ri.gov/taxation/tx17/index.php">https://www.ri.gov/taxation/tx17/index.php</a>	2,867
Governor's Office: Boards and Commissions Nominator	Allows citizens to nominate themselves or others to boards and commissions.	<a href="http://www.ri.gov/GOVERNOR/Nominator/">http://www.ri.gov/GOVERNOR/Nominator/</a>	350
Dept. of Business Regulation Online License Renewal / Annual Filing	Annual report filings for banks, mortgage companies, check cashers and more.	<a href="http://www.ri.gov/DBR/lenderfiling/">http://www.ri.gov/DBR/lenderfiling/</a>	243
Rehabilitation Building – Interpretations	Interpretations database & search for the Fire Safety Board of Appeal Review	<a href="http://www.ri.gov/RIFSC/interpretations/index.php?agency=FSC">http://www.ri.gov/RIFSC/interpretations/index.php?agency=FSC</a>	
Rehabilitation Building – Decisions	Decisions database & search for the Fire Safety Board of Appeal Review	<a href="http://www.ri.gov/RIFSC/decisions/">http://www.ri.gov/RIFSC/decisions/</a>	
RI State Police Application: Letter of interest	Rhode Island State Police Training Academy's online employment application service letter of interest	<a href="https://www.ri.gov/RISP/intent/">https://www.ri.gov/RISP/intent/</a>	1,325
University of RI Ram Account Payments	Lets users add money to this Universities on-campus payment card via a credit card	<a href="http://www.ri.gov/URI/ramacct/">http://www.ri.gov/URI/ramacct/</a>	4,160
RI.gov Search	Unified search for all major agencies this search system is built on the SWISH-E open source engine.	<a href="http://www.ri.gov/search/">http://www.ri.gov/search/</a>	
University of RI Dining Service Change	Students can use this free service to update their on-campus dining plan.	<a href="http://www.ri.gov/URI/dining/">http://www.ri.gov/URI/dining/</a>	
Governor's Boards & Commission's Nomination Tool	Allows individuals to submit nominations for public boards and commissions with current vacancies.	<a href="http://www.ri.gov/GOVERNOR/Nominator/">http://www.ri.gov/GOVERNOR/Nominator/</a>	

DLT Right-to-Know Filing System	Businesses can use this online system to file and pay for their mandatory filings of potentially hazardous substances with the Department of Labor and Training.	<a href="http://www.ri.gov/DLT/righttoknow/">http://www.ri.gov/DLT/righttoknow/</a>	1,000
Division of Motor Vehicles Road Test Scheduler	Tool which allows DMV clerks to schedule road test appointments.	-	
TIM Subscriber Management System	A robust subscriber billing and application access system.	<a href="http://www.ri.gov/SDB/frontend/">http://www.ri.gov/SDB/frontend/</a>	
Dept. of Environmental Management Agriculture Registered Substances Renewal	Tool which allows businesses to renew their permits to vend certain substances including pesticides, feeds and fertilizers within RI.	<a href="http://www.ri.gov/DEM/agriculture/">http://www.ri.gov/DEM/agriculture/</a>	
Wetlands Search	Tool which verifies delineated wetland edges, determines the presence of wetlands, and reviews proposed projects in and adjacent to freshwater wetlands for any applicant who is the owner of the property in question	<a href="http://www.ri.gov/dem/wetlands/">http://www.ri.gov/dem/wetlands/</a>	
Retail Sales Permit Renewal	Lets business owners annually renew their Retail Sales Permit with the Division of Taxation.	<a href="http://www.ri.gov/taxation/permits/">http://www.ri.gov/taxation/permits/</a>	
Driver Record Check	Allows individuals to obtain a certified copy of their driver record.	<a href="http://www.ri.gov/DMV/mvr/citizen/">http://www.ri.gov/DMV/mvr/citizen/</a>	
Cigarette License Renewal	Allows businesses to renew cigarette licenses.	<a href="http://www.ri.gov/taxation/cigarette/">http://www.ri.gov/taxation/cigarette/</a>	
Travel Agency/Travel Manager/Travel Agency License Renewal	Allows professionals in the travel industry to renew their professional licenses.	<a href="http://www.ri.gov/Licensing/">http://www.ri.gov/Licensing/</a>	
Real Estate Broker and Real Estate Sales License Renewal	Allows realtors to renew their professional licenses.	<a href="http://www.ri.gov/Licensing/">http://www.ri.gov/Licensing/</a>	
Rhode Island State Police Diversity Outreach Training Academy Application	Allows individuals to apply to be selected to participate in mentoring sessions with Division	<a href="https://www.ri.gov/RISP/outreach/">https://www.ri.gov/RISP/outreach/</a>	

	members also from diverse backgrounds.		
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\* for 2005 (If service was deployed in 2004/2005, provide one year estimate or YTD amount for 12 months – ie. Aug 2004-Aug 2005)

### **Appendix III: Most Recent General Manager’s Report**

## **RI.gov Portal Report**

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*February 1-28, 2006*

**Submitted By:**  
**Thomas Viall, General Manager**  
**March 14, 2006**

RI.gov  
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## **February at a Glance**

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### ***LAUNCHES***

- Travel License Renewals (02/07): Allows Travel Agents, Travel Agent Managers and Travel Agencies to renew their licenses online.
- 1096PT and 1040C Tax Filings (02/09): Two new tax types for our business tax filing system over web and IVR.
- DBR Lender Renewal and Annual Report Filings (02/15): Application was updated for 2006 filings and will be live until the end of March.
- Internet Crimes against Children [ICAC] web sub-site for the RI State Police (02/02)

### **Financials:**

Other than the substantial costs associated with the security incident the portal turned in a fairly good month. While DMV revenues continue to fall short there is a positive indication that this revenue is on target to intersect our budget in the coming months. In just 22 days of activity the line item fell 11% below our budget which is the best variance we have experienced since January '05. Transaction volumes stood at 31,449 our best since August of last year and the application is trending well in March.

Non DMV revenue continues to grow and met our budgeted expectations for the month.

**UPCOMING LAUNCHES:**

The following applications and/or websites are scheduled for a January 2005 launch:

- Real Estate Professional License Renewals (3/1)
- Fishing License 2006 Update (3/1)
- Survey Tool for DEM (3/3)
- RISP Diversity Outreach application (3/27)
- DOC Job Application (Early April)
- DEM Marine Septic (Mid April)

**SECURITY INCIDENT FOLLOW-UP**

Based on the results of the BearHill Security Audit a list of action items was developed to address the minor issues discovered as part of the audit. All but two of the original 28 issues have been resolved and those outstanding issues will be corrected before 4/6/06.

At the behest of the credit card companies, a forensic audit of compromised systems was scheduled in March to be conducted by Cybertrust, Inc. The on-site portion of this investigation has been completed and we are awaiting the results.

Information pertaining to responses from our mailing to compromised customers of the portal has been correlated and provided to personnel at the Department of Administration.

**Adoption Statistics:**

Adoption rate of all applications seemed to be unaffected by the news of the incident. Motor Vehicle Registrations actually exceeded Feb 05 by over 1,000 renewals and point to point MVR's had their best month since August 05.

Personal driving records in only its second full month of lunch did an impressive 316 transactions and are trending even higher in March.

## **Portal Resources**

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**Projects**

Active Projects	Type	Status
RI.gov Customer Billing System & Database	Fee	In testing
Enterprise eLicensing Portal	Fee	Real Estate licenses launched on 3/1,

		in requirements gathering for DLT licenses
TAX Partial Payment Debt Collection Service	Fee	Requirements FRS waiting for agency approval
DOH Survey Tool	NF	In requirements
DMV Municipal Tax Block Release	NF	In active development
DMV Address Change	Fee	Waiting on DMV technical
DMV Vanity Plates	Fee	In active development
DEM Beach Passes	Fee	Waiting for 3 <sup>rd</sup> party vendor support
DEM Marine Septic	Fee	In active development
Corrections Banking System	Fee	Waiting on LOI
HRC Lead paint search enhancements	NF	Waiting on XML for DOH
DOC Job Application	NF	In active development
State Police Outreach Application	NF	In active development
Governor Site Enhancements:	WEB	Waiting on agency approval
“Ask RI” Design Unification:	WEB	Waiting on agency approval
Board of Design Professionals:	WEB	Waiting on agency approval
Rite Care	WEB	In development
RI Council on Women:	WEB	Agency is importing content
Office of Library Services:	WEB	Agency is importing content
Housing Resources Commission:	WEB	Agency is importing content
Town of North Kingstown:	WEB	Agency is importing content
City of Providence City Council:	WEB	Agency is importing content
Statewide Planning Site:	WEB	Agency is importing content
Department of Administration: Website:	WEB	In active development
Local Government Assistance:	WEB	Waiting on agency
Strategic Planning:	WEB	Waiting on agency
Community Development Block Grants:	WEB	Waiting on agency
DEM Web Template for new site :	WEB	Waiting for feedback
Fiscal Fitness Website:	WEB	Waiting for feedback
<b>Projects on Hold at Agency Level</b>		
SOS UCC Filing Payment Processing	Fee	Waiting on SOS
DEM Web Template for new site	WEB	Waiting on go-ahead from DEM
State Budget Office	WEB	In agency testing
RISP Crash Reports	Fee	Waiting on vendor
RIDE Teacher Certification Application	Fee	Waiting on vendor
Dept. of Corrections Online Catalog	NF	Waiting on agency
Office of Health and Human Services	WEB	Waiting on agency
Facilities Surplus Properties	NF	On hold while agency relocates
Division of Taxation	WEB	Waiting on agency

City of Providence/PPD eDetail	Fee	Waiting on Contract
<b>Project on Hold at RI.gov</b>		
DEM POS	Fee	Waiting on NIC initiative
DEM Hazardous Waste Transport	Fee	Waiting on legislation
Tax "ES" Bulk Records:	Fee	Waiting on subscriber database
DEM Boat Registration Bulk Data	Fee	Waiting on subscriber database
RI State Council on the Arts eGrants	NF	Waiting on phase 2 of NIC version

**Project Notes:**

***UNIFIED LICENSE PORTAL***

*THE INITIATIVE CONTINUES TO MOVE FORWARD WITH REAL ESTATE LICENSES LAUNCHED ON THE FIRST OF MARCH. THE PORTAL HAS MET WITH DLT AND LOOKS FORWARD TO OFFERING RENEWALS CONTROLLED BY THIS AGENCY IN THE NEAR FUTURE. CURRENTLY THE DLT IS WAITING ON A NEW METHOD OF LICENSE FULFILLMENT OF THE PHYSICAL LICENSE BEFORE MOVING FORWARD.*

The Department of Health has opted to use EDC to process payments for their third party eLicensing system.

We will also be scheduling meetings with the Board of Design Professionals late in March.

***DEM MARINE SEPTIC***

The portal worked aggressively with the DEM to realize the foundation for an online application to service their Marine No Discharge Compliancy Program. A detailed scope document has been drafted and approved by the Department and an aggressive development schedule of that application is underway. Portal team members will meet with both the Harbormaster Association and other authorized inspection agents in March to educate them about the coming service.

**State Police and Department of Corrections Online Job Applications**

During the later part of February, RI.gov was approached by both the RI State Police and DOC to create online forms for the purposes of applying to their separate training academies. While both services had been offered previously the applications had to be recoded to meet new requirements and fit in with our V3 look and feel. Both applications are expected to launch early in April.

**PHP Live Issue**

As part of the BearHill Security audit it was recommended the portal upgrade to the newest version of PHP Live. This is third party software that RI.gov utilizes for the

“Instant Answers” live chat feature offered through OLIS and the Providence Public Library.

The upgrade was purchased but during an audit of the new version on February 28th it was discovered that both the new and previous versions of the software had potential security flaws. To that end the application was temporarily suspended while the code could be audited. The results of that audit showed that the vulnerability could only be exploited given other conditions within the overall PHP environment. As these conditions are not present on the portal the newest version of the software was installed and the service reinstated on March 8<sup>th</sup>.

### **Server Relocation**

The portal is recommending to the state that servers be relocated from the Augusta Maine Data Center to the Central Data Hosting Facility in Virginia. A detailed project plan has been provided to the CIO and the Division of Information Technology for approval.

### **Customer Service**

During the month of February we responded to 42 customer service calls inbound and outbound, the majority of which were for questions regarding legitimate RI.gov charges received on credit card statements and DMV online renewal assistance.

RI.gov received 18 general customer service emails, related to either the online content or questions about the portal and services.

DMV online renewals received 26 emails, mostly from users that needed assistance with the renewal application. We also received 35 miscellaneous DMV emails, primarily requests for tax block information, driver’s license information, and suspension information, etc. DMV Personal MVR’s received 5 emails requesting assistance retrieving records.

Our newest application for DLT Right-to-Know received 1 email questioning whether their account was set-up.

We forwarded 9 emails to Ask a Librarian, concerning information that couldn’t have been answered in-house. 38 Taxation emails received were primarily questions regarding the online refund status. DEM received 5 emails pertaining to Boat registration.

Each phone call and or email received here at RI.gov has been responded to within the same business day they are received.

### **Summary Totals:**

- 42 Customer service calls
- 18 General Emails
- 9 Ask a Librarian
- 26 DMV Online Renewal
- 5 Personal MVR Email
- 35 DMV misc. Emails
- 38 Taxation Emails
- 5 DEM – Boat Renewals

## Financials

	# of Trans.	Gross Revenue	Statutory Fees	Net Remainder	Conv. Fee
<b>DMV APPLICATIONS</b>					
MVRs	31,469	\$566,442.00	\$503,504.00	\$62,938.00	\$2 per
Vehicle Reg. Renewal (no fee)	5,169	\$319,280.00	\$319,280.00	\$0.00	None
Personal MVRs	316	\$5,688.00	\$5,056.00	\$632.00	\$2 per
<b>TOTAL DMV Interactive</b>	<b>36,954</b>	<b>\$891,410.00</b>	<b>\$827,840.00</b>	<b>\$63,570.00</b>	
<b>OTHER INTERACTIVE</b>					
DBR Annual Report Filing	27	\$23,610.00	\$22,710.00	\$900.00	\$10 per license
DBR Travel Agent Licensing	25	\$1,657.50	\$1,625.00	\$82.50	\$2 per + 2% rounded to \$.10
DBR Real Estate Licensing	0	\$0.00	\$0.00	\$0.00	\$2 per + 2% rounded to \$.10
DEM Agriculture	0	\$0.00	\$0.00	\$0.00	3.50%
DEM Boat Reg. Renewal	215	\$15,530.00	\$15,090.00	\$440.00	Sliding (avg. \$2.40)
DEM Fishing License	1	\$35.00	\$34.00	\$1.00	\$1 per (\$.50 stamp)
DEM Marine Licensing	56	\$12,260.61	\$11,855.50	\$405.11	Sliding (avg. \$6.25)
DLT Right to Know (no fee)	21	\$0.00	\$0.00	\$0.00	None
DLT Right to Know	0	\$0.00	\$0.00	\$0.00	\$3 Per
RIHEAA Student Loan Trans. Fee	27	\$27.00	\$0.00	\$27.00	\$1 per
RIHEAA Student Loan Conv. Fee	-	\$4,095.00	\$4,013.00	\$82.00	2% rounded to \$.50
RISP Training Academy	0	\$0.00	\$0.00	\$0.00	\$2.50 per
SOS UCC Filing	0	\$0.00	\$0.00	\$0.00	\$1 per
SOS Business Fast Start (no fee)	0	\$0.00	\$0.00	\$0.00	None
TAX SA BAR Form (no fee)	79	\$0.00	\$0.00	\$0.00	None
TAX SA BAR Form	48	\$763.00	\$710.00	\$53.00	2% Round to .50 + \$1
TAX Quarterly Wage Tax (TX-17)	7	\$3.50	\$0.00	\$3.50	\$.50 per
TAX Business Tax Filing - WEB	6128	\$3,064.00	\$0.00	\$3,064.00	\$.50 per
TAX Business Tax Filing - IVR	1675	\$1,591.25	\$0.00	\$1,591.25	\$.95 per
URI Ram Account Conv. Fee	285	\$855.00	\$0.00	\$855.00	\$3 Per
URI Ram Account Trans. Fee	-	\$34,380.80	\$33,679.00	\$701.80	2% rounded to \$.50
<b>TOTAL Other Interactive</b>	<b>8,594</b>	<b>\$97,872.66</b>	<b>\$89,716.50</b>	<b>\$8,156.16</b>	

## SUBSCRIBERS

New	0	\$0.00	\$0.00	\$0.00	\$75
Renewals	0	\$0.00	\$0.00	\$0.00	\$75 annually
<b>TOTAL Subscriptions</b>	<b>0</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	

<b>GRAND TOTALS</b>	<b>45,548</b>	<b>\$989,282.66</b>	<b>\$917,556.50</b>	<b>\$71,726.16</b>
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### Month to Month 6 Month Trend

	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	% Change Feb to Jan
<b>NET REVENUE BY APP.</b>							
DMV Driver Records	59,760.00	58,534.00	58,350.00	54,488.00	58,732.00	62,938.00	7%
DMV Vehicle Reg. Renewal					0.00	0.00	
DBR Annual Reports	0.00	0.00	0.00	0.00	0.00	900.00	
DEM Boat Registration Renewal	21.50	8.00	18.50	3.00	876.50	440.00	-50%
DEM Marine License Renewal	0.00	0.00	0.00	266.35	168.41	405.11	141%
DEM Fishing Licenses	27.00	13.00	8.00	0.00	1.50	1.00	
Business Fast Start	0.00	0.00	0.00	0.00	0.00	0.00	
Business App. and Registration	65.00	90.50	80.50	56.50	65.00	53.00	-18%
Subscriptions	0.00	750.00	300.00	0.00	225.00	0.00	
Business Tax Filing - Web & IVR	4,630.90	4,995.00	4,619.50	4,765.35	5,258.00	4,655.25	-11%
Qtrly Wage Tax (TX-17)	0.00	443.00	2.50	0.00	466.50	3.50	
RIHEAA Student Loan Payments	114.13	148.62	130.46	176.04	141.50	109.00	-23%
State Police Training Acad.			0.00	0.00	0.00	0.00	
URI Student RAM Acct. Payments	5,835.00	2,270.00	1,815.00	883.40	2,650.90	1,556.80	-41%
DLT RTK	12.00	33.00	9.00	21.00	21.00	0.00	-100%
Personal Driving Records				100.00	536.00	632.00	18%
Travel Agent Licenses						82.50	
<b>Portal Revenue</b>	70,465.53	67,285.12	65,333.46	60,759.64	69,142.31	71,693.66	4%
<b>COST OF SALES</b>							
Communication Costs	945.00	945.00	1,223.00	1,219.00	1,219.00	2,095.00	72%
Total Monthly Merchant Fees	7,561.07	6,336.00	4,566.93	2,282.03	7,541.04	6,507.32	-14%
Merchant Fees billed to state	(4,904.33)	(5,404.56)	(3,775.30)	(1,623.22)	(5,565.50)	(5,380.55)	-3%
Merchant fee correction							
<b>Total Cost of Sales</b>	3,601.74	1,876.44	2,014.63	1,877.81	3,194.54	3,221.77	1%
<b>EXPENSES</b>							
Salaries, Wages, Benefits	33,719.00	33,235.00	32,658.00	34,101.00	33,842.00	34,398.00	2%
Overhead	36,252.00	40,448.00	37,681.00	36,238.00	38,526.00	233,941.00	507%
<b>Total Expenses</b>	69,971.00	73,683.00	70,339.00	70,339.00	72,368.00	268,339.00	271%

Income from Ops (pre-tax)	(3,107.21)	(8,274.32)	(7,019.00)	(10,479)	(6,847)	(199,834)	2819%
Provision for Income Taxes	(1,322.00)	(3,383.00)	(2,863.00)	(4,285)	(1,339.00)	(83,093.00)	6106%
Net Income	(1,785.21)	(4,891.32)	(4,156.00)	(6,194.00)	(5,508.00)	(116,741.00)	2019%

### YEAR-TO-DATE FINANCIAL COMPARISONS

	Feb-01	Feb-02	Feb-03	Feb-04	Feb-05	Feb-06	% Change	% Change
	YTD	YTD	YTD	YTD	YTD	YTD	06 vs 05	06 vs 04
<b>NET REVENUE BY APP.</b>								
DMV Driver Records	0.00	149,052.00	161,482.00	161,142.00	143,186.00	121,670.00	-15%	-24%
DMV Vehicle Reg. Renewal	0.00	0.00	21.00	0.00	0.00	0.00		
DBR Annual Reports	0.00	0.00	0.00	0.00	0.00	900.00		
DEM Boat Registration Renewal	0.00	0.00	334.50	697.00	920.00	1,316.50	43%	89%
DEM Marine License Renewal	0.00	0.00	0.00	0.00	707.10	573.52	-19%	
DEM Fishing Licenses	0.00	0.00	0.00	0.00	8.50	2.50	-71%	
Business Fast Start	0.00	0.00	0.00	0.00	0.00	0.00		
Business App. and Registration	0.00	0.00	0.00	0.00	133.00	118.00	-11%	
Subscriptions	0.00	0.00	0.00	75.00	300.00	225.00	-25%	200%
Business Tax Filing - Web & IVR	0.00	0.00	0.00	4,085.00	8,454.65	9,913.25	17%	143%
Qtrly Wage Tax (TX-17)	0.00	0.00	0.00	0.00	258.50	470.00	82%	
RIHEAA Student Loan Payments	0.00	0.00	0.00	0.00	298.40	250.50	-16%	
State Police Training Acad.	0.00	0.00	0.00	0.00	0.00	0.00		
URI Student RAM Acct Payments	0.00	0.00	0.00	0.00	0.00	4,207.70		
DLT RTK	0.00	0.00	0.00	0.00	0.00	21.00		
Personal Driving Records	0.00	0.00	0.00	0.00	0.00	1,168.00		
Travel Agent Licenses	0.00	0.00	0.00	0.00	0.00	82.50		
<b>Portal Revenue</b>	0.00	149,052.00	161,837.50	165,999.00	154,266.15	139,646.97	-9%	-16%
<b>COST OF SALES</b>								
Communication Costs	0.00	3,053.00	1,890.00	1,890.00	1,890.00	3,314.00	75%	75%
Total Monthly Merchant Fees	0.00	85.00	247.00	2,331.60	10,818.08	14,048.36	30%	503%
Merchant Fees billed to state	0.00	0.00	0.00	(1,738.60)	(7,723.01)	(10,946.05)	42%	530%
Merchant fee correction	0.00	0.00	0.00	0.00	(2,119.56)	0.00		
<b>Total Cost of Sales</b>	0.00	3,138.00	2,137.00	2,483.00	2,865.51	6,416.31	124%	158%
<b>EXPENSES</b>								
Salaries, Wages, Benefits	0.00	35,153.09	55,696.00	63,589.83	67,188.00	68,240.00	2%	7%
Overhead	0.00	63,987.00	42,232.00	61,387.16	69,427.00	272,467.00	292%	344%
<b>Total Expenses</b>	0.00	99,140.09	97,928.00	124,976.99	136,615.00	340,707.00	149%	173%

<b>Total Expenses + Cost of Sale</b>	0.00	102,278.09	100,065.00	127,459.99	139,480.51	347,123.31	149%	172%
<b>Income from Ops (pre-tax)</b>	0.00	46,774.30	61,773.00	38,539.01	14,785.64	(206,681.00)	-1498%	-636%
<b>Provision for Income Taxes</b>	0.00	19,107.00	25,234.00	15,750.00	6,028.00	(84,432.00)	-1501%	-636%
<b>Net Income</b>	0.00	27,667.30	36,539.00	22,789.01	8,757.64	(122,249.00)	-1496%	-636%

### YEAR TO YEAR MONTH COMPARISONS

							% Change	% Change
	Feb-06	Feb-06	Feb-06	Feb-06	Feb-06	Feb-06	06 vs 05	06 vs 04
<b>NET REVENUE BY APP.</b>								
DMV Driver Records	0.00	70,016.00	73,044.00	79,806.00	68,486.00	62,938.00	-8%	-21%
DMV Vehicle Reg. Renewal	0.00	0.00	21.00	0.00	0.00	0.00		
DBR Annual Reports	0.00	0.00	0.00	0.00	0.00	900.00		
DEM Boat Registration Renewal	0.00	0.00	129.50	225.00	374.00	440.00	18%	96%
DEM Marine License Renewal	0.00	0.00	0.00	0.00	413.43	405.11	-2%	
DEM Fishing Licenses	0.00	0.00	0.00	0.00	5.50	1.00	-82%	
Business Fast Start	0.00	0.00	0.00	0.00	0.00	0.00		
Business App. and Registration	0.00	0.00	0.00	0.00	69.50	53.00	-24%	
Subscriptions	0.00	0.00	0.00	0.00	75.00	0.00	-100%	
Business Tax Filing - Web & IVR	0.00	0.00	0.00	2,772.00	4,087.45	4,655.25	14%	68%
Qtrly Wage Tax (TX-17)	0.00	0.00	0.00	0.00	1.00	3.50	250%	
RIHEAA Student Loan Payments	0.00	0.00	0.00	0.00	207.54	109.00	-47%	
State Police Training Acad.	0.00	0.00	0.00	0.00	0.00	0.00		
URI Student RAM Acct Payments	0.00	0.00	0.00	0.00	0.00	1,556.80		
DLT RTK	0.00	0.00	0.00	0.00	0.00	0.00		
Personal Driving Records	0.00	0.00	0.00	0.00	0.00	632.00		
Travel Agent Licenses						82.50		
<b>Portal Revenue</b>	0.00	70,016.00	73,194.50	82,803.00	73,719.42	71,776.16	-3%	-13%
<b>COST OF SALES</b>								
Communication Costs	0.00	1,310.00	945.00	945.00	945.00	2,095.00	122%	122%
Total Monthly Merchant Fees	0.00	85.00	196.00	1,291.60	5,935.07	6,507.32	10%	404%
Merchant Fees billed to state	0.00	0.00	0.00	(1,036.60)	(5,535.48)	(5,380.55)	-3%	419%
Merchant Fee (correction)	0.00	0.00	0.00	0.00	0.00	0.00		
<b>Total Cost of Sales</b>	0.00	1,395.00	1,141.00	1,200.00	1,344.59	3,221.77	140%	168%

<b>EXPENSES</b>								
Salaries, Wages, Benefits	0.00	17,935.69	25,487.00	34,540.83	34,112.00	34,398.00	1%	0%
Overhead	0.00	30,461.29	18,420.00	31,130.16	34,542.00	233,941.00	577%	651%
<b>Total Expenses</b>	0.00	48,396.98	43,907.00	65,670.99	68,654.00	268,339.00	291%	309%
<b>Total Expenses + Cost of Sale</b>	0.00	49,791.98	45,048.00	66,870.99	69,998.59	271,560.77	288%	306%
<b>Income from Ops (pre-tax)</b>	0.00	20,224.15	28,147.00	15,932.01	3,720.83	(199,834.00)	-5471%	-1354%
<b>Provision for Income Taxes</b>	0.00	8,261.00	11,496.00	6,508.00	1,509.00	(83,093.00)	-5606%	-1377%
<b>Net Income</b>	0.00	11,963.15	16,651.00	9,424.01	2,211.83	(116,741.00)	-5378%	-1339%

	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06
<b>DMV Applications</b>																
MVRs	34,053	34,056	37,350	34,243	38,084	36,938	36,756	37,808	36,195	32,795	29,880	29,267	29,175	27,244	29,366	31,469
Vehicle Reg. Renewal	1,292	1,292	3,734	4,354	8,334	4,862	4,940	4,022	3,364	3,911	4,133	4,492	3,103	1,320	4,284	5,169
Personal MVR's														50	268	316
<b>TOTAL DMV Interactive</b>	<b>35,345</b>	<b>35,348</b>	<b>41,084</b>	<b>38,597</b>	<b>46,418</b>	<b>41,800</b>	<b>41,696</b>	<b>41,830</b>	<b>39,559</b>	<b>36,706</b>	<b>34,013</b>	<b>33,759</b>	<b>32,278</b>	<b>28,614</b>	<b>33,918</b>	<b>36,954</b>
<b>Other Interactive</b>																
DBR Annual Report Filing					231	12	0	0	0	0	0	0	0	0	0	27
DEM Boat Reg. Renewal	17	17	228	190	164	217	186	260	133	36	14	5	6	2	392	215
DEM Fishing License		3	3	5	132	335	103	86	124	64	24	12	6	0	1	1
DEM Marine Licensing			47	55			0	0	0	0	0	0	0	41	22	56
RIHEAA Student Loan			15	31	30	25	23	19	27	38	27	33	31	38	31	27
RISP Training Academy							0	0	0	0	0	0	0	0	0	0
SOS UCC Filing							0	0	0	0	0	0	0	0	0	0
SOS Business Fast Start	8	8	13	7	16	8	6	10	0	0	0	0	0	0	0	0
SA BAR Form (No Fee)	37	120	150	94	135	99	95	142	105	107	98	127	97	94	86	79
SA BAR Form (Fee)	83	37	56	61	74	54	55	75	51	52	56	81	68	52	56	48
Qrtly Wage Tax (TX-17)			515	2		593	1	0	788	18	0	886	5	0	933	7
Business Tax Filing – WEB	4,432	4,432	4,904	4,468	4,960	5,490	5,184	5,300	5,961	5,574	5,762	6,589	5,838	6,143	7,094	6,128
Business Tax Filing – IVR	2,213	2,213	2,016	1,951	2,100	1,869	1,882	2,026	1,836	1,899	1,842	1,790	1,790	1,783	1,802	1,675
URI Student RAM Acct							42	21	22	181	942	416	338	183	313	285
DLT RTK											4	89	59	55	7	0
Travel Agent Licenses																25
<b>TOTAL Other Interactive</b>	<b>6,790</b>	<b>6,830</b>	<b>293</b>	<b>281</b>	<b>7,842</b>	<b>8,702</b>	<b>7,577</b>	<b>7,939</b>	<b>9,047</b>	<b>7,969</b>	<b>8,769</b>	<b>10,028</b>	<b>8,238</b>	<b>8,391</b>	<b>10,737</b>	<b>8,573</b>
<b>GRAND TOTALS</b>	<b>45,018</b>	<b>42,135</b>	<b>42,178</b>	<b>41,377</b>	<b>38,878</b>	<b>54,260</b>	<b>50,502</b>	<b>49,273</b>	<b>49,769</b>	<b>48,606</b>	<b>44,675</b>	<b>42,782</b>	<b>43,787</b>	<b>40,516</b>	<b>37,005</b>	<b>45,527</b>

# Traffic

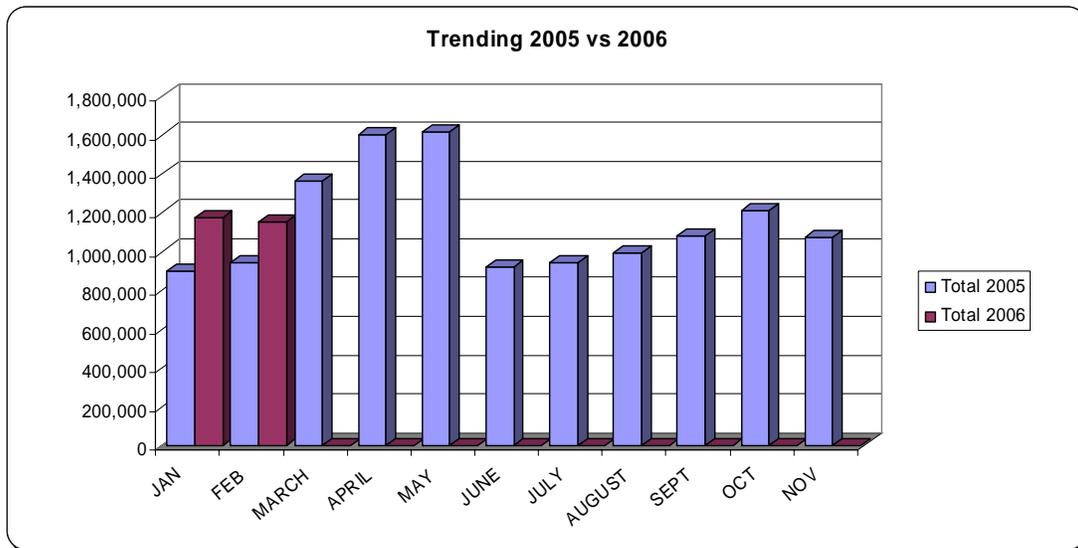
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## **METRIC HIGHLIGHTS:**

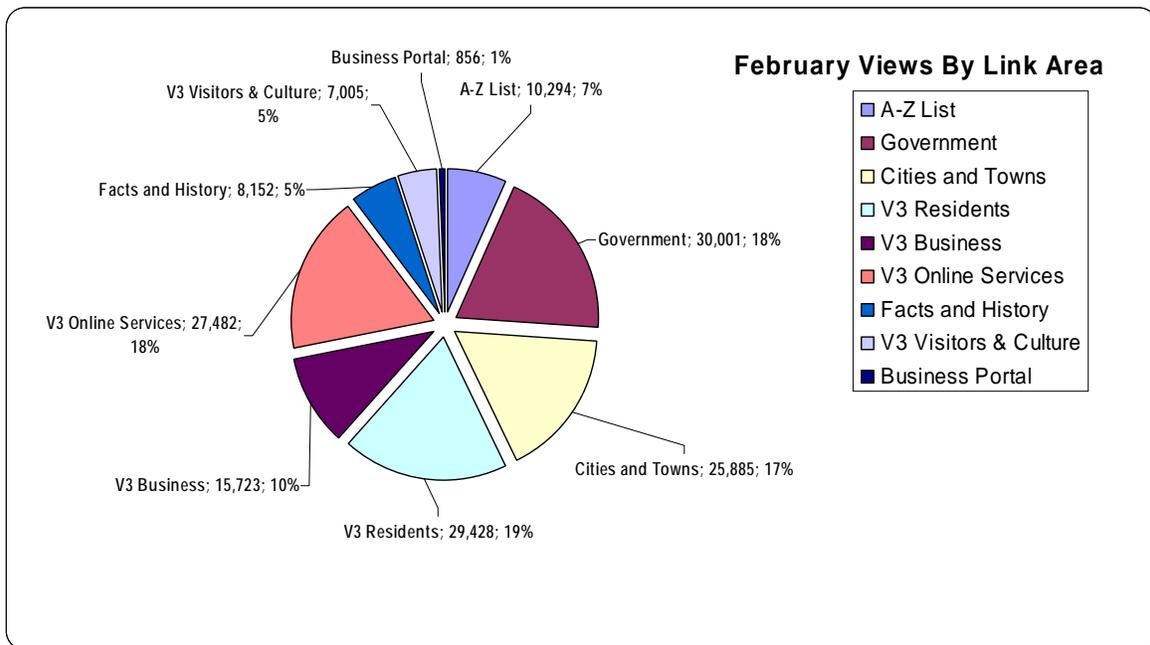
- February was flat with the previous month noting a loss of only 2% which is expected given the 3 day deficit in the month.
- Traffic was up 22% from the previous year highlighting steady growth in overall portal usage.
- While variances in individual areas was for the most part unremarkable we did see nearly a 43% drop in homepage visits. This may be an indication that more people are accessing online services and content directly from either search engines or from links on other agency websites.
- Agency services did show a strong 22% increase from the previous month, despite the 6 day suspension of many of our applications. Most of these page views can be attributed to our tax refund status search which grew from 1900 page views in January to over 45,000 in February.
- Our secondary metrics tracking system noted 190,182 visits to the portal.

<b>Month</b>	<b>Prior Year</b>	<b>Current Year</b>	<b>% Growth: Year to Year</b>	<b>% Growth: Month to month</b>
Jan-06	897,778	1,172,420	31%	14%
<b>Feb-05</b>	<b>939,894</b>	<b>1,147,290</b>	<b>22%</b>	<b>-2%</b>
March-05	524,106	1,358,345	159%	45%
Apr-05	642,501	1,598,321	149%	18%
May-05	610,767	1,613,079	164%	.92%
June-05	672,616	919,784	37%	-43%
July-05	672,393	937,869	39%	2%
August-05	672,393	993,915	24%	6%
Sept-05	666,412	1,077,717	62%	8%
Oct-05	710,988	1,209,278	70%	12%
Nov-05	709,910	1,072,888	51%	-11%
Dec-05	655,805	1,031,020	57%	-4%

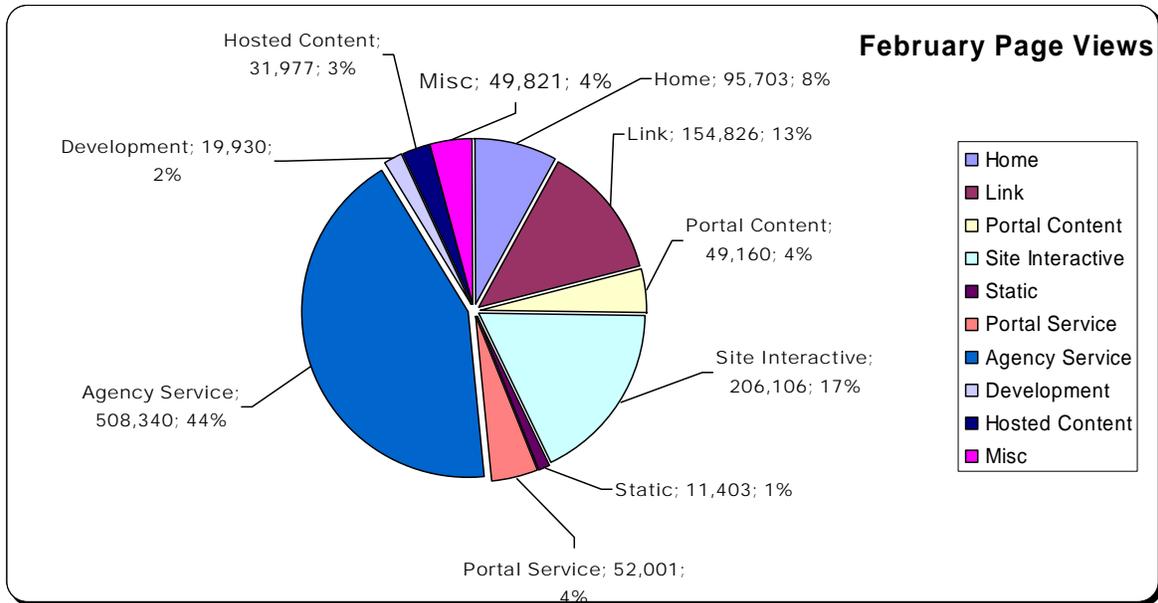
**Page Views Trending:**



**February Page Views by Link Area**



## February Page Views by Category



### Top 10 URLs:

<a href="http://courtconnect.courts.state.ri.us/pls/ri_adult/ck_public_gry_main.cp_main_idx">Adult Criminal Information Database http://courtconnect.courts.state.ri.us/pls/ri_adult/ck_public_gry_main.cp_main_idx</a>	2433
<a href="http://www.tax.ri.gov/">Taxation, Division of http://www.tax.ri.gov/</a>	1900
<a href="http://www.tax.ri.gov/form/form.htm">Rhode Island Tax Forms http://www.tax.ri.gov/form/form.htm</a>	1325
<a href="http://www.dmv.ri.gov/">Motor Vehicles, Division of http://www.dmv.ri.gov/</a>	598
<a href="http://www.dlt.ri.gov/webdev/JobRI/StateJobs.htm">Rhode Island State Job Search http://www.dlt.ri.gov/webdev/JobRI/StateJobs.htm</a>	561
<a href="http://www.dlt.ri.gov/tdi/">Insurance, Temporary Disability http://www.dlt.ri.gov/tdi/</a>	410
<a href="http://www.rilin.state.ri.us/gen_assembly/HouseFinance/BudgetEnacted.pdf">www.rilin.state.ri.us/gen_assembly/HouseFinance/BudgetEnacted.pdf http://www.rilin.state.ri.us/gen_assembly/HouseFinance/BudgetEnacted.pdf</a>	410
<a href="http://www.rilin.state.ri.us/Statutes/Statutes.html">Rhode Island General Laws http://www.rilin.state.ri.us/Statutes/Statutes.html</a>	404
<a href="http://www.rilin.state.ri.us/">General Assembly http://www.rilin.state.ri.us/</a>	392
<a href="http://www.visitrhodeisland.com/facts_history/statesymbols.aspx">State Symbols http://www.visitrhodeisland.com/facts_history/statesymbols.aspx</a>	329

## Marketing & Meetings

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### Marketing

#### **MEDIA AND PROMOTIONAL ACTIVITY:**

- Press release written but not published for Travel License Renewals, Real Estate License Renewals, and Annual Report Filing.
- Article written for the RI Bankers Association Newsletter for DBR Annual Report Filing online service.
- Developed a marketing plan for the eLicensing initiative.

#### **ARTICLES MENTIONING THE PORTAL:**

None, other than follow-up to the incident

#### **AWARDS APPLIED FOR BY THE PORTAL:**

- Submitted a technology award for the Rhode Island Melissa Data Initiative to the Government Solutions Center for an eGov Pioneer Award consideration

## **February Meetings:**

2/01 HRC/Planning for new website  
2/13 DBR Real Estate Licenses  
2/15 DMV Vanity Plates  
2/15 RICDHH  
2/15 DEM Marine Septic  
2/22 Town of Bristol (Conference call for website)  
2/17 DOH Online Surveys  
2/20 DBR Real Estate Licenses  
2/23 DEM Marine Septic  
2/28 Statewide Planning for new website

## **New Project Requests (Ideas)**

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### ***DOC EMPLOYMENT APPLICATION***

As mentioned above in "Project Notes"

### ***RI STATE POLICE OUTREACH APPLICATION***

As mentioned above in "Project Notes"

### ***DMV TITLE SEARCH***

An online subscriber service to offer title information from the DMV database to approved entities.

### ***DBR LIQUOR LABEL REGISTRATION***

At the request of Professional Licensing, Racing and Athletics Division of DBR the portal has started the very early requirements gathering to see if the process of liquor label registration and renewals can be streamlined through an online service.

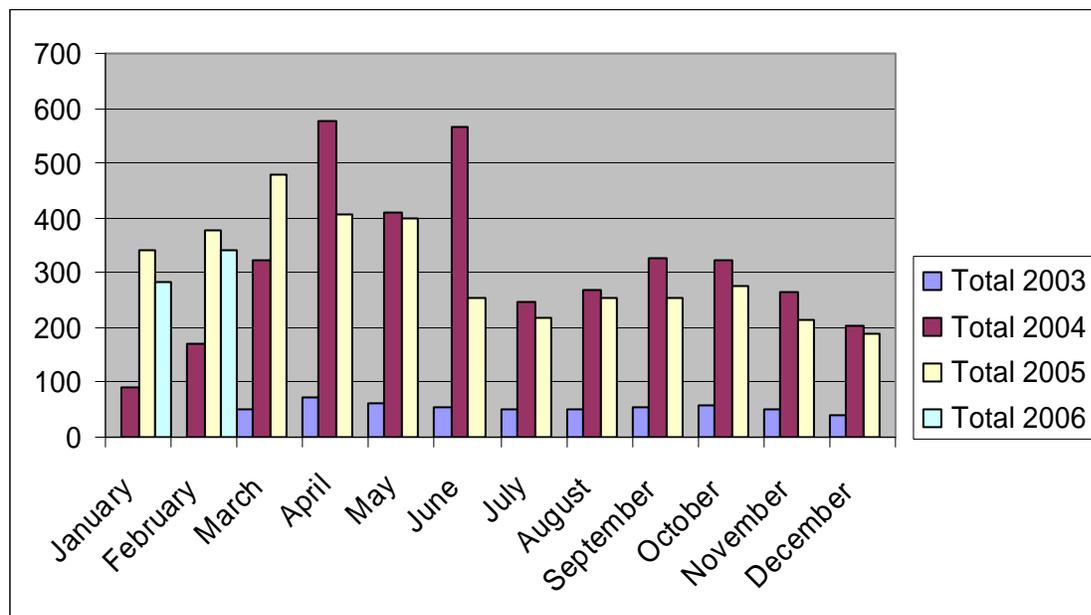
## **Ask a Librarian Data**

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	2003			2004			2005			2006		
	email	chat	Total									
<b>January</b>	0	0	0	89	0	89	249	93	342	197	87	284
<b>February</b>	0	0	0	172	0	172	266	112	378	218	122	340
<b>March</b>	49	0	49	323	0	323	354	123	477			0
<b>April</b>	74	0	74	407	169	576	304	101	405			0
<b>May</b>	60	0	60	289	121	410	281	119	400			0
<b>June</b>	54	0	54	402	165	567	208	47	255			0
<b>July</b>	51	0	51	185	60	245	147	69	216			0
<b>August</b>	51	0	51	185	84	269	184	71	255			0
<b>September</b>	56	0	56	219	107	326	173	81	254			0

<b>October</b>	59	0	59	220	101	321	204	73	277			0
<b>November</b>	52	0	52	202	63	265	149	65	214			0
<b>December</b>	39	0	39	140	62	202	134	54	188			0

**Ask a Librarian Statistical Trends:**



**Feedback:**

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Name: Steven

Subject: Question

I filed and mailed my income tax return on January 11 and still haven't received my refund I would like to know where it is.

Name: Jennifer

Subject: Question

I am desperately trying to renew my registration. It says I owe taxes but I went to the Warren Town Hall and paid them in full. What should my next step be Id like to do this ASAP - thanks for your help

Name: Nina

Subject: Question

I would like to know if how I go about getting my W2 forms sent to me from the years of 2003 -2004 right now I am incarcerated and I have called my former employer form the forms to be sent to me and I have not received any information and is now the end of February . Please help.

Name: Debra

Subject: Comment

Is there a way an out of State attorney can get the driving record on a Rhode Island license without subscribing to your monthly service? And if so how?

Name: Andy

Subject: Comment

I am trying to get through on your phone lines and there is NO WAY of getting through. Your phone system needs a waiting line so that the next call can hold instead of hanging up and continuously getting a busy signal when we call back. I'm horrified

Name: Chet

Subject: Comment

I am quite bothered that DMV is charging an on-line convenience fee. For that reason I will not use your services other than to renew my registration. On-line users save data entry time of staff so I do not think DMV should be charging a fee when the consumer is doing the data entry.

Name: Michelle

Subject: Comment

I am quite bothered that DMV is charging an on-line convenience fee. For that reason I will not use your services other than to renew my registration. On-line users save data entry time of staff so I do not think DMV should be charging a fee when the consumer is doing the data entry.

Respectfully Submitted,

Thomas Viall

General Manager, RI.gov

Office: 401.831.8099 x22

Cell: 401.323.1065

Email: [tomv@neinetwork.com](mailto:tomv@neinetwork.com)

END