Who is NIC Connecticut?

- Master Contract with the State of Connecticut
- Provide digital services, mobile apps, payment processing
- Portal Office in downtown Hartford
- NIC Parent Company
- 26 years eGovernment leadership
- 34 Offices Nationwide
- 11,300 total online services built in the company history
- Process over $25 Billion annually for our government
NIC Connecticut’s Role

- Process payments for the Applicant Background Check Management System (ABCMS) on behalf of Department of Public Health (DPH) and Department of Emergency Services and Public Protection (DESPP)

- Payments are processed once fingerprinting takes place

- NIC CT is responsible for secure payment processing and depositing money into state account

- Automated payments are set up through Customer Database Billing system (CDB)
What is CDB?

- Customer Database Billing (CDB) is a proprietary secure system developed by NIC allowing providers to setup accounts for payment processing.
- Providers must be setup in CDB before they can access and use the ABCMS system.
- Providers will have access to CDB and change or update information.
- All fingerprinting transactions are sent to CDB for automated payments.
Next Steps

- Each subscriber will need to provide NIC CT with a finance contact person, please send information to: kayla.oquendo@egov.com
- NIC CT will provide that person with a Signatory Authority Form which must be signed and returned to NIC CT
- Finance person will provide NIC CT with a Credit Card number or ACH number for automated payment setup in CDB
- Once account is setup, NIC CT will provide a username/password to each finance person
- NIC CT will have a customer support person available during business hours via phone or email
Frequently Asked Questions/Answers

(Q) – Have other providers already been setup?
   (A) Yes, NIC CT has on-boarded over 350 providers since April 2016

(Q) – Do we offer a receipt?
   (A) All transactions will show up on your credit card or bank statements

(Q) – What is the 3% additional fee for?
   (A) The cost of developing the interface and configuring the system
       Covering cost of merchant fees charged by credit card providers
       Cost of bank fees
       Ongoing support, maintenance, support, and security of the system

(Q) – How secure is the payment engine?
   (A) Certified by the Payment Card Industry Data Security Standards (PCI-DSS) as a Level 1 Service Provider
       Listed as a PCI-DSS Compliant provider on Visa’s Global Registry of Service Providers
       SSAE16 Certified Solution
       Sarbanes-Oxley Compliant
       NIC CT is a participating organization of the Payment Card Industry Security Standards Council
Contact NIC Connecticut (NIC CT)

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