IOWAccess Monthly Status Report

July, 2005

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August, 2005 Issues and Updates

Update on the IOWAccess Request for Proposals (RFP Number BD80500S351)

As I reported last month, the Purchasing Division of the DAS – General Services Enterprise issued a Notice of Intent to Award the bid to the Iowa Interactive of Des Moines, Iowa on July 15, 2005. During bid review process, the RFP scoring committee had disqualified Alliance Technologies of Des Moines, Iowa for being non-compliant. On Wednesday, July 20, 2005 the Department of Administrative Services received a Notice of Appeal and Request for Stay of Action from Alliance Technologies for the award of the IOWAccess Contract to Iowa Interactive.

After meeting with legal counsel, the committee decided to score the Alliance Technologies proposal using the same process observed for scoring the other vendor proposals. Upon completion of the scoring, Alliance Technologies received the highest point total of any of the vendors. In examining the Alliance Technologies response, it was easy to determine the pivotal factor was their cost proposal. The Alliance Technologies cost proposal was dramatically lower than the other bids. Based on their knowledge of the work required to service this contract, the scoring committee questioned Alliance Technologies' ability to provide the required services for the price stated.

As a result of these circumstances, all bids were rejected. The Information Technology Enterprise is rewriting the RFP technical specifications and score sheet to provide a better description of the work required and develop an RFP scoring scheme that more accurately reflect the State of Iowa's priorities and prevents anomalies in the bid responses from skewing the results. We will be reissuing the RFP as soon as possible.

Prior to September 30th, we will be executing a provision in the current Iowa Interactive contract for a "transition period" that will keep services in place until the new contract is awarded.

e-Government Funding Opportunities for Local Government

Mollie Anderson has had conversations with the Governor's Office regarding reaching out to local government through IOWAccess with funding and technical assistance for e-Government. The accomplishments of IOWAccess applications and services at the State level have been well received and have fulfilled citizen's expectations of their government. As the IOWAccess Advisory Council requested in the special meeting on this topic on July 13, 2005, I have prepared an informational brochure for raising the awareness of the availability of e-Government funding. It was sent as an additional attachment to the status report this month.

Please review the brochure and feel free to provide feedback. I have tried to briefly explain IOWAccess, provide examples of projects funded at the State level, and describe the opportunity for local government. Under the "Conditions of Funding", I have tried to describe the scope of "local government" as envisioned by this program and the basic terms and conditions for the program.

Once there is agreement on the program, I will deploy a website developed for the Local Government e-Government Funding Program and produce a short program guide for perspective applicants containing instructions for the application process and other guidelines, as needed. We can e-mail and/or direct mail the program brochure to local government offices and associations. Quantities of brochures can be produced for the association meetings as well as inexpensive business cards with the name of the funding program and contact information. Mollie Anderson is anxious to see the IOWAccess Advisory Council successfully connect with local government in this effort. Please see the next item (*FY07 IOWAccess Budget Proposal*) for some related information. I will include this program as an agenda item at the September 14th IOWAccess Advisory Council meeting.

FY07 IOWAccess Budget Proposal

The FY07 budget development process is now in process. ITE has developed the initial draft of the IOWAccess offer (i.e. budget request). In considering the results requested from the Administration / Regulation Buying Team that will be reviewing the IOWAccess request, ITE has prepared two IOWAccess offers. One offer is a status quo request for $1 million in FY07. The second offer is a request for $2 million in FY07. The increased funding would be used to: a) support several potentially high dollar projects that are in the early planning stages now; and b) expand the Local Government e-Government Funding Program. A draft of both offers is included in the appendixes at the end of this status report. The timeline for the preparation and review of the budget offers is:

Monday, August 29 .... First drafts completed

Friday, September 2 .... Edited Drafts of offers to Buying Teams (meetings with buying

team and negotiations during next 2 to 2 ½ weeks)

Wednesday, September 21 ... Final offers to Mollie for final approval

Monday, September 26 .... Final edits to offers as necessary.

Tuesday, September 27 .... Editing completed and budget document sent to printer

Monday, October 3 .... Final budget offers submitted to IDOM

There will be an agenda item for the September 14th IOWAccess Advisory Council meeting to discuss the two offers and decide on a course of action. The necessary modifications will be made and submitted to Mollie Anderson by the September 21st deadline.

Action Taken at the Inaugural Meeting of the Technology Governance Board

On August 12, 2005 the Technology Governance Board approved convenience fees for Online Licensure of Public Health Officials and Internet requests for Criminal Background Checks from the Department of Public Safety, as recommended by IOWAccess Advisory Council at the July 13, 2005 meeting.

Fiscal Year 2006 IOWAccess Budget Projection

	July	August	September	October	November	December	January	February	March	April	May	June	FY 2006
Revenues:													
Interest Income	1,767	1,767	1,767	1,767	1,767	1,767	1,767	1,767	1,766	1,766	1,766	1,766	21,200
Appropriation			1,000,000										1,000,000
Fees-DMVR	196,308	192,927	188,682	195,879	162,942	138,936	156,495	153,024	187,977	164,307	154,986	189,084	2,081,547
Total Revenues	**198,075**	**194,694**	**1,190,449**	**197,646**	**164,709**	**140,703**	**158,262**	**154,791**	**189,743**	**166,073**	**156,752**	**190,850**	**3,102,747**
Expenditures:													
Technology Governance Board:													
• Personal Services	20,833	20,833	20,833	20,833	20,833	20,833	20,833	20,833	20,833	20,833	20,833	20,833	250,000
• Travel	416	416	416	416	416	416	416	416	416	416	416	416	4,992
Travel - IOWAccess Advisory Council		300			300				300		300		1,200
Professional Services for e-Government Maintenance	94,882	93,248	91,196	94,675	78,755	67,152	75,639	73,962	90,856	79,415	74,910	91,391	1,006,081
ITE Support Costs:													
Internet Communication Costs	2,272	2,272	2,272	2,272	2,272	2,272	2,272	2,272	2,272	2,272	2,272	2,272	27,264
Infrastructure/Application Support	47,110	47,110	47,110	47,110	47,110	47,110	47,110	47,110	47,110	47,110	47,110	47,110	565,320
Application Support -IGOV	13,318	13,318	13,318	13,318	13,318	13,318	13,318	13,318	13,318	13,318	13,318	13,318	159,816
license fees, software & hardware					5,000							5,000	10,000
Other Expenses						1,950							1,950
Remaining balance on projects approved prior to 7/1/2005	1,858,154												1,858,154
New project costs	150,000	150,000	150,000	150,000	150,000	150,000	150,000	150,000	150,000	150,000	150,000	150,000	1,800,000
Total Expenditures	**2,186,986**	**327,497**	**325,146**	**328,624**	**313,005**	**308,052**	**309,589**	**308,211**	**324,805**	**313,364**	**309,159**	**330,340**	**5,684,777**
Cash Balance Brought Forward	**2,424,237**	**435,326**	**302,523**	**1,167,826**	**1,036,848**	**888,552**	**721,204**	**569,877**	**416,457**	**281,395**	**134,104**	**(18,303)**	**2,424,237**
Net cash, operations	**435,326**	**302,523**	**1,167,826**	**1,036,848**	**888,552**	**721,204**	**569,877**	**416,457**	**281,395**	**134,104**	**(18,303)**	**(157,793)**	**(157,793)**

Information Technology Enterprise – IOWAccess Project Status Report as of August 24, 2005

Department	Project Number	Project Name	Approved	Status	Planning start	Planning End	Coding Start	Completion / Rollout
Campaign Ethics	IA-007-FY04-Ethics	Miscellaneous Contribution Tracking	11/3/2003 Additional Funding 7/13/05	Execution Phase has been started and SOW has been completed. Looking to start programming.	1/15/2005	6/1/2005		
Campaign Ethics	IA-008-FY04-Ethics	Lobbyist/Client Tracking System	11/3/03	This will be put back into the schedule. Currently working on other agency tasks.	12/1/2004	TBD		
Campaign Ethics		Personal Fin Disclosure - *Planning*	7/13/05	Planning documents completed and being reviewed internally. Expect customer to present Execution funding request at Sept board meeting.				
Inspections and Appeals	IA-004-FY04-DIA	Food Inspections Online	original - 11/3/03 funding increase - 4/19/04 Ph 2 funding - 5/11/05	Customer is testing ver. 1.7 and ver 2.0. Ver 2.0 is without on-line renewal feature because of Director Young's goal to have Web access available by 9/9. On-line renewal will be added after that release.	Phase 2 start 1/31/05	Phase 2 end 5/1/2005	5/16/2005	8/31/2005
Inspections and Appeals	IA-002-FY04-DIA	Targeted Small Business Online	11/3/03	Progress stopped due to customer availability issues resulting from leaves and State Fair responsibilities (same customer staff as on Social Gambling).	5/23/2005			

Department	Project Number	Project Name	Approved	Status	Planning start	Planning End	Coding Start	Completion / Rollout
Inspections and Appeals	IA-003-FY04-DIA	Social Gambling Online	11/3/03	Have sign off on mock ups and will start coding 8/22. Progress had been slowed due to demands on customer staff from State Fair inspections.		2/28/2005	8/22/2005	
Department Human Services	IA-010-FY04-DHS	Food Stamps - Web Intake	1/26/04	Customer has opted to use their own resources to work on this. ITE has handed over work products, as of 7/31, to DHS. They will be reporting status from this point forward.				
Department of Human Services	IA-001-FY04-DHS	Child Development Home Registration Renewals	1/26/04	Continuing screen mock up and review. This process has moved slowly due to staff leave on both customer and ITE.		TBD	6/13/2005	
Iowa State Univ.	???	28E Project	4/19/04	See page 12.	11/23/2004			
ISU		E-Government Research Project	6/17/04	See page 11.				
Department of Revenue	P-025-FY04-DRF ?	Electronic Tax Administration	1/26/04	See page 10.				
Department of Public Safety		Criminal History Background Check	6/17/04	Customer to provide information to ITE before we can resume work.	8/6/2004	TBD		
Department of Public Safety		Enterprise E-Mail Subscription Service	9/10/04	Waiting for Statement of Work to be signed by customer.				

Department	Project Number	Project Name	Approved	Status	Planning start	Planning End	Coding Start	Completion / Rollout
Department of Agriculture		Soil Conservation Grant application - *Planning*	Planning phase - 9/10/04	Held walk -through with designated pilot group and received very positive feedback. System size and complexity has expanded significantly from the original concept that was used for Planning estimates.	11/30/2004			
Department of Public Safety		Missing Person's Reports On-line - *Implementation Phase*	Implementation - 5/11/05	Coding has progressed smoothly. We have loaded test data to facilitate completion of coding and system testing.		5/11/2005		
Department of Public Safety		National Sex Offender Public Registry	Discretionary Fund	Functionality was completed and Dept of Justice moved Iowa's service into their production environment 8/19. Can be accessed at www.nsopr.gov. Will be moving to maintenance mode.				8/19/2005
DNR		Dgtl Camera/Prof Photo Svces for Campsite Photos	9/10/04					
ICN		Interactive State Phone Directory - *Planning*	11/10/04					

Department	Project Number	Project Name	Approved	Status	Planning start	Planning End	Coding Start	Completion / Rollout
Judicial Branch		Supreme Court Commissions - *Planning*	Planning phase - 3/9/05	Planning will be completed by 9/5. Anticipating that the customer will present their Excution funding request at the Sept board meeting.	3/14/2005	9/9/2005		
Iowa Civil Rights Commission		Web Access - *Ph 1 & Planning*	Ph 1 work and Ph 2 planning - 5/11/05	Most screen mock ups have been completed and are now doing report mock ups. Customer has had some unavailability due to vacations and other commitments. Progress should resume in Sept.	5/12/2005			
Dept of Commerce Alcoholic Beverages		Web Access - *Implementation*	7/13/2005	Online Licensing module is in user test. Code to meet signed Requirements will be done by 8/26. Customer plans for rollout to initial group of licensing authorities approx 10/1. Held a demo of Beer/Wine Tax module for brewers/vintners/distributors on 8/17. Customer has asked that we suspend additional work on module until they get feedback on demo.			7/13/2005	9/15/2005
Department of Management		Electronic Local Budget Submission	Planning - 7/13/05	Progressing with Requirements gathering. Have started screen mock ups.				

Completed Projects are listed on the next page.

Information Technology Enterprise - Completed Projects

Department	Project Number	Project Name	Approved	Status	Planning start	Planning End	Coding Start	Completion / Rollout
Campaign Ethics	IA-006-FY04-Ethics	WRS Public Access Improvements	11/3/03	Project is complete and has been moved into production.				
Department of Public Safety		Missing Person's Reports On-line - Planning Phase	Planning - 9/10/04	Planning completed. Funding for implementation approved and will be reported under a new line item.	1-Feb	1-May		
State Auditor's office		State audit reports online	Concept approval - 6/17/2004 Funding approved -9/10/04	Project completed and in production.				
Department of Education	IA-005-FY04-ED	Online Teacher License Renewal	original 11/3/2003 added funding - 1/12/05	Maintenance mode.				

Update on Electronic Tax Administration Program
August 19, 2005

Recent activity has included:

➢ Continued implementation of Sales and Use tax component of the Business Efile& Pay application. Initial filings by semi-monthly and monthly filers appears to have gone well with the initial payments that were due in July and August

➢ With the volume of taxpayers involved in sales and use tax filings (over 110,000 filers), providing customer service to assist these filers remains a priority of the agency. Monitoring of call volumes and allocation of staff resources to insure timely customer service, remains a priority of the agency as the various filing deadlines approach.

➢ A second quarterly filing for Withholding taxes occurred around the July 31 due date and was again successful with over 85% of the quarterly filed returns being received via the electronic application.

➢ High level design discussions were completed in August on the application components that will allow taxpayers to pay individual/corporate income taxes electronically and to file and pay motor vehicle fuel taxes. Both applications are planned for implementation at the beginning of calendar 2006.

➢ Negotiations were completed with vendor to permit the continuation of the income tax "telefile" application for 2006 filing season. The department has committed to the continuation of this service despite the fact that the IRS will be dropping such an offering for federal tax purposes.

e-Government Policy Research Project Update
August 23, 2005

For the e-government policy research project during the last month, we at the Public Policy and Administration Program (PPAP) have completed the final e-government citizen survey report and continued working on the third (final) report.

➢ For the e-government citizen survey report:
>   The major accomplishment is the completion of the final report, which was submitted on August 12, 2005.
>   o The team received comments from IowAccess Council members on analysis, interpretation, and policy recommendations.
>   o The team did additional research to address the Council members' comments.
>   o The team made significant revision to the draft report as its effort to address the comments from Council members.

➢ For the final report:
>   o The team continued working on revising the outline of the draft report.
>   o The team compared and contrasted the findings from the business and citizen survey reports with the focus on demand and financing issues.
>   o More research was done on the best way for state agencies to make citizens and businesses aware of their online services as well as the competition among various service delivery channels (online included) as the preferred channel for citizens and businesses.

In the coming month, the PPAP team will complete the final draft of the third (final) report for review by the ITE and the IowAccess Council.

28E Project Update

August 25, 2005

✓ ITE and SOS have continued working on the system design. We were informed on August 13 that these two offices are close to finalizing the details.

✓ We continue creating the 28E website at ISU that will host the management reports, the survey results, and the GIS maps. These will be accessed through a link from the Secretary of State's website. The 28E database will reside completely on the SOS website, including filing of new 28Es and accessing the new 28E database.

✓ We have been preparing management reports for publishing on the ISU 28E Web site. They are being revised into final form. They will be published in the coming month.

✓ We entered data from the survey responses of a few more cities. They are responding to pleas at the March 18 ISAC-League-ISU workshop for more survey responses. These are being entered into the database and will be reflected in the final analysis.

Appendix A. Draft FY07 IOWAccess Budget Offer – Status Quo ($1 million)

This offer is for a (pick one):
_____ new activity
_____ improved existing activity (describe improvements in narrative below)
__**X**__ status quo existing activity

Result(s) Addressed: Deliver high quality, low cost administrative services to State Departments and effective, efficient compliance monitoring of regulated industries.

Participants in the Offer: DAS - Information Technology Enterprise

Person Submitting Offer: Mollie Anderson

Contact Information: Mark Johnson, DAS, Hoover State Office Building, Level A
(281-4742)   e-mail: mark.johnson@iowa.gov

OFFER DESCRIPTION: This offer seeks funding to support the information technology hardware, software, Internet services required to maintain IowAccess, Iowa's state government web portal. The requested funding will also support limited development of e-Government applications to serve constituents through IOWAccess. Since its inception in 1997, the IOWAccess program has been connecting Iowans with their government by harnessing the accessibility and technology of the Internet. The funding of IOWAccess applications fosters agency partnerships; improves the availability, quality, use, and sharing of data; provides a unique source of funds for innovative e-Government programs; and can be used to as an adjunct to state or federal appropriations to improve the effectiveness of those funding streams.

The funding of IOWAccess projects is monitored by an advisory council representing state government and the general public. Project funding and other recommendations from this council are forwarded to the Director of the Department of Administrative Services, who, after a review, submits them to the Technology Governance Board for final review and approval. This advice and consent process ensures that IOWAccess expenditures are targeted at relevant electronic government services. All projects funded through IOWAccess are: a) consistent with established leadership priorities; b) properly planned; and c) have clearly defined timelines, measurable results, and return on investment.

According to the Economic Development Buying Team, 82.1% of Iowans have access to the Internet. Research from the National Governor's Association – Center for Best Practices indicates that among public's highest priority for improvements at the State and local levels of government are:

- Improved and more widely accessible governmental services. Most citizens expect more for less in many of their consumer and business purchases - they have similar expectations for government services.

- For state government to be continually more efficient in using its resources.

- Providing easier and quicker access to information and more direct contact with officials in all branches of government through e-mail and web sites. There is a growing expectation for more, not less, of this interactive environment.

The Information Technology Enterprise has an established record of building, deploying, and maintaining highly functional, secure, and reliable e-Government services that enable IOWAccess to address each of these priorities.

OFFER JUSTIFICATION

IOWAccess provides tools of E-Government - $2.9 million in e-Government projects have been financially supported by the IOWAccess revolving fund from July 1, 2003 to date, including: an interactive Purchasing Results website to improve constituent interaction with the public budgeting process; an automated Civil Rights case management system; online license renewal systems for teacher, real estate, professional engineer, accountant, architect, landscape architect, and social gambling licenses; electronic filing of income tax returns, sales taxes, and other excise taxes; Internet availability of computerized criminal histories; installation of in-car computers in State Patrol vehicles to improve public safety operations and speed the flow of data to criminal justice systems and online citizen-facing applications; support for the online Iowa Sex Offender Registry which recently became integrated with the U.S. Department of Justice's National Sex Offender Public Registry; planning for an improved missing persons reporting system; e-Government constituent research; automation of government food inspection processes and providing the public with web access to the results; registration of child development homes and an Internet application process for food stamps; and tracking and reporting data from political committees, lobbyists, and miscellaneous contributions having statutory reporting requirements.

IOWAccess offers valuable services to state departments comparable to the private sector, often at no charge – State agencies, boards, and commissions have professional web application planning and development services available through IOWAccess.

IOWAccess simplifies compliance for regulated parties – The online Administrative Rules process established by the Governor's Office has improved the efficiency of changing, adding, and deleting administrative rules and has simplified and improved the public comment on proposed rule changes.

IOWAccess provides tools to high-level State department managers – Rules; guidelines; processes; procedures; and the meeting minutes and work products of public bodies, work teams and task forces are available online. This assists department managers in reliably obtaining the most current information in order to operate according to the Iowa Code, priorities of key policymakers, and legislative intent.

PERFORMANCE MEASUREMENT AND TARGET

The performance targets for IowAccess are: a) to have the web portal accessible 99.5% of the time with availability measured and reported on a monthly basis; b) successful completion (on time, within budget, and fully functional) of 95% of IOWAccess projects; and c) the results of customer satisfaction surveys indicating 80% of responses in the top two

categories on a five category scale (i.e. totally dissatisfied, dissatisfied, neither satisfied nor dissatisfied, satisfied, totally satisfied).

PRICE AND REVENUE SOURCE

Total Price: $1,000,000

Expense Description:	Amount of Expense:	FTEs:
Internet Communication Charges	$28,000	0
Infrastructure - Servers, network support, technicians	$404,544	2
Applications Development & Support Services	$567,546	4.25
Total:		

Revenue Description:	Amount:
(General Fund e.g.)	
The first $1,000,000 collected &transferred by the Department of Transportation to the Treasurer of State with respect to the fees for transactions involving the furnishing of a certified abstract of a vehicle operating record under section 321A.3, subsection 1.	$1,000,000
Total:	**$1,000,000**

Appendix B – Draft FY07 IOWAccess Budget Offer – ($2 million)

This offer is for a (pick one):
_____ new activity
___X___ improved existing activity (describe improvements in narrative below)
___ ___ status quo existing activity

Result(s) Addressed: Deliver high quality, low cost administrative services to State Departments and effective, efficient compliance monitoring of regulated industries.

Participants in the Offer: DAS - Information Technology Enterprise

Person Submitting Offer: Mollie Anderson

Contact Information: Mark Johnson, DAS, Hoover State Office Building, Level A
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OFFER DESCRIPTION: This offer seeks funding to support the information technology hardware, software, Internet services required to maintain IowAccess, Iowa's state government web portal. It also seeks increased funding from the $1 million FY06 amount to expand the applications and services offered through IOWAccess. Since its inception in 1997, the IOWAccess program has been connecting Iowans with their government by harnessing the accessibility and technology of the Internet. The funding of IOWAccess applications fosters agency partnerships; improves the availability, quality, use, and sharing of data; provides a unique source of funds for innovative e-Government programs; and can be used to as an adjunct to state or federal dollars to improve the effectiveness of those funding streams.

The funding of IOWAccess projects is monitored by an advisory council representing state government and the general public. Project funding and other recommendations from this council are forwarded to the Director of the Department of Administrative Services, who, after a review, submits them to the Technology Governance Board for final review and approval. This advice and consent process ensures that IOWAccess expenditures target relevant electronic government services. All projects funded through IOWAccess are: a) consistent with established leadership priorities; b) properly planned; and c) have clearly defined timelines, measurable results, and return on investment.

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- Improved and more widely accessible governmental services. Most citizens expect more for less in many of their consumer and business purchases - they have similar expectations for government services.
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OFFER JUSTIFICATION:

IOWAccess provides tools of E-Government - $2.9 million in e-Government projects have been financially supported by the IOWAccess revolving fund from July 1, 2003 to date, including: an interactive Purchasing Results website to improve constituent interaction with the public budgeting process; an automated Civil Rights case management system; online license renewal systems for teacher, real estate, professional engineer, accountant, architect, landscape architect, and social gambling licenses; electronic filing of income tax returns, sales taxes, and other excise taxes; Internet availability of computerized criminal histories; installation of in-car computers in State Patrol vehicles to improve public safety operations and speed the flow of data to criminal justice systems and online citizen-facing applications; support for the online Iowa Sex Offender Registry which recently became integrated with the U.S. Department of Justice's National Sex Offender Public Registry; planning for an improved missing persons reporting system; e-Government constituent research; automation of government food inspection processes and providing the public with web access to the results; registration of child development homes and an Internet application process for food stamps; and tracking and reporting data from political committees, lobbyists, and miscellaneous contributions having statutory reporting requirements. The $1 million increase in requested funding for FY07 will be used to build more inter-agency partnerships and fund Local Government e-Government projects.

IOWAccess offers valuable services to state departments comparable to the private sector, often at no charge – State agencies, boards, and commissions have professional web application planning and development services available through IOWAccess.

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The performance targets for IowAccess are: a) to have the web portal accessible 99.5% of the time with availability measured and reported on a monthly basis; b) successful completion (on time, within budget, and fully functional) of 95% of IOWAccess projects; and

c) the results of customer satisfaction surveys indicating 80% of responses in the top two categories on a five category scale (i.e. totally dissatisfied, dissatisfied, neither satisfied nor dissatisfied, satisfied, totally satisfied).

PRICE AND REVENUE SOURCE

Total Price: $2,000,000

Expense Description:	Amount of Expense:	FTEs:
Internet Communication Charges	28,000	0
Infrastructure - Servers, network support, technicians	$404,544	2
Applications Development & Support Services	$1,567,456	11.75
Total:		

Revenue Description:	Amount:
(General Fund e.g.)	
The first $2,000,000 collected & transferred by the Department of Transportation to the Treasurer of State with respect to the fees for transactions involving the furnishing of a certified abstract of a vehicle operating record under section 321A.3, subsection 1.	$2,000,000
Total:	**$2,000,000**