



MULTISTATE REGISTRATION FILING PORTAL, INC.



MULTISTATE REGISTRATION & FILING PORTAL

SUBMITTED TO:

Multistate Registration Filing Portal, Inc.
Colorado Secretary of State
Business & Licensing Division
1700 Broadway, Suite 200
Denver, CO 80290

SUBMITTED BY:

Hawaii Information Consortium, LLC
201 Merchant Street, Suite 1085
Honolulu, HI 96813



Date of Submission: May 18, 2016



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Hawaii Information Consortium, LLC, (HIC) respectfully submits for consideration this proposal to MRFP for a multi-state charity registry system. We firmly believe that our experience working with the Hawaii Department of the Attorney General Tax Division and sister portals' experience working with Colorado's, Maine's, and Utah's Business and Licensing Divisions positions HIC to be MRFP's best option for a partner to deliver and operate the new system multistate registration and filing system in a self-funded method.

Thank you for your consideration of Hawaii Information Consortium, LLC.

Sincerely,

Russell Castagnaro
President & General Manager
Hawaii Information Consortium, LLC

Background

At HIC, we believe that the public's interactions with government should be as straightforward and easy to complete as possible. We think that it is a reasonable expectation for government services to work as well as, or better than, other commercial and retail business transactions.

In 1999, the State of Hawaii initiated the Internet Portal project after a scathing report rated Hawaii 49th in the nation for public access to government services. Representatives of the State and Counties met with the top 10 states to determine what Hawaii lacked and what could be done. The result was an Omnibus package of legislation that allowed for a vendor to provide a web-based portal, or single access point, to electronically deliver services and information. An RFP was issued for a self-funded Internet Portal Provider. In 2000, the State entered into a contract with the Hawaii Information Consortium (HIC) a subsidiary of NIC Inc. The contract called for HIC to develop the Internet Portal based on a customer-centric approach with a consistent user interface, and without increasing the tax burden on the residents and businesses of Hawaii. As part of this contract, initial investment capital for hardware, software, communications, facilities, and other related items were provided at no cost to the State by HIC. In 2008, a new Internet Portal Manager RFP was issued which added provisions for web content management, time and materials project fees and hosting fees for web-based and mobile applications. In 2014 Hawaii was recognized as the Best State Government Website in the United States by the Center for Digital Government.

Over the period of our contract, HIC redesigned and hosted the State Internet Portal and provided an integrated search engine. In partnership with the Portal Partners, it has developed and is continuing to develop web and mobile applications to deliver information and 94 online services to the public. In addition, HIC has promoted the Portal to Government Agencies, private and public organizations, while providing reporting, user and performance statistics to our oversight body the Access Hawaii Committee.

The Portal is a self-supporting and cost-effective service provider that enables enhanced access to public information and services. The key components of the Portal system are a Hawaii 'home page' that is designed from a citizen point of view, applications that support on-line processing of licenses, filings, permits, applications, renewals, database searches, and presentation of information to citizens and businesses. It has been developed and operated without increased tax burden on the residents and businesses of Hawaii.

HIC's history with the Department of the Attorney General (AG) started early in our history. The State's sex offender registry in 2003 has been upgraded multiple times and now includes a mobile application that has won multiple awards. eCrim (Criminal History Ordering) has been a major success since its 2005 launch. The State ID program was effective at redirecting over 40% of the 50,000 to 80,000 ID holders per year to an online channel before the responsibility for that service was moved to the Department of Transportation a few years ago.

In 2009 the Charity Registry was developed for the AG in conjunction with tools from the Urban Institute initially; more recently we began interfacing with the IRS directly for filing information. The Professional Fundraiser Registration System manages all professional fundraisers registered in the State of Hawaii. Since its launch last year, the service has been instrumental in managing fundraisers and providing public access to organization information.

Most of these services are self-funded using one of two options. The service is either wholly funded by the portal in exchange for future transaction fees collected or ongoing maintenance and upgrades are funded through transaction fees. All data and information collected, managed, or disbursed through our services is owned and accessible by the department and/or division which uses the service.

MRFP Requirements

We are confident that we can comply with the identified requirements that were identified in the RFI. HIC has a system in place for Hawaii that can be configured to meet all of the requirements requested in the RFI, and can be delivered and supported under a transaction-based funding model.

Requirement 1

Allow charitable organizations and their professional fundraisers to register and file annual renewals and reports with multiple state charity offices through a single process.

HIC developed and operates the State of Hawaii Charity Registration and Professional Fundraiser Registration registries located at <http://ag.ehawaii.gov/charity> and <http://ag.ehawaii.gov/fundraiser>. The Hawaii Charities Online service has processed over 13,000 registrations and payments since creation in 2009. The Professional Fundraiser Registration manages over 200 new and renewal registrations on an annual basis.

HIC has a long history of handling form intake for multiple agencies, processing the payment for those forms in one transaction, managing the workflow of those forms and disbursing the funds to the appropriate agency.

One example is with the Hawaii Department of Commerce and Consumer Affairs. Hawaii Business Express (HBE) is a multi-agency government service providing online, one-stop registration services to new and existing businesses. HBE helps individuals and entities meet the regulatory and permitting requirements for operating a business in the State of Hawaii.

Requirement 2

Allow population of registration fields with data from electronically filed IRS 990 and 990EZ Tax Returns for tax-exempt entities (Forms 990), and allow receipt of electronically filed 990s in machine-readable form from IRS, the user, or other sources.

HIC has implemented this functionality in our current solution with the Hawaii Department of the Attorney General. We interface directly with the IRS to pull 990 forms and the accompanying XML data for tax-exempt entities registering in Hawaii.

Requirement 3

Allow registration service providers to transmit data for multiple registrant/clients electronically.

HIC can provide a web service that will allow bulk-filers (service providers) with approved credentials to submit registrations for tax-exempt entities in multiple states. We currently have similar functionality for services in Hawaii such as Bulk General Excise Tax, Motor Vehicle Renewal, Modernized eFiling (Income Tax), and Driver History Requests.

Requirement 4

Allow private foundations to file a copy of their IRS Form 990-PF with their state attorney general in machine-readable electronic form, if available, or as a PDF.

HIC currently provides this functionality for multiple services in Hawaii and would do so for each of the pilot-states and other participating jurisdictions as they come online.

Requirement 5

Make the non-confidential collected registration data public in an open data format. Confidential data and Personally Identifiable Information must be inaccessible to unauthorized users.

At HIC we highly value open data yet also realize that certain data must remain confidential to protect individuals and organizations. We have experience using Open Data platforms such as Socrata and Open Tableau, however we realize that these solutions may be excessive for MFRP's purpose.

Once publicly available fields are identified by MRFP, we can make the public data available as a file download.

Requirement 6

Allow users to attach supporting documents as necessary.

HIC provides this functionality currently through several of our services. In our multi-state filing solution, HIC would allow for different types of documents to be attached to a registration for each state's unique filing requirements

Requirement 7

Provide analytic tools for charity regulators to identify outliers that will enable improved response by regulators to potential fraud prevention, negligence or poor governance practices that may lead to loss or waste of charitable assets.

HIC will provide a dashboard and standardized reports with common metrics identified by MRFP that will make it very clear what non-profit entities may require regulatory action.

We will also provide access to a relational database that can be queried on demand.

Requirement 8

Use a transaction-based funding model.

HIC has over 15 years of experience in developing services based on self-funded and hybrid funding models. Our parent company NIC Inc. has over 20 years in developing services under transaction-based funding models, and it is a core component of NIC's service offerings.

Requirement 9

Accept payment of state registration fees from applicants and allocate them to the appropriate state(s).

HIC would accept payment of state registration fees using our secure payment processing solution, and then when the funds have settled, HIC will allocate the funds electronically to the appropriate state(s) through Automated Clearing House (ACH) transfers according to each state's specific agreement with HIC.

Summary

HIC stands ready to work with MRFP on implementing a world-class Multi-State Registry and Filing System that will provide more transparency, support itself through user fees, simplify regulation at the state level and provide enhanced features to the public and interested parties.



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